



**Airport Road**

**Orientation**

# Orientation Agenda

- Policy
  - Parking
  - Telegram & HotSchedules
  - Team Member Handbook
- Vision & Values
  - Who is Chick-fil-A?
  - Who is Chick-fil-A Airport Road?
  - Front of House - What is hospitality?
  - Back of House – Food safety



# Parking

- Please do not park at Carolina Furniture
- Please lock your car, keep valuables out of sight
- Only park in team member designated areas



# Team Member Parking



- Team members should only park in the designated spaces outlined in red above
- Team members should fill Carolina Furniture spots first, and then overflow at store parking

# Telegram & HotSchedules Setup

- If you have not downloaded these apps, please go to [www.cfaairportroad.com/team](http://www.cfaairportroad.com/team) and click on “new team members” and then “download required key apps”



# Telegram

- What is Telegram?
  - Telegram is our communication app that we use for multiple aspects of the business
  - Many different groups created
    - News, team chat, catering, leadership, etc.
- Main groups
  - Airport Road News – Operator & Director news
  - Airport Road Team – Team chat
  - Airport Road Marketplace – Buy/sell (optional)
- You are responsible for keeping up with communications
  - Be alert for critical communication such as training, new product rollouts, policy, etc.
  - If you miss a critical communication, disciplinary action may follow

# HotSchedules

- What is HotSchedules?
  - HotSchedules is how we schedule, how you update your availability, and how you ask for time off
  - Please go to [www.cfaairportroad.com/team](http://www.cfaairportroad.com/team) for setup instructions on how to view your schedule, how to update your availability, and how to ask for time off



# **Team Member Handbook**

## **Policies & Guidelines**





# Team Member Handbook

- Disclaimer – This is a snapshot of a few policies in the handbook, please review the handbook for its entirety



# HotSchedules Policy

- Time off or Availability Changes
  - Must ask off or change your availability through HotSchedules two weeks in advance
    - You have until Sunday @ 4PM, two weeks before the next schedule begins
    - HotSchedules reflects this cutoff time and will not allow changes
  - Requires management approval



# Call Out/Sickness Policy

- Calling out
  - To call out due to sickness or emergency, call Michelle on Telegram
  - If early morning shift before 8AM, please call the store (press 7)
  - You may trade your shift with another
    - If no one covers your shift, you must work
    - A person of the same rank can cover the shift
    - Trading shifts must be approved by a manager
- Calling out if sick
  - If you are sick with vomiting or a fever, please do not come in and go to the doctor

# Beginning Your Shift

- Your scheduled time is the time that you start your shift, not the time that you show up to work
- Please arrive at least 5 minutes before your shift begins to settle, take off your jacket, put items in the locker, etc.
- You may clock in 5 minutes early, no earlier
- If running late due to issues such as traffic, please call the store or send a message to the team chat in Telegram and let them know



# Uniforms & Appearance

- Uniform pieces required
  - Slip-resistant shoes (personal expense)
  - Name badge
  - Belt
  - Clean uniform
  - Hat (kitchen)



# Uniforms & Appearance

- Shirt, pants, belt, nametag and hat (kitchen) provided for everyone
- For full time team members, an extra shirt and pants are provided after 30 days
- Shoes are a personal expense (see uniform section on the team website)
- Cold weather gear
  - Heated vests, hand warmers, and gloves are provided for drive-thru team members
  - May use personal jacket, gloves, beanie, or may purchase
    - Items must be black with only small logo permitted
- For additional uniforms or additional pieces, please go to [www.cfaairportroad.com/uniforms](http://www.cfaairportroad.com/uniforms)



# Uniforms & Appearance

- **Hair**
  - Hair that falls around face must be tied back using a hair band
  - Must be natural in color
  - Must be natural in style (no shaven designs, mohawks)
- **Fingernails**
  - Must not extend beyond fingertips
  - Nail polish not allowed in food preparation areas
  - Nail polish in front of house must be solid colors
  - Fake fingernails or fingernail gems are not allowed due to food safety issues



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# Uniforms & Appearance

- **Jewelry**
  - **Rings** - Must be limited to a wedding band or set (none on thumbs). In food preparation areas, plain band rings, if worn, must be worn with gloved hands to avoid food contamination or catching on equipment.
  - **Wristwatches and/or medical alert bracelets** - Must be conservative in size and appearance; they should not have gemstones that could come loose. Should be taken off in food preparation areas.
  - **Earrings** - Must be limited to plain stud earrings (no dangling earrings, including hoops of any size)
  - **Nose rings** - Limited to plain stud earrings (no gemstones or attachments)



