



Team Member Meal Benefit & Break Policy

As a Chick-fil-A Airport Road team member, you will be provided with a budget of for food and beverage. This budget is determined by how well we implement and execute certain aspects of the store. These measures may vary from month to month depending on performance and the needs of the store.

Team Member Meal Benefit

How it is calculated:

Overall Satisfaction (OSAT) – How well we are executing the overall experience. Big categories of the OSAT include Fast Service, Order Accuracy, Taste, Temp, Portion, Attentive & Courteous & Cleanliness.

As the OSAT goes down below chain average, the discount goes down by 20%.

Overall Satisfaction	Discount %	Break Allowance
≥ 95% (chain ave.)	100%	\$11.00
94%	80%	\$8.80
93%	60%	\$6.60
92%	40%	\$4.40
91%	20%	\$2.20
90%	0%	\$0.00

General meal guidelines:

- The meal benefit is based on OSAT and is given on a month-by-month basis. The discount % will be applied the next month after OSAT is determined
- All meal and condiment items must be rung in the POS system (cheese, additional chicken, specialty items)
- Prohibited break items – All desserts, iced & frosted drinks, bottled water, and lemonade.
- No team member/team leader should ring up their own food nor should they make their own food
- Team members should keep in mind other guests when ordering their food so that there is not an impact on speed of service

- For those working under 10 hours during their shift, team member meal benefit should only be used once per shift per day per team member. For those working over 10 hours during their shift, team member benefit may be used twice during one workday.
- The discount can be used prior to or after a shift if the shift did not allow for a break

Beverages:

- All tea, soda, & coffee are 100% free for the entire shift if a team member brings their own cup OR maintains the cup they used on break. If you bring your own cup, it must be a cup with a secure lid, straw and marked with the team member name (see cup policy)
- Any team member needing an extra cup will be charged the price of a normal beverage according to the size requested
- Lemonade, iced coffee and packaged beverages may be purchased with employee discount

Team member meal limitations:

Team member meal benefit may be revoked by the Director on Duty or Operator. Revocation of the benefit should be documented to the team member via Telegram or other documented source. The following are the typical, but not all, reasons for the benefit to be revoked:

- Tardy to shift by 3 minutes or more (regardless of traffic, please research before leaving)
- Improper uniform or grooming (missing name tag, white socks, failure to shave, etc.)
- Calling out for previous shift without proper coverage
- Failure to follow team member meal benefit guidelines
- Failure to follow basic team requirements as outlined in handbook

Break Guidelines

- You should take your break(s) only at a time approved by the Operator or the manager on duty
- A break is not a right, it is a privilege and may not be given depending on the current situation **(except if you are under 16 years of age)**.
- If a sudden rush occurs, as leaders, you may be called back to work from break. If this occurs, and your break is 20 minutes or less, you will be paid for your break
- Please note that if your break time exceeds the time permitted, you are not entitled to be paid for excessive break time. Moreover, if your break time exceeds the time allotted and permitted, you may be subject to disciplinary action
- You are required to clock out for your break(s) and clock in when you return from your breaks

- There are no smoking breaks allowed. Coming back from break smelling like smoke is a food safety issue.
- State or local law may set forth different, additional, or conflicting requirements. In that event, Chick-fil-A Airport Road follows all laws and will provide the benefit most favorable to the employee

Team members 16 years of age or older

The North Carolina Wage and Hour Act (WHA) does not require mandatory rest breaks or meal breaks for employees 16 years of age or older. At Chick-fil-A Airport Road, we also are not required to provide a break but will try to accommodate requests when available. For team members who are 16 years of age and older who work a single shift is given the option (when available) to take one unpaid break for at least (22) minutes, up to thirty (30) minutes. In addition, team members who are 16 years of age and older who work ten (10) hours or more during a single day are given the option (when available) to take a second unpaid break for the same allotted time. These breaks can be combined into a one hour break if time permits. In either option, the team member must clock out fully until their return.

Team members under 16 years of age

The WHA requires breaks only for youths under 16 years of age. Youths under 16 years of age must be given at least a (30) minute break after 5 consecutive hours during a single day for a minimum of (30) minutes

Employee Break Area

Please utilize the dining room when on break. Drinks must be stored in the designated drink areas. Drinks must never be stored in any other areas in the store.

Employee Break Procedure

- Before your shift - To obtain a meal before your shift, please go to the front counter as a customer and order your food.
- During your shift - To obtain a meal during your shift, clock out first. Then please notify management to ring up your break food on the register
- After your shift (non-closers only) - To obtain a meal after your shift, please go to the front counter as a customer and order your food. This does not include night shift, please see note below.

Closers. Because night shift ends after closing time, you may never take food home. If you are on night shift and would like something to eat, please arrive before your shift or schedule a time during your shift. Excess food at the end of the night must be saved for the store for other uses. If food is taken at the end of the night, this is considered stealing and is grounds for termination.

Please note that the employee meal policy may change and be revised at any given time