



Paid and Unpaid Time Off Policy

Overview

At Chick-fil-A Airport Road, we care about our team members. To show appreciation, we aim to offer the most comprehensive benefits & incentive package possible. Our benefits are offered to increase the value of working with us, while providing relief in certain areas of the team members' life. The goal is to provide benefits that, combined with their hourly rate, are above the market rate. Team member benefits, however, are contingent upon performance and personal work ethic.

Paid Time Off (PTO) – Full-time Hospitality Professional

At Chick-fil-A Airport Road, we provide annual paid time off (PTO) for management-level, Hospitality Professional positions.

How it is calculated:

Service Required	Managers	Directors
6 months	40 hours (1 week) paid time off	80 hours (2 weeks) paid time off

PTO Guidelines:

- Be a full-time manager or director
- Be a full-time Hospitality Professional (36+ hours a week)
- Work for at least six months before benefit kicks in
 - For new Directors, after initial six months, 1 week is allowed, the following week allowed after a year.
- Each day used is equal to an 8-hour shift
- We are a “use it or lose it” establishment
 - May not cash out unused PTO for any reason including voluntary or involuntary termination
 - Unused PTO does not roll over into new year

- No more than 2 Managers/Directors may take PTO at the same time
- Must submit your PTO plan for the year in the first quarter of each year
- PTO may not coincide with the following dates (the week before and after):
 - WNC Mountain State Fair (September), Thanksgiving, Christmas, New Years
 - Unless approved by the Operator
- You may use PTO as sick days and must notify People Director of use
- When using 2 or more consecutive days the following procedure is required
 - Request time off through People Director
 - Receive approval through Executive Director
- When using a full week off (40 hours), approval from Operator is required

Unpaid Time Off (UTO) – Full-time Hospitality Professional

At Chick-fil-A Airport Road, we provide annual unpaid time off (UTO) for all Hospitality Professionals.

How it is calculated:

Service Required	Team Members & Team Leaders	Managers & Directors
None	120 hours (3 weeks) unpaid time off	80 hours (2 weeks) unpaid time off

UTO Guidelines:

- Be a full-time Hospitality Professional (36+ hours a week)
- We are a “use it or lose it” establishment
 - Unused UTO does not roll over into new year
- Each day used is equal to an 8-hour shift
- Must be communicated before the schedule is posted, you may not use callouts as UTO
- If using full week off (40 hours), UTO may not coincide with other team members unless you have the approval from the scheduling person
 - Please plan your UTO accordingly throughout the year

- Do not wait until the end of your tenure or the end of the year to take your UTO as you run the risk of it being denied for reasons such as:
 - Other team members have already asked for that time off
 - Too many team members have asked for time off during that month
- UTO may not coincide with the following dates (the week before and after):
 - WNC Mountain State Fair (September), Thanksgiving, Christmas, New Years
 - Unless approved by the scheduling person
- Sick days do not count as UTO, they are separate
- **If you change your availability or take time off during a week and this causes you to be under the required 36 hours a week, UTO will automatically be taken, and you will be notified of days used**

UTO Violations:

- If you violate the UTO guidelines and require more time off than is allotted, you will be dropped to part-time for a 1-month period before being reinstated to the position of Hospitality Professional. This will continue for any additional occurrences and or written consequences or termination.