



Airport Road

Certified Team Trainer

Requirements

- Complete all Pathway modules for "Initial Training Days 1-5"
- Work at least three shifts each week
- Have no write-ups, suspensions, or any disciplinary action taken against you
- Shows motivation for the position

Characteristics Required

- Attention to Detail – Cares about the small things & perfects them
- Character – Exhibits a high level of personal character both in and out of restaurant
- Empathy – Shows grace and exhibits care when teaching
- Natural Servant – Is he/she always looking for ways to serve others? Even unrecognized
- Takes initiative – Does he/she wait to be told what to do or seek it out themselves?
- Excels in customer service – Consistently shows excellence in customer service behaviors
- Vision – Does he/she understand our vision, and do they bring something to it?

Steps to Become a Trainer

Prework

1. Complete all Pathway modules for "Initial Training Days 1-5"

Apply

2. Complete a leadership expression of interest form
3. Management reviews your candidacy (~1 week)
4. Complete "Certified Trainer Workbook" & pass exam

Acceptance

5. Selection

Benefits

- Increase in hourly wages
- Resume builder
- Eligible to apply for leadership
- Eligible to become a grand opening trainer and travel to grand openings

Leadership documents can be found at
www.cfaairportroad.com/team



Certified Team Trainer Program

Purpose

The purpose behind this method of trainer selection is to ensure that Chick-fil-A Airport Road invites only the best and most qualified team members to train our team and represent our business. If a candidate is serious about pursuing the level of excellence required to lead in our high-level organization, they will be willing to subject themselves to the following process:

Step 1: Complete All Pathway Modules for Initial Training Days 1-5

The Pathway training plan for the trainer candidate must be completed to ensure the candidate's knowledge of the business and to gauge their dedication to pursuing the Certified Trainer role.

Step 2: Expression of Interest (EOI)

The interested party must fill out an Expression of Interest (EOI) application. The Director team will review the EOI with the Training Manager and, only after the applicant is deemed to be a potential candidate by a majority vote, will they be subjected to the remainder of the steps. The EOI will include an application that outlines their experience in and out of the business as well as a short answer questions that will detail why they think they would make a good trainer in our business and how they have been an example from where they are thus far.

Step 3: Management Reviews Your Candidacy

Please note that we will not promote based on a position being open. We will only promote if the team member displays all of the necessary attributes of a Certified Trainer. At this stage, management will convene on several occasions to review your candidacy. Candidacy depends on several factors including if a position is available, being an example (punctuality, in uniform, chemistry/competence/character), etc. Management has one week to respond to your EOI.

Step 4: Complete "Certified Trainer Workbook & Pass Exam

After being selected, you must be signed off on the Certified Trainer Workbook. By leadership signing off on each area of the store, this ensures that the knowledge learned is being applied correctly, and that team members are therefore taught correctly. An exam will be administered following the completion of the workbook.

Step 5: Selection

Once the candidate has completed all steps in the process, the Director Team and the Training Manager will convene one last time to vote on the selection of the team member to be a Certified Trainer. The work put into the various steps will be considered as well as Team Member's knowledge of and experience working with the candidate. If the Director team unanimously votes "yes" to the candidate becoming a Certified Trainer then that person will be made official.