# **ESFM Tesla GFNY Leadership Playbook**

**Operations & Expectations Guide – 2025 Edition**

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*“Excellence isn’t optional—it’s the standard. Together, we make the difference.”*

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## **SECTION 1: Core Leadership Philosophy**

* Lead with **structure, consistency, and care**
* **Coach, don’t scold**—correct in real time, but professionally
* **Never assume—always verify**
* **If it’s not documented, it didn’t happen**
* **Performance = pride**. Everyone matters. Every detail matters.

## **SECTION 2: Daily Responsibilities (All Shifts)**

### **Start of Shift**

* Confirm staffing, review call-offs, and assign coverage.
* Inspect carts, equipment, and janitorial closets before dispatch.
* Ensure all zones are assigned and ready.
* Post staffing/zones update in **Microsoft Teams**.

### **During Shift**

* Observe work; give real-time correction.
* Enforce uniform and PPE compliance.
* Monitor high-visibility areas (lobbies, cafés, restrooms).
* Walk zones with Leads to verify work.
* Review QR compliance live (missed scans, overdue zones).

### **End of Shift**

* Verify carts are stocked and stored correctly.
* Inspect janitorial closets and storage areas.
* Ensure dirty rags/mops are returned to Laundry.
* Confirm all QR scans and zone completions are logged.
* Submit **shift report** (Teams/email) with:
  + Zone coverage highlights/misses
  + Attendance issues
  + Equipment/service notes
  + Escalations to next shift

## **SECTION 3: Coaching & Accountability**

* Use Attendance Coaching Script for lateness/call-offs.
* Document issues in the **Employee Incident Log**.
* Praise publicly, correct privately.
* Acknowledge and reward improvement.
* Hold staff accountable for **QR compliance, reporting accuracy, and cart readiness**.

## **SECTION 4: Communication Tools**

* **Microsoft Teams** – shift handoffs, supply issues, daily reports.
* **Outlook Email** – formal reporting to leadership (Director, RVP, Tesla).
* **Printed Materials** – route cards, sign-out sheets, audit checklists.
* **Handwritten Logs** – backup for carts, attendance, and equipment sign-out.

## **SECTION 5: Weekly Leadership Tasks**

* Conduct **Friday Supervisor Audit** (use official checklist).
* Submit **Friday Management Update** to Director (CC Managers).
* Send **Daily Shift Reports** to Director; ensure accuracy & consistency.
* Review QR compliance reports for missed scans and zone gaps.
* Track attendance, call-offs, and incident logs.
* Verify cart/equipment sign-out and return logs for KPI compliance.
* Host **Mon/Wed/Fri team huddles** pre- or post-shift for updates.

## **SECTION 6: Upholding Standards**

* **No shift starts** without stocked carts and closets.
* **No personal carts**—all must be reset and returned.
* **No shift ends** without preparing the next shift’s success.
* Equipment must be **cleaned, emptied, and signed back in**.
* Rags/mops must be returned to Laundry—not left behind.
* Immediate issues must be logged and communicated—**no surprises**.

## **SECTION 7: QR Compliance & Reporting**

* **Exit-Only Rule**: QR scans only on exit, once all work is complete.
* **Every Zone, Every Shift**: missed scans = missed zone.
* **Notes Required**: shortages, damages, hazards must be logged.
* **Escalation**: urgent hazards = QR note **plus** verbal to Manager/Lead.
* **Supervisor Checks**: Leads/Managers verify live QR dashboard during shift.
* **Shift Handoff Integrity**:
  + Outgoing Manager submits report (coverage, issues, follow-ups).
  + Incoming Manager reviews and confirms.
  + Discrepancies must be flagged and resolved, not ignored.
* **Data = Accountability**: QR + Shift Reports form the **official record** for audits and KPIs.

## **SECTION 8: Your Support System**

* **Terry Burns** – Director, ESFM Tesla GFNY
* **Dana Iser** – 2nd Shift Manager
* **Vicky Mayfeild –** 2nd Shift Lead
* **Jim Vallier** – 3rd Shift Manager (replaced CJ)
* **Vincent Smith** – 1st Shift Manager (replaced Tyshon)
* **Aries Washington** – 1st Shift Lead
* **[3rd Shift Lead]** – Currently on administrative leave
* **Leads (Weekend 1st/2nd)** – Myrna Rodriguez, Flossy Fomby

📌 *Use the chain of command. Delegate and build others up—don’t carry it all yourself.*