



# GAME PLAN

# Spartan of the Week: \_\_\_\_\_



# ENABLE EVERYONE TO LEAP

# Tunnel (T)

**The Tunnel position is responsible for performing the Loading and Prep procedures as well as completing any tunnel tasks.**

# Pay Station (PS)

**The Pay Station position is responsible for greeting customers, assisting and answering questions, informing customers about memberships and promotions and maintaining the cleanliness of the entrance and pay station areas.**

# Lot (L)

**The Lot position is responsible for assisting and interacting with customers, maintaining lot cleanliness, completing customer feedbacks and maintaining all amenities.**

# Break/Off (X)

**This position is used to indicate when team members are on break as well as hours they aren't scheduled for work that day.**

# Development (D)

**The Development position is responsible for delivering team member development. This can be in the form of online modules, demonstrating another position on the Game Plan, teaching new skills or coaching to improve existing skills.**

**The Development position is also used to indicate that a team member is receiving development during that period.**

# Quarterback (QB)

**The Quarterback keeps an eye on the entire site and moves to the area of greatest need. The QB may perform tasks in the Tunnel, Pay Station, Lot and Development.**