

1. What are the Core Values?

- a. Pick 2 of them and explain the importance of each employee showcasing these values at work every day.

- b. Give an example of a time that you have seen it hurt the team when someone didn't abide by a core value.

2. Define Splitshift & explain when to utilize this method of labor management.

3. Define "Call-Off" and how to utilize this method of labor management

4. Define "Push-Back" & when to utilize this method of labor management.

5. Define "Standby" and when to utilize this method of labor management.

6. As a shift manager, you are able to make decisions like shutting the store down the store or pushing back opening due to weather.

- a. True
b. False

7. If the store has to shut down for a maintenance issue or any other reason, you will communicate this by _____
8. As a shift manager, you are able to issue coaching forms but must go through your ASM or SM to issue anything beyond this.
- a. True
 - b. False

Based on the scenarios provided below, fill in shift information showing lunches and “out times”.

9. Weekday (FALL/WINTER) : Good Weather Day Open 7am-6pm

Weekday (Fall/Winter) SUNDAY	In	Lunch	Out
Employee 1	6:30		
Employee 2	6:30		
Employee 3	9:00		
Employee 4	10:30		
Employee 5	3:00		

10. Weekday (FALL/WINTER): Poor Weather All Day Open 7am-6pm

Weekday (Fall/Winter) SUNDAY	In	Lunch	Out
Employee 1	6:30		
Employee 2	6:30		
Employee 3	11:00		
Employee 4	11:00		
Employee 5	3:00		

11. Weekend (Spring/Summer): Poor Weather in the morning with rain clearing out around noon. Normal open hours are 7am-8pm

Weekday (Spring) SUNDAY	In	Lunch	Out
Employee 1	6:30		
Employee 2	6:30		
Employee 3	10:30		
Employee 4	10:30		
Employee 5	12:00		
Employee 6	3:00		

12. Weekday (Spring/Summer): Good Weather Up Until 2pm when rain is supposed to start on and off.

Weekday (Spring) SUNDAY	In	Lunch	Out
Employee 1	6:30		
Employee 2	6:30		
Employee 3	9:00		
Employee 4	11:00		
Employee 5	4:00		
Employee 6	4:00		

13. Weekend (Spring/Summer): Poor Weather All Day

Weekday (Spring) SUNDAY	In	Lunch	Out
Employee 1	6:30	-	10:30
Employee 2	6:30	-	10:30
Employee 3	10:30	-	3:30
Employee 4	10:30	-	3:30
Employee 5	3:30	-	8:30
Employee 6	3:30	-	8:30

14. Please list the administrative duties that are required on the different days of the week:

Monday _____

Tuesday _____

Wednesday _____

Thursday _____

Friday _____

15. If you have 3 employees on site, how would you staff the property to fully cover responsibilities?

16. If you have 4 employees on site, how would you staff the property to fully cover responsibilities?

17. If you have 5 employees on site, how would you staff the property to fully cover responsibilities?

18. What is the formula to find conversion?

19. What is the formula to find labor %?

20. What does PPE stand for and what are examples of PPE and when they need to be used?

21. What is lock out tag out and when should it be utilized?

22. What is a Safety Report & Preventive Action Form & when should it be utilized?
