



Spring Creek & Hwy. 121

Role Title:	Shift Leader
Role Summary:	Primary person in charge of running a shift. By first leading by example they coach and hold team members accountable to Chick-fil-A culture and operational expectations. They ensure proper preparation and communication in the shift and solve problems that arise.
Duties & Responsibilities:	<ul style="list-style-type: none"> ● Oversee a particular function of the restaurant (see below) while working your scheduled shift. ● Provide leadership support to the AM/PM manager on duty while including them in decisions that impact the business and customer experience. ● Implementing decisions made by the AM/PM manager on duty ● Ensure and coach Team Members to consistently follow all Chick-fil-A processes and procedures. ● Shift management – breaks, communication, call-off management, discipline, reward & recognition ● Consistently coach and mentor team members around Pathway and best practices. ● Empower, encourage and provide feedback to team members on a daily basis ● Ensure all team members on shift are aware of plan for the day. ● Ensure store is neat, clean and organized at all times. ● Oversee team member contests and recognition during shifts ● Ensure use of day dots and proper labeling. ● Ensure portions are correct and meet all weight and presentation expectations. ● Ensure FIFO (First In, First Out) model is being followed. ● Protect the customer experience by ensuring packaging, food presentation and quality is top level. ● Train team to present food to guests with neatness and attractiveness. ● Be an advocate for improvement of CEM scores. ● Appropriately handle all customer issues and play a positive role in customer recovery. ● Perform discipline for actions that do not meet Chick-fil-A standards as well as violations of the Team Member Handbook. ● If closing, control pre-close functions while not compromising service and food quality standards. ● Ensure cleanliness of all areas is always top-of-mind – with a focus on customer perception ● Complete Daily SAFE Critical and RQAs are completed. ● FOH – Responsible for all cash management duties. Count down



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	<p>registers, tracking cash and coupon accountability, change fund management, Checklists, Daily Report FOH -- Ensure RFS (Recipe for Service) and Second Mile Service (2MS) is implemented during all business hours.</p> <ul style="list-style-type: none"> ● BOH – Follow all waste tracking procedures at all times. Ensure holding system is used at all times, all Checklists are used and implemented, Is aware of food cost and labor cost best practices and works to implement them at all times.
<p>Requirements:</p>	<ul style="list-style-type: none"> ● Pathway certified in following areas – Orientation, Safety & Security, Receiving & Storing, Basic Food Prep, Restaurant Cleaning & Maintenance, Equipment Cleaning & Maintenance, ● FOH – Pathway Certified Phases 1-4 Certified in Front Counter/Drive Through, ● BOH – Pathway Certified Phases 1-4 Certified ● Available to work a minimum of 20 hours per week ● 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 ● Understand the expectation of Chick-fil-A customer service standards.
<p>Skills:</p>	<ul style="list-style-type: none"> ● Outstanding communication skills ● Outgoing/friendly/patient ● Great verbal communicator ● Leader (track record of achievement) ● Desire for ongoing training/education ● Ability to work in a team environment ● Results-oriented ● Ability to influence others ● Detailed & keenly observant ● Passion for procedural discipline ● Possess leadership skills ● Ability to make decisions quickly ● Ability to motivate others ● Proven history of consistently performing at a high level ● Competency in area of responsibility ● Embodies the Restaurant's vision ● 2nd Mile Service is second nature ● Unquestionable integrity and represents Chick-fil-A well ● <u>Lead the business to achieve labor/food cost targets and speed of service goals</u> ● <u>Anticipates problems before they happen</u> ● <u>Passion for operational excellence in everything you do</u>



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	<ul style="list-style-type: none"> ● Responsible for money, food, labor, and training systems ● Efficiently communicate with all staff.
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Specific Areas of Focus

Focus	Responsibilities
Food Safety/ Quality/ Kitchen	<ul style="list-style-type: none"> ● Oversee time and temperature checks every hour and share findings with AM/PM manager on duty. Address areas of improvement immediately by coaching team members. ● Follow Food Safety Coordinators checklist is completed and findings resolved ● Ensure all positional checklists are completed in a timely manner ● Ensure use of holding and timing system and batch numbering on holding pans and in the chute system ● Ensure waste is being tracked and stored according to procedure. ● Ensure presentation to customers meets Chick-fil-A Standards and Procedures <p>RQA's:</p> <ul style="list-style-type: none"> ○ With the Direction of the Quality Leader, complete each assigned RQA weekly/daily. ○ Prepare your findings in a word document that will be sent to the appropriate Team Leaders (FOH/BOH) by Monday evening each week. ○ Utilize knowledge gained from assessments to correct any issues. <p>CEM's:</p> <ul style="list-style-type: none"> ○ Study, analyze the CEM data from and share in a way that you can make positive changes to the business – through leaders, team members, etc. ○ The Kitchen Director will help you interpret the information you provide and be able to give feedback on how you can then take the information to the other team leaders and team members.
Cleanliness/R&M	<p>Repairs and Maintenance:</p> <ul style="list-style-type: none"> ○ Ensure timely completion of all preventative maintenance checklists for all equipment ○ Speak to Manager/Director if any equipment breaks down.



