

Trainer Job Description

Role:

Trainers are ambassadors of our culture and are responsible for training new Team Members on the standards, procedures, values, vision, and recipes of Chick-fil-A. They are responsible for setting the example for speed, accuracy, ACE, and positive attitudes. Able to use ESRC and apply it to everything they do in life.

Expectations:

Display Core 4 consistently with our guests.

Use Pathway and checklists created from Pathway to train the “Chick-fil-A Way”.

Know our organization’s Vision and Values by heart.

Work at least 3 days per week.

Available an average of 20 hours per week.

Attend Trainer meetings 1x a month.

Understand and uphold personally what is set forth in the Chick-fil-A Policy Handbook.

Trainers report to the Training Coordinator and MODs while on shift.

Uniforms:

Red team member uniforms.

Team Leader Job Description

Role:

Lead shift and our team at two different times of the day. (Open-2 or 2-Close). Managing systems and processes, team engagement.

Schedule:

35+ hours a week leading shift around 2 times a week. While being in other lead/support roles throughout the week.

Qualities:

Display Core 4 consistently with our guests.

Use Pathway and checklists created from Pathway to train the “Chick-fil-A Way”.

Know our organization’s Vision and Values by heart.

Cross Trained between front and back of house.

Understand and uphold personally what is set forth in the Chick-fil-A Policy Handbook.

Be able to measure our numbers and interpret them.

Have an elevated knowledge of the business and skill in all positions.

Able to relate to the team and is someone who the unit trusts.

Has earned the respect of everyone on the team and is able to problem-solve through any situation.

Is able to communicate well with others and looks for ways to help the team grow.

Sets goals and encourages team members to set new personal goals.

They can be the manager first and the team’s friend.

Able to understand the difference between a leader and a manager.

Responsibilities:

- Running Shifts
- Handing Team Member complaints/disciplinary action (verbal warnings, write-ups)
- Counting drawers/safe (documenting inconsistencies on Slack)
- Guests' comments/complaints
- Sedgewick (Insurance Company) employee or guest injuries
- Tracking sales and labor
- Taking and completing catering orders
- Handling refunds

- Trained to respond quickly and calmly to a unit crisis (power outage, fire evacuation, lockdown, other emergency)
- Have basic knowledge of scheduling procedures, and inventory management.
- Initial and Ongoing Training
- Responsible for the good and bad that happens on a shift
- Delegate to/follow up with other leads on shift.
- Empower them to solve problems with you
- The shift and the team members on it are your responsibility
- Have preferred a day off but am willing to be flexible if the business needs it (not Friday or Saturday).
- Communicate with FOH Director if planning a vacation longer than 6 days
- Communicate with other managers if planning 3+ days off in order to make sure manager shifts are covered
- Use personal phone while at work and before/after hours if needed, use it to check Slack and email (you will be reimbursed a set amount each month for cell phone usage)
- Have CFAs and Mr. Danfords best interest in mind when it comes to teaching, training, leading and coaching team members.
- Basic knowledge of Pathway and other @cfa resources
- Be able to troubleshoot problems using @cfa IT helpline
- Consistently display a positive attitude and use encouraging words with the team (you set the temperature in the room if you great out, everyone else will too)

Dress Code:

Blue Manager Uniforms

Team Recognition Job Description

Role:

Help to create a positive culture for our team by celebrating their birthdays, anniversaries, and promotions. You are in charge of making sure all team members are celebrated on these certain days.

Tasks:

Create an organizational system to keep track of all celebration dates.

Use birthday and anniversary boards for team members on those celebration days for them to write on.

Take a photo of them with that board and post it on #Way2Go.

Manage birthday cards for team members and hand them out on their celebration day.

Coordinate with the marketing manager and give that person the photos to post on social media.

Schedule:

One hour a month of admin time is scheduled. Clocking in a few minutes before or after a person's shift to celebrate them is also done. If needed taking the photo a day before if they are not here on a certain day is also an option.



