

**307 - JQR SERVICES SUPERVISOR/MANAGER**

NAME: \_\_\_\_\_ RATE/RANK \_\_\_\_\_

This page is used as a record of satisfactory completion of the Job Qualification Requirement (JQR). Only specified supervisors may signify completion of requirements either by written or oral examination, or by observation of performance. The examination or checkout need not cover every item; however, a sufficient number should be covered to demonstrate the examinee's knowledge. Should supervisors "give away" their signatures, unnecessary difficulties can be expected in future routine operations.

This qualification section is to be maintained by the trainee and updated to ensure awareness of remaining tasks.

**QUALIFICATION RECORD**

Trainee has been indoctrinated in this JQR and given a target completion date of \_\_\_\_\_.

Signature \_\_\_\_\_ Date \_\_\_\_\_  
(Supervisor)

Trainee has completed all requirements for this Job Qualification Requirement (JQR).  
Recommend designation as a qualified SERVICES SUPERVISOR/MANAGER (JQR-307).

Recommended \_\_\_\_\_ Date \_\_\_\_\_  
(Supervisor)

Recommended \_\_\_\_\_ Date \_\_\_\_\_  
(Division Officer)

Recommended \_\_\_\_\_ Date \_\_\_\_\_  
(Department Head)

Service Record Entry \_\_\_\_\_ Date \_\_\_\_\_

- A. Prerequisites: Barber 304, Laundry Issue Clerk 309, Wash Extractor 310, Tumbler Dryer 311, Laundry Press 312 and Spotting Board 313.
- B. Safety
  - 1. Review Appendix A for applicable safety precautions.
  - 2. Review OPNAV Instruction 5100.19 series for safety precautions related to the services.
  - 3. State and discuss safety precautions related to the following:
    - a. Conveyors
    - b. Materials handling equipment
    - c. Loading and unloading stock import and underway
    - d. Proper lifting of stock
    - e. Proper stowage of flammable materials
    - f. Washer Extractors
    - g. Dryers
    - h. Flatwork Ironer
    - i. Laundry and/or dry-cleaning presses
    - j. Minor electrical equipment
- C. Security
  - 1. Conduct Group III and Group IV security inspection of ships store spaces and correct or document any discrepancies.
  - 2. Discuss managerial issues related to the security of the computer and software.
  - 3. Describe the managerial concerns in regards to the movement of accountable stock.
  - 4. Describe the proper management controls in place to safeguard equipment, supplies and personal clothing in the retail and service activities.
  - 5. Discuss security/break-ins after hours.
- D. Bulk Storeroom Custodian
  - 1. Discuss factors to consider when assigning a bulk storeroom custodian.
  - 2. Conduct a material inspection of all storage areas and correct or document all discrepancies.
  - 3. Discuss and define the layout of each storeroom to ensure maximum utilization.
- E. Barber
  - 1. Ensure each barber is screened by medical prior to assignment.
  - 2. Discuss current and future plans for the training.
  - 3. Discuss factors to consider when assigning a barber.
  - 4. Explain the management objectives in place to ensure proper equipment and supplies are available.

5. State the controls in place to ensure the proper sanitation of the barbershop and equipment.
6. Explain the procedures for handling complaints.

F. Ships Laundry

1. Discuss the requirements and process for assigning personnel to the Ships Laundry.
2. Discuss guidelines established by management for the proper stowage and handling of laundry supplies.
3. Evaluate laundry requirements and review the current laundry schedule.
4. Explain the procedures for auditing laundry logs.
5. Discuss the sanitation regulations for the laundry.
6. Explain the management controls in place to ensure a safe working environment in the Ships Laundry.
7. Discuss management policies in regards to the handling of VIP laundry.
8. Discuss the handling of laundry claims.
9. State the management policies implemented to provide accountability for laundry garments.
10. Describe the customer service guidelines initiated to ensure proper handling of laundry claims.
11. Explain the management controls and policies in place to ensure the proper processing of laundry garments.
12. State the management guidelines in place to ensure proper maintenance is completed on all laundry equipment.
13. Explain what resources are available to correct equipment deficiencies aboard your ship.
14. Explain the guidance you should provide to personnel if the following conditions exist:
  - a. Loss of steam
  - b. Loss of air
  - c. Loss of electrical power
  - d. Loss of water
  - e. Loss of vacuum

**TASKS**

Estimated completion - 8 Weeks

Note: Perform or simulate these tasks IAW current procedures.

## 1. Supervisor/Manager

- a. Submit request for FISC Fleet Assistance Team to conduct assist visit.

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(Signature) (Date)

- b. Prepare and update Supply Department Instructions for Ships Store.

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(Signature) (Date)

- c. Prepare and update Ships Store organizational chart.

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(Signature) (Date)

- d. Inspect all services spaces for proper Group III security.

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(Signature) (Date)

- e. Establish and monitor hours of operation for all service activities.

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(Signature) (Date)

- f. Resolve customer complaints.

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(Signature) (Date)

- g. Prepare maintenance plan for all service activity equipment.

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(Signature) (Date)

- h. Inspect all spaces and equipment for safety and fire hazards.

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(Signature) (Date)

- i. Ensure sanitation requirements are posted in all spaces.

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(Signature) (Date)

j. Audit laundry logs.

\_\_\_\_\_  
(Signature) (Date)

k. Ensure requirements of the Navy Heat Stress Program are followed in all spaces.

\_\_\_\_\_  
(Signature) (Date)

l. Initiate procurement of supplies used to operate the service activities.

\_\_\_\_\_  
(Signature) (Date)

m. Initiate procurement of major Ships Store equipment.

\_\_\_\_\_  
(Signature) (Date)

n. Initiate modernization plan.

\_\_\_\_\_  
(Signature) (Date)

o. Prepare stowage plans for normal operations and deployment.

\_\_\_\_\_  
(Signature) (Date)

p. Prepare Ships Store monthly management report.

\_\_\_\_\_  
(Signature) (Date)

q. Prepare training program.

\_\_\_\_\_  
(Signature) (Date)

r. Prepare load out plan for deployment.

\_\_\_\_\_  
(Signature) (Date)

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### **EXAMINATIONS**

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1. Pass a written and/or oral examination.

\_\_\_\_\_  
(Signature) (Date)