

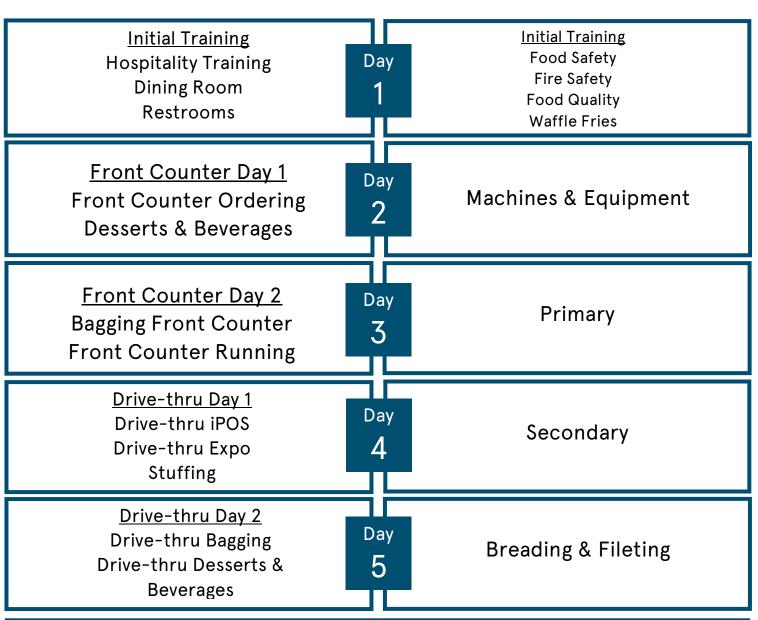
Initial Training - Days 1-5

Orientation

Safety & Security - Policy - Vision & Values - Tour

Hospitality

Culinary



Week 2-4 - Continue partnering with trainers to increase proficiency, seek feedback

After 90 Days – You may pursue additional opportunities (trainer, leadership)



Pathway Modules – Initial Training Days 1-5

At Chick-fil-A Airport Road, we teach in person using a Certified Trainer, Team Leader, or qualified team member when necessary. Team Members are not required to complete every Pathway module. If they should pursue becoming a Certified Trainer OR if they wish to earn additional wages, they must complete the necessary Pathway training as described below. Please contact the Training Manager if you are interested in becoming a Certified Trainer.

Hospitality

- FOH Day 1 Initial Training
 - Foundations Orientation, Hospitality, Food Safety, Physical Safety, Restaurant Security
 - Dining Room & Restroom Essentials, Trays, Trash, Furniture, Counters
- FOH Day 2 Front Counter Training Day 1
 - Basics Essentials, Payments, Stocking
 - Product Descriptions
 - Inside Ordering Roles & Responsibilities, Taking Order
 - Front Counter Treats & Beverages Beverages, Hot & Iced Coffee, Icedream, Milkshakes
 - App & Mobile Ordering
- FOH Day 3 Front Counter Training Day 2
 - Bagging Assembling Orders
 - o Inside Ordering Fulfilling, Delivering
- FOH Day 4 Drive-thru Training Day 1
 - Basics Taking orders
 - Face-to-face Overview, Order Taking, Outside Payment, Window
 - Expeditor (Expo) Outside Meal Delivery
- FOH Day 5 Drive-thru Training Day 2
 - Basics Fulfilling and bagging orders
 - Cleaning

Culinary

- BOH Day 1 Initial Training
 - Foundations Orientation, Food Safety, Physical Safety, Restaurant Security
 - o Waffle Fries Preparing, Dispenser
 - Equipment Potato Fryers Skimming Oil
 - AM Only Day 1 (if applicable)
- BOH Day 2 Machines & Equipment
 - Machines & Grill Cooking
 - Marinating & Loading Marinating & Loading Grilled Chicken
 - o Equipment Hybrid Fryer, Transfer Station, Garland Grill,
 - AM Only Day 2 (if applicable)
- BOH Day 3 Primary
 - Basics Holding Systems, Lean, Temperatures, Cool Down Process
 - Thawing & Toasting Buns
 - Preparing & Serving Sandwiches
 - Equipment Centerline 2.0, Toaster, Chutes, Warming Stations, Merco, Cold Holding Station
 - AM Only Day 3 (if applicable)
- BOH Day 4 Secondary
 - Preparing & Serving Nuggets, Strips, Cobb Salad, Soup, Mac & Cheese,
 - Dishes & Cleaning -
 - Equipment Oven, Merco, Soup Warmer
 - AM Only Day 4 (if applicable)
- BOH Day 5 Breading & Fileting
 - Basics Lean, Handling & Tracking
 - Thawing & Fileting Thawing, Evaluating Chicken
 - Equipment Thaw Cabinet
 - o Breading Overview, Milk & Egg Wash, Breading
 - AM Only Day 5 (if applicable)