# Uniforms & Appearance

- Beards
  - Beards & mustaches allowed - must be short (less than ½ inch), show defined lines and trimmed
- Tattoos, piercings, and body modifications
  - Tattoos must not be visible on face or neck.
  - Tattoos in front of house must be covered using sleeve unless small
  - Visible tattoos must not contain profanity or be racially offensive, sexually explicit, violent, vulgar or otherwise offensive to other Team Members and Guests



# Uniforms & Appearance

- **Tattoos, piercings, and body modifications** - CONTINUED
  - Tattoos that do not meet requirements above can be covered by approved TeamStyle uniform items (for example, long-sleeved polo or performance sleeve) and/or with waterproof makeup.
  - Body modifications (e.g., piercings, gauges, extended earlobes, etc.) visible to customers are not acceptable.
  - Jewelry other than plain stud earrings in the earlobe or nose are not acceptable. This includes tongue rings, bull rings, brow rings, etc.



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# Other Policy

- **Smoking**
  - All forms of smoking prohibited in all areas of the restaurant, inside and out. This includes vaping.
- **Cell Phones**
  - A team member's cell phones or other personal electronic communications devices may not be used, worn, or kept on the team member's person while the team member is on duty at the Restaurant.
  - Keep in car or lock in locker
  - Managers and directors may have cell phones due to need
- **Smart Watches**
  - Are currently allowed but if you are found to be texting or checking watch often, we will ask you to remove

# Restaurant Safety

- Eyewash station – If you get chemicals or irritants in your eyes
- Ansul system – For use if a serious grease fire occurs under the hoods
  - Do not ever pull unless extremely serious
- Silver fire extinguisher – For use with grease fires only
- Red fire extinguisher – For use with any other fire



# Restaurant Security

- **Dealing with Violence and Threats** - workplace violence is defined as “any word or deed that implies, infers or causes fear, harm or damage to persons or property in a work environment
- Be vigilant for any suspicious behavior, notify management
- Call management for any incident, call police for anything major
- Always keep the back door shut
- Arrive and leave in pairs of two, never alone
- If you are a closer, after your shift, please leave the premises immediately to avoid any issues, do not hang around



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# Restaurant Security

- If you are dealing with a active threat and you must call the police immediately, please press the silent alarm
- Please do not bump these and avoid triggering by accident



# Break Policy

- A 30-minute break is required for restoration
- **Employee Meals**
  - You will be provided with a budget for food and beverage at no cost to you which includes any menu option, except the following:
    - All desserts, iced & frosted drinks, bottled water, and lemonade.
  - May not go over budget
  - The budget amount for breaks may vary depending on performance
  - \$11.00 current break meal allowance

# Break Policy

- Break area is the dining room, no eating is allowed back of house
- **Break procedure**
  - To obtain a meal before or after 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
  - Due to guest perception, please wait for your food in the pickup area, not behind the counter



# Break Policy

- Water bottle/cup policy
  - Get free drinks & refills by using your water bottle or cup with lid and straw
  - Foam cups are allowed with your break meal, but otherwise off limits
    - May purchase at 50% off with team member discount



# Discount Policy - Guest

## Current Guest Discount Policy

- Police (in uniform\*\*) - 50% off entire meal (for individual only, not family)
- Active military (white ID) - Free medium drink with purchase of entree
- Veteran (green, red, blue, brown ID) - Free medium drink with purchase of entree
- EMS/Fire - Free medium drink with purchase of entree

\*\*Police in uniform can also be used for detectives in civilian attire with badge



# Discount Policy – Team Member

## Current Team Member Discount Policy

- During your shift - 50% off any item
  - While break meals are in effect. If the break meal allowance goes to \$0.00, this discount is void
- Off the clock - 25% off (50% off)
  - Additional 25% off given if Order Accuracy (OA) is chain average or above on our CEM scores (surveys given to guests)
  - Purchases must be made in the dining room, drive-thru purchase prohibited
  - Off the clock discount is for team member only, not family or friends
- Catering items - 15% off

Discount policies can vary based on performance and discount strategy

# Standards of Conduct

- Disciplinary action will may occur for things such as:
  - Theft (monetary, time, food theft, coupon, etc.)
  - Violence or threats
  - Abuse of policies
  - Discrimination
  - Harassment
- What is time theft? Example = sitting around while on the clock, clocking in 15 minutes early and taking your time to get settled, etc.
- May result in termination, suspension, or loss of hours



