



<b>Role Title:</b>	Area Manager
<b>Role Summary:</b>	<p>The Area Manager level leader is responsible for directing the daily operations of an business area of Chick-fil-A Spring Creek &amp; 121, ensuring compliance with company standards in all areas of operations, including production, preparation, customer relations, restaurant maintenance and repair, inventory management, team management, recruiting, financial accountability, ensuring the highest quality products and services are delivered to our customers and other duties as required.</p> <p>The Assistant Manager must be able to foster these qualities in the Chick-fil-A team: positive relationships, working independently while serving others, working with integrity and stewardship, and enthusiasm and personal excellence. Must have excellent communication skills and previous management experience.</p>
<b>Duties &amp; Responsibilities:</b>	<ul style="list-style-type: none"><li>● If assigned as a responsibility, Ensure schedule is completed in a timely fashion.</li><li>● Assist Area Director in problem solving, finding, implementing and communicating solutions to those problems.</li><li>● Oversee Shift Leads and Team Members in operations.</li><li>● Provide leadership support to the Area and Operations Directors while including them in decisions that impact the business and customer experience.</li><li>● Implementing decisions made by the Area Director, Operations Director and Owner/Operator</li><li>● Coach and develop Team Members to consistently follow all Chick-fil-A processes and procedures.</li><li>● Develop Team Leaders &amp; Shift Leaders in your area.</li><li>● Consistently coach and mentor team members around Pathway and best practices.</li><li>● Participate &amp; execute team member and Team Lead evaluations in your area.</li><li>● Empower, encourage and provide feedback to team members on a daily basis</li><li>● Ensure store is neat, clean and organized at all times. (Tour Ready)</li><li>● Ensure Cleaning &amp; Maintenance Calendars are executed for your area.</li><li>● Follow up directly with all employees hitting APS discipline benchmarks</li><li>● Oversee team member contests and recognition during shifts</li><li>● Ensure use of day dots and proper labeling.</li><li>● Ensure portions are correct and meet all weight and presentation expectations.</li><li>● Ensure FIFO (First In, First Out) model is being followed.</li><li>● Protect the customer experience by ensuring packaging, food presentation and quality is top level.</li><li>● Appropriately handle all customer issues and play a positive role in customer recovery.</li><li>● Perform discipline for actions that do not meet Chick-fil-A standards as well as violations of the Team Member Handbook.</li><li>● Ensure cleanliness of all areas is always top-of-mind – with a focus on</li></ul>



	<p>customer perception</p> <ul style="list-style-type: none"><li>● Ensure RFS (Recipe for Service) and Second Mile Service (2MS) is implemented during all business hours.</li><li>● Follow all waste tracking procedures at all times.</li><li>● Ensure holding system is used at all times.</li><li>● Is aware of food cost and labor cost best practices and works to implement them at all times</li><li>● Regularly performs ROE's and FSA's and reports and logs findings</li><li>● Runs team meetings and reports discussions to Operations Director and Owner/Operator</li><li>● Follows and ensures compliance in state and federal Labor Laws and Health Code standards and regulations</li><li>● Ensure profitability by monitoring costs: food costs, paper costs and labor costs</li><li>● Develops, designs and helps implement systems for cost savings, increasing labor productivity, speed and accuracy development, and training and team member development</li><li>● Additional training outside the store - other store openings or trainings</li><li>● Continuously monitors team moral and helps to raise it</li><li>● Consistently introducing, refining and developing new systems to ensure a greater level of REMARKable consistency to support our mission.</li><li>●</li></ul>
<b>Requirements:</b>	<ul style="list-style-type: none"><li>● Available to work 40 hours per week, with an available 5+ hours of overtime per week</li><li>● Must be able to close (work until 10:30 pm) a minimum of two nights per week, one of which falls on a Friday or Saturday night (minimum of 1 Saturday night close per month)</li><li>● Understand and carry out the expectation of Chick-fil-A</li><li>● Ability to count, work with and be accountable for large sums of cash</li><li>● Comfortable lift up to 50 lbs</li><li>● Stand on your feet for an entire shift (8 hours)</li><li>● Ability to work in a fast paced environment while remaining calm</li><li>● Must have the ability to hear and communicate with guests and their needs</li><li>● Can work in a loud and crowded workplace comfortably</li><li>● Work for an extended periods of time (up to 5 hours) without a meal break</li><li>● Ability to work in an environment where common allergens are used daily</li></ul>
<b>Performance Expectations:</b>	<ul style="list-style-type: none"><li>● Food Safety Score never above 2</li><li>● CEM Scores, top 20% in all areas</li><li>● Deloitte assessment consistently over 97% compliant.</li><li>● EcoSure Audits: - zero High or Medium risk Issues</li><li>● Health Inspections 100%</li><li>● Drive Thru Speed of Service below 3:00 all day every day</li><li>● IPO Below 0.75% Food = 0.5, Labor 0%.</li><li>● All RQAs and Daily Safes completed</li></ul>



