



Airport Road

# Initial Training – Days 1-5

## Orientation

Safety & Security – Policy – Vision & Values – Tour

### Hospitality

### Culinary

<u>Initial Training</u> Hospitality Training Dining Room Restrooms	Day 1	<u>Initial Training</u> Food Safety Fire Safety Food Quality Waffle Fries
<u>Front Counter Day 1</u> Front Counter Ordering Desserts & Beverages	Day 2	Machines & Equipment
<u>Front Counter Day 2</u> Bagging Front Counter Front Counter Running	Day 3	Primary
<u>Drive-thru Day 1</u> Drive-thru iPOS Drive-thru Expo Stuffing	Day 4	Secondary
<u>Drive-thru Day 2</u> Drive-thru Bagging Drive-thru Desserts & Beverages	Day 5	Breading & Fileting

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
  - 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
  - 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
  - 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 – Breeding & Fileting
  - Basics – Lean, Handling & Tracking
  - Thawing & Fileting – Thawing, Evaluating Chicken
  - Equipment – Thaw Cabinet
  - Breeding – Overview, Milk & Egg Wash, Breeding
  - AM Only Day 5 (if applicable)