# At-Will Employment

- Your employment at Chick-fil-A Airport Road is at-will, which means that either you or we may terminate your employment at any time with or without notice or cause, for any reason not prohibited by law
- We hope you don't, but if you do exit:
  - Be professional, please give us a two-week notice
  - Please return your uniform
  - Your reputation follows you! Be respectful to others



# One Last Reminder...Have Fun!

“If you’re not having fun, you’re not doing it right” – Truett Cathy



# Questions?



# Vision & Values





# Who is Chick-fil-A?

“Food is essential to life; therefore, make it good” – S. Truett Cathy

- **Corporate Purpose Statement** – “to glorify God by being a faithful steward of all that is entrusted to us, and to have a positive influence on all who come into contact with Chick-fil-A.”
- **Shared Vision** – “Be the world’s most caring company”



# Who is Chick-fil-A Airport Road?

- **Chick-fil-A Airport Mission Statement**: To glorify God by having a positive impact on all who come in contact with Chick-fil-A Airport Road. To show love and care through great relationships, great service, and great food.
- **Chick-fil-A Airport Road Motto**: We love people and serve chicken!



# Who is Chick-fil-A Airport Road?

- Operating Values:
  - Integrity – Be the same person regardless of who is around
  - Professionalism – Treat others with honor, dignity, and respect
  - Discipline – Structure yourself and do what needs to be done
  - Generous – Put others first and give
  - Growth – Never be content with where you are. Strive to improve yourself
  - Consistency – Your work ethic should be consistent day to day
  - Lighthearted – Have fun! Enjoy what you do, and enjoy who you do it with



# Who is Chick-fil-A Airport Road?

- Ambassadors of the brand
  - We expect every team member to display high moral character, a mindset for personal growth, and the ability to be teachable.
- Four C's –
  - Character – Are you honest, loyal, and of good standing?
  - Competence – Do you know your job well?
  - Chemistry - Do you get along with other team members?
  - Consistency – Do you show up well daily?



# Hospitality & Guest Relations



# Genuine Hospitality



# Genuine Hospitality

- Studies show that a person's perception of an experience is mostly formed within the first 7-10 seconds they start the experience
- Why do customers leave?
  - 9% leave for competition
  - 10% leave for random reasons
  - 14% leave because of product dissatisfaction
  - 67% leave because of an attitude or indifference of the company employee, no commitment from the employee

# Culinary Information & Food Safety





# Importance of Food Safety

- Importance of Food Safety
  - What is a foodborne illness?
    - A foodborne illness is one that is spread to people by means of the food they eat.
    - Children, pregnant women, those in poor health and the elderly are especially at risk for serious health issues stemming from foodborne illnesses.
    - When two or more people experience a similar illness resulting from eating a common food then this event is classified as a foodborne illness outbreak.

# Importance of Food Safety

- CDC Statistics
  - The Centers for Disease Control and Prevention (CDC) estimates that each year in the United States foodborne illnesses result in an average of:
    - 48 million illnesses
    - 128,000 hospitalizations
    - 3,000 deaths



# Importance of Food Safety

- Most Common Restaurant Risks
  - Improper holding of foods due to lack of time and/or temperature control
  - Poor personal hygiene such as knowing when and how to wash hands properly

# What is our Biggest Risk Factor?

- Cross-Contamination
  - Cross-contamination occurs when harmful contaminants are transferred from one food or surface to a previously uncontaminated food or surface.
  - In the Restaurant, the biggest risk factor is transfer of contaminants from raw chicken to cooked/ready-to-eat food and from unrinsed to rinsed produce



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## *Tips for Success*

Have a Great Attitude

- Know the Core 4 and apply it daily
- Help to build a positive culture

Take Initiative

- See the need and take action
- Clean constantly (maintain your area well)

Be a Team Player

- Be flexible in your availability
- Volunteer for shifts

Follow Policy

- Adhere to your schedule (be on time, no call outs)
- Show up in uniform (nametag, belt, non-slip shoes, etc.)

Increase Your Knowledge

- Be an expert in your area (Pathway, experience)
- Seek out new experiences to learn

# If You Experience Any Issues...

- Please communicate your issue, we will always try to work with you
- Open door policy
- Use chain of command

# Other Tips for Personal Success

- What we look for in a resume & why you were hired
  - Longevity in a job (1+ year)
  - How you are pushing yourself for growth
    - College, leadership, sports, volunteer
- Leaving your job well
  - Communicate your issues first
  - Put in your two weeks
  - Respect your fellow team members

# Questions?