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	<p>Manager will guide the Team Leader through the process and ensure that each step taken helps reduce the overall cost of the issue. (i.e. can we fix this ourselves?)</p> <ul style="list-style-type: none"> ○ Attempt to repair or fix equipment before calling technician ○ The Team Leader will learn to utilize @Chick-fil-A and the facilities homepage. ○ Team Leader will be required to order any and all required replacement parts for damaged equipment or scheduled maintenance (after approval from Manager). <p>Cleaning:</p> <ul style="list-style-type: none"> ○ Team Leader is responsible for the overall cleanliness of the restaurant – assigning sidework, maintaining checklists and championing cleanliness at all times. ○ Assigning and ensuring deep cleaning checklists are completed. ○ Acquire an acute attention to detail and be able to correct any cleanliness issues that we may have. ○ Team Leader must create and complete one “deep cleaning” task during his or her rotation
<p>Certified Trainer/Coach</p>	<p>Coaching</p> <ul style="list-style-type: none"> ● Understands Pathway System and the 4 phases of initial training <ul style="list-style-type: none"> ○ Introduction to the theory and mechanics involved in Pathway ● Team Member 1-on-1’s <ul style="list-style-type: none"> ○ Participate in coaching session with Manager for personal growth and to understand what the Team Member will experience, 30-60-90 day evaluations ○ Introduction to coaching resources and skills (i.e. Communication, Conflict Management, Establishing Trust and Rapport, CFA LEADWELL) ○ Complete two (possibly more) 1-on-1’s with Team Members along with a debriefing with Director ● On-the-Job <ul style="list-style-type: none"> ○ Actively look for training/retraining needs and provide necessary training during each shift ○ Report weekly (or as needed) regarding positive and negative on-the-job coaching experiences with an eye towards personal continuous improvement <p>Certified Trainer</p>



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	<p><u>Characteristics:</u></p> <ul style="list-style-type: none"> ● Committed and passionate about our business vision ● Determined to coach people to the “Chick-fil-A” way ● Passion for developing people ● Mature and dependable: Executes his or her roll with consistency in performance regardless of who is watching. ● Has been certified in all areas relevant to either front or back of house. <p><u>Expectations:</u></p> <ul style="list-style-type: none"> ● Be a role model and lead by example in how you relate to the leadership team, team members and customers. ● Must know and understand 3 steps training method ● Must be an effective trainer and motivator ● Must know and execute all CFA standards all of the time ● Daily confront and affectively coach TMs who are not following CFA standards ● Maintain your level of excellence ● Focus on the areas of the business that have training weaknesses ● Communicate goals and facilitate the TMs accomplishing their goals
<p>Customer Service/2MS/FOH</p>	<ul style="list-style-type: none"> ● Understand the expectation of Chick-fil-A customer service standards. ● Champion 2MS in the dining room and on Front Counter -- Caring for not just the person's physical needs but emotional as well. ● Ensure Team Members are in tune with what the customer may need – anticipate their needs before they know it (ketchup, napkins, help to the table). ● Going above and beyond what is expected. Always looking for a new way to give 2nd mile service to the customers. ● Champion of the Core 4 among all Front Counter Team Members. ● Work with FC Team Members to remember the names of guests and their “usual order.” ● Helps Team Members to understand that relational connections are vital to us distinguishing ourselves from the competition. ● Ensure order accuracy is top of mind and systems and processes are in place to increase order accuracy. ● Educate all Front Counter Team Members on suggestive selling ● Educate all Front Counter Team Members on proper sampling



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	<p>procedures.</p> <ul style="list-style-type: none">● Work to blur the line between Front Counter and Dining Room – ensure FC Team Members are “in tune” with what is happening out in the Dining Room.● Champion Team Member Appearance – uniforms, grooming, jewelry, hair, etc.● Ensure all Team Members are knowledgeable about our menu, substitutions, where nutritional info is kept, etc.● Ensure “My Pleasure” is second nature.
Drive Thru	<ul style="list-style-type: none">● Understand the expectation of Chick-fil-A customer service standards.● Ensuring our priority hierarchy of ACCURATE, FAST, FRIENDLY is met during all day parts.● Ensuring Accuracy is always the number 1 priority of our team. Double checking bags, repeating orders and ensuring we are being smooth● Speed is incredibly important to our DT guests so coach and encourage the team to be moving with a sense of urgency but not chaos. Ensuring we are moving Smoothly: Slow is Smooth and Smooth is Fast.● Champion 2MS in the drive thru, by being intensely focused on guests needs, and finding small and fast ways to make their day. Names, friendly tone, etc. Show them we CARE● Ensure iPOS is being used in all day parts, as frequently as possible.● Checking on the team outside to ensure they are being rotated, and have all resources needed to be successful: iPOS equipment, receipt paper, sunglasses, water, jackets etc.● You must be knowledgeable in typical issues you will face with equipment/guests in drive thru. Know how to quickly troubleshoot and get the line moving again. Coach the team members to do the same and ensure everyone knows how to resolve common issues.● Responsible for all iPOS equipment, its general maintenance, and return to its dock and charging when not in use.● Consistently motivate and encourage the team to beat DT goals.● Create a team attitude and environment, know everything flows from the kitchen and ensure they are CARED for.