



## 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: (D)
  - 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: (D)
  - 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? (\$200.00)  
Short Answer: \_\_\_\_\_
4. What is the chain of command when there is an issue? (C) (note: whoever is working that day)
  - a. Manager --> shift leader
  - b. Shift leader --> director
  - c. shift leader ---> manager --> director
5. When *should* we boot cars? What's the charge? (c)
  - 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? (call M&M) Short Answer: \_\_\_\_\_
7. What's the CCTV password to get into the cameras? (888888)  
Short Answer: \_\_\_\_\_
8. When there's a pool issue, what is the company we work with? (B)
  - a. vanhook
  - b. danielle from precision pool
  - c. wade
9. How do you order Pepsi products? (online account)  
Short Answer: \_\_\_\_\_
10. Who do you call when having electric issues? (tim)
  - a. frontier
  - b. Gatti
  - c. tim harrington/Pete Benoit
11. Who do you call when there is a plumbing issue? (ryan)
  - a. Ryan Plumbing or Gatti
  - b. FloWater
12. Who do you call when there is an internet issue on the docks? (relcom)
  - a. frontier/time warner
  - b. Relcom/greenlight
13. Who provides our internet service? (greenlight)
  - a. vanhook
  - b. greenlight
14. Who provides our phone line service? (frontier)
  - a. spectrum
  - b. frontier





9. Who provides the wireless access points? (relcom)
  - a. Relcom
  - b. precision property services
10. Who do you contact from the office for payroll questions? (B)
  - a. Carol
  - b. Michelle
  - c. Amanda
  - d. Karina
11. Who does our landscaping? (A)
  - 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? (B)
  - 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? (20 amp)
  - a. 30 amp
  - b. 20 amp
14. If there was an isolated water leak, what would you do? (A)
  - 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? (B)
  - 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? (30mins)  
Short Answer: \_\_\_\_\_
17. Put steps to backwash in proper order: (f,e,d,g,h,i)
  - d. Turn pump on 4 speed, then press start
  - e. Turn pump off, turn lever clockwise from "filter" to "backwash"
  - f. Before starting, check pump to see if it's running at 110 gallons per minute or under
  - g. Run backwash until alarm goes off
  - h. Turn pump off, then turn lever clockwise from "backwash" back to "filter"
  - i. Finally, press 4 speed, then press start again

1- \_\_\_\_

2- \_\_\_\_

3- \_\_\_\_

4- \_\_\_\_

5- \_\_\_\_

6- \_\_\_\_
18. Name steps to diagnose when a 110 GFI outlet isn't functioning For example, shack/pool are/pool room. (check the breaker in the breaker box, check GFI on the plug)  
Short Answer: \_\_\_\_\_
19. Name steps of running the pool cleaner (keep 10ft away from water, fully submerged before turning on, clean filters, etc)  
Short Answer: \_\_\_\_\_
20. Who is the locksmith? (Dan Vandesande)  
Short Answer: \_\_\_\_\_
21. Describe the electrical stanchions amp amounts on each side of the marina and their locations (20/30/50 on east side, just 30 on west side, 20/30 on A-C dock, 20/30/50 on D dock)  
Short Answer: \_\_\_\_\_
22. Describe how you know there is an issue with a stanchion on the East side and how do you diagnose? (flashing red light/find tripped breaker)  
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: \_\_\_\_\_