

# Shift Leader

Here you will find a brief overview of the role of a track Shift Leader at Track 21. Our goal is to give you the insight into our expectations of what duties should be performed, the main purpose of the position and how the role fits into the overall vision of Track 21 .

The Shift Leader role was created to have a “peer” guiding our other track marshals and to bridge the inevitable gap in communication between management and employees. While the managers are tasked with watching over all aspects of the facility, the track Shift Leaders can focus on just specific things that the track marshals would encounter. Also, there are specific tasks that require the attention to detail and oversight of a person who will then sign off to signify that it has been completed in a timely manor and at the level of excellence we have come to expect. This list is an example and not all tasks are included. This will give you an idea of the types of tasks you will be responsible

## OPENING DUTIES

- Check karts conditions – Is the kart race ready for customer use? Are the mechanics of the kart in order? Is the installed safety equipment functioning properly? (such as seatbelts, strap to adjust seat, roll bar etc.) Any damage must be entered into APEX Garage system before we open.
- Were the karts properly filled with gas? Are the gas caps securely fastened?
- Walk the track to look for debris, or damage to walls.
- Check every karts tire pressure?
- Certify that all opening procedures are completed, and we are prepped for the first guest.

## ON SHIFT DUTIES

- Make certain that the briefer is staying on schedule and their briefings, are effective regarding how guests are following rules on the track. There may be bad drivers who ignore rules sporadically, but we are looking out to make sure that we are not having race after race where drivers are confused on the blue flag meaning and purpose. You are not over the briefer position, but you are the person who will be reporting to us how well a person briefs based on how well guests operate the karts after.
- Check all drivers for open hair (past neckline), handing out neck braces, and looking for people with the wring feet.
- Participate in employee evaluations as well as new employee training and continued employee education.
- Take complete control in accident situations and coordinate the response, based on the training provided by Track 21. (not medical training, but training regarding slowing down all karts, and comforting injured guest without being demanding.
- Make sure Indy track is functioning smoothly.
- Make sure all electronics (Computers, printers, tv's etc) are operating the way they are supposed to be. Alerting management if they are not.
- In charge of marshals alternating positions, keeping track of track staff leaving the track to go on breaks. Also limiting the amount of people leaving at one time.
- Customer questions, complaints, suggestions. Engage the customer and give tips to getting faster. Help them understand what they have done wrong and how that caused them to lose time.
- Make sure races are starting on time, not to early or late!
- Inform track marshals about events or private kid parties.

## CLOSING DUTIES

- Make sure end of night checklist is completed.
- Make sure all trashcans are empty.

We do not expect you to perform all these tasks exclusively, instead we expect that you are delegating to other employees so that you can work with the ones who need help. We want you to help them learn the correct way to do things. We also expect you to inform us if there is an individual who is either not catching quickly enough or is just not working out due to poor attitude or any other reason. As we said above, your opinion regarding employees will go a long way in whether they are let go or not.

In the past the shift leaders have also spread any news shared with them from management, so it is explained correctly as well as impressed upon the staff of its importance. The inability to function adequately in this manor is quickly apparent if we see multiple employees cutting corners. The other employees should trust and listen to you and since you have a more one on one relationship with them. Since we are unable to have large group meetings, this method is key in making sure all Track 21 staff are on the same page.

Our goal at Track 21 is to provide our guests with an exciting, safe and entertainment venue where they can relax and really make some awesome memories with friends or family. We can not function well if the karts have mechanical issues and some marshals black flag for one reason, but other marshals don't. A well-designed plan is only as effective as its implementation and you are a key part of accomplishing this goal.

If you have any questions, please email me or come talk to me (or JC or the managers) This is in no way all the duties expected by you, but it gives you some insight on what we are expecting.