

## Team Lead Responsibilities

This isn't just a job promotion, but an opportunity to build a better team by being a positive influence and growing deeper relationships with those you work with. You should be honest, even when alone, and be patient with team members. Everyone has a different speed of learning and way that they learn best. Talk to and get to know each of the team members you work with so that you can adapt on how to train and coach them best.

- Model Chick-fil A procedures & Core 4 in all areas
- Advocate for the importance of training
- Train new & existing employees
- Execute all training procedures
- Provide on-the-job feedback & coaching
- Handle guest complaints using the HEARD model when appropriate
- Answer the Store Phone when needed and handle the issues that arise
- Perform Training Check Ups (ex. After the trainee has gone through training, checking in with them on areas they are still struggling with and asking them to show you showing you've trained them on)
- You have the soft skills on how to address people
- Contribute feedback for Evaluations
- Complete Safe Daily Criticals & eRQAs
- Ensure the area of the store you are in is operating smoothly; assisting the shift leader
- Ability to take in-store or over the phone catering orders
- Knowledge on how to set up Catering orders, and carry out orders that are ready
- Knowledge of the O.L.D. program
- Ensuring the checklists get done (holding people accountable, but not disciplining people)
- Helping with ensuring the deep cleaning tasks assigned for the day are completed
- Actively exhibits Core Values of C.A.R.E.S and our store's Core Virtues