

Shift Leads — Quick Card

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Mission

Keep the floor moving: right person, right zone, right frequency — safely.

Checklist

- Verify carts stocked and wet floor signage available.
- Assign routes and backup coverage for breaks/lunches.
- Confirm QR scans at start/end of services where posted.
- Audit presentation: restrooms, cafés, lobbies — fix issues on the spot.
- Note wins/misses; report patterns to the manager.

Route Supervision

- Restrooms: verify cycles match shift expectations (see Route Cards).
- Cafés/Kitchenettes: extra passes during break windows.
- Lobbies/Entrances: glass + floors; keep it client-ready.

Coaching & Escalations

- Demonstrate correct mopping, touchpoint sanitizing, restocking.
- Pair new hires with a high performer for the first week.
- Escalate hazards/equipment failures/repeated neglect to manager.