



SHIFT LEADER TEST

Business: Southpoint Marina

Name

Results Passed Failed

Date

1. **When someone sells their boat or gives their slip to someone else, you should:**
 - a. The buyer is responsible for a \$99 transfer fee
 - b. Make sure the seller knows that they are signing over rights of slip to the buyer
 - c. Fill out new contract
 - d. All of the above
2. **What can apply when someone wants to change slips:**
 - a. Fill out a slip change form
 - b. Add them to the waiting list if the marina is sold out
 - c. Boater should pay the difference in price if they are moving to a more expensive slip
 - d. All the above
3. **How much money should be in the register drawer as long as there was no payout?**
Short Answer: _____
4. **What is the chain of command when there is an issue?**
 - a. Manager --> shift leader
 - b. Shift leader --> director
 - c. shift leader ---> manager --> director
5. **When *should* we boot cars? What's the charge?**
 - a. Thursdays 4pm - Sundays ; \$80.00
 - b. Everyday ; \$50.00
 - c. Fridays 4pm - Sundays, exception: holidays during the weekdays or when it's really busy ; \$65.00
6. **If someone asks for winterized boat storage over the winter, what do you say?**
Short Answer: _____
7. **What's the CCTV password to get into the cameras?**
Short Answer: _____
8. **When there's a pool issue, what is the company we work with?**
 - a. vanhook
 - b. danielle from precision pool
 - c. wade
9. **How do you order Pepsi products?**
Short Answer: _____
10. **Who do you call when having electric issues?**
 - a. frontier
 - b. Gatti
 - c. tim harrington/Pete Benoit
11. **Who do you call when there is a plumbing issue?**
 - a. Ryan Plumbing or Gatti
 - b. FloWater
12. **Who do you call when there is an internet issue on the docks?**
 - a. frontier/time warner
 - b. Relcom/greenlight
13. **Who provides our internet service?**
 - a. vanhook
 - b. greenlight
14. **Who provides our phone line service?**
 - a. spectrum
 - b. frontier





- 9. Who provides the wireless access points?
 - a. Relcom
 - b. precision property services
- 10. Who do you contact from the office for payroll questions?
 - a. Carol
 - b. Michelle
 - c. Amanda
 - d. Karina
- 11. Who does our landscaping?
 - a. Paul Vanmulem from Precision Property Services
 - b. Paul from DRE
- 12. What's the name of the app we use for remote access to the water on the docks and do you know where the valve shut off is?
 - a. WaterCorp, valve is in electrical room
 - b. Flo, valve is in the deck
- 13. What breaker/plug powers the light fixture on *just* the East side stanchions?
 - a. 30 amp
 - b. 20 amp
- 14. If there was an isolated water leak, what would you do?
 - a. find the leak, shut off the closest valve
 - b. find the leak, shut off entire marina
- 15. What is the ideal bromine level for when it's slow vs busy?
 - a. 1-4 on slow day; 5-7 on busy day
 - b. 1.5-3 on slow day; 3-5 on busy day
- 16. How long do you have to wait after the last lightening strike, before opening the pool?
Short Answer: _____
- 17. Put steps to backwash in proper order:
 - d. Turn pump on 4 speed, then press start 1- ____
 - e. Turn pump off, turn lever clockwise from "filter" to "backwash" 2- ____
 - f. Before starting, check pump to see if it's running at 110 gallons per minute or under 3- ____
 - g. Run backwash until alarm goes off 4- ____
 - h. Turn pump off, then turn lever clockwise from "backwash" back to "filter" 5- ____
 - i. Finally, press 4 speed, then press start again 6- ____
- 18. Name steps to diagnose when a 110 GFI outlet isn't functioning For example, shack/pool are/pool room. (
Short Answer: _____
- 19. Name steps of running the pool cleaner
Short Answer: _____
- 20. Who is the locksmith?
Short Answer: _____
- 21. Describe the electrical stanchions amp amounts on each side of the marina and their locations
Short Answer: _____
- 22. Describe how you know there is an issue with a stanchion on the East side and how do you diagnose?
Short Answer: _____

Final Notes:

Can this employee delegate duties, keep up on ice, re-stock things?

Can they run shifts and make cuts when necessary?

Has this employee proven they can keep busy during slow times and come up with projects?

2 Does this employee show good leadership traits?



Manager Approval: _____

Date: _____