	<ul style="list-style-type: none"> <li>● Each system is executed flawlessly daily.</li> <li>● Support our People Strategy to ensure excellent Recruitment/Training/Development/Retention and Referrals</li> </ul>

Area of Restaurant:	Responsibilities:
Kitchen Assistant Manager	<ul style="list-style-type: none"> <li>● Can identify and solve food safety issues before they happen.</li> <li>● Implements and maintains the Chicken Tracking System</li> <li>● Effectively and routinely does SWOT analysis and implements 4DX (4 disciplines of execution) strategy to solve them</li> <li>● Finds gaps on where training is needed by researching RQA, CEM, Deloitte, Ecosure, Daily Safe Critical and Cares Comments</li> <li>● Follows up on health inspection findings, track health inspection scores and implement necessary changes for improvement</li> <li>● Boards/Screens - speed, accuracy and intense focus</li> <li>● Has detailed knowledge of every position - prep, breading, screens, etc</li> <li>● Can effectively perform daily SAFE criticals - post significant findings and addresses areas of improvement immediately</li> <li>● Can execute and approve a full team schedule</li> <li>● Properly prepared to handle emergencies</li> <li>● Can order and put away truck</li> <li>● Maintains a LEAN mindset with all Kitchen Operations.</li> <li>● Reviews applications and assists with interviews and hiring decisions</li> <li>● Participates in bi-weekly senior leadership meetings and presents CEM and SAFE critical scores</li> <li>● Performs End of Month inventory counts and reports accordingly</li> <li>● Laser Focused on reducing and eliminating food waste</li> </ul>
Front Counter Area Manager:	<ul style="list-style-type: none"> <li>● Effectively and routinely does SWOT analysis</li> <li>● Performs change fund ordering and handles Loomis deposits</li> <li>● Reviews applications and assists with interviews and hiring decisions</li> <li>● Participates in bi-weekly senior leadership meetings and presents CEM and RQA scores</li> <li>● Can effectively run an entire shift alone - Drive Thru and Front Counter</li> <li>● Knowledge of general Front of House equipment maintenance</li> <li>● Can effectively perform weekly RQAs - post significant findings and addresses areas of improvement immediately</li> <li>● Can effectively handle INFORM issues responsibilities - opening</li> </ul>



	<p>count of sale, receiving money delivery, etc</p> <ul style="list-style-type: none"><li>● Assist in preparing and delivering a catering orders if needed.</li><li>● Can execute and approve a full team schedule</li><li>● Properly prepared to handle emergencies</li><li>● Can perform End of Month inventory counts and reports accordingly</li></ul>
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<p>Drive Thru Assistant Manager:</p>	<ul style="list-style-type: none"><li>● Effectively and routinely does SWOT analysis for their area.</li><li>● Diagnoses bottlenecks in drive thru and consistently works with the team to eliminate them from kitchen to outside.</li><li>● Develops an independent, results driven drive thru team.</li><li>● Constantly researching and leveraging new tactics and technology to improve consistency and efficiency in drive thru experience</li><li>● Continually looks at the 4DX (4 disciplines of execution) as it related to DT performance</li><li>● Ensures proper maintenance of all equipment/ipads and systems in drive thru, prevents issues before they begin</li><li>● Reviews applications and assists with interviews and hiring decisions</li><li>● Participates in bi-weekly senior leadership meetings and presents CEM and RQA scores</li><li>● Can effectively run an entire shift alone - Drive Thru and Front Counter</li><li>● Knowledge of general Front of House equipment maintenance</li><li>● Can effectively perform weekly RQAs - post significant findings and addresses areas of improvement immediately</li><li>● Can effectively handle INFORM issues responsibilities - opening count of sale, receiving money delivery, etc</li><li>● Assist in preparing and delivering a catering order</li><li>● Can execute and approve a full team schedule</li><li>● Properly prepared to handle emergencies</li><li>● Performs End of Month inventory counts and reports accordingly</li></ul>
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