

**Training Team Requirements**

**Vision**

**Our mission is to be the most-loved, premier restaurant in Topeka.**

**To that end, we set our standards high when selecting those who train the next generation of Chick-fil-A Team Members.**

**Our Training Team ensures the same “REMARK”able experience for every guest and is PROFICIENT. Our Training Team does this by embodying**

**Chick-fil-A Values as follows:**

Treat everyone with honor, dignity and respect always, and do things the “Chick-fil-A Way”—not “my way” or “my trainer’s way.”

**Guests First**: Trainers take the lead in serving guests and instill this value in their trainees.

**Teamwork**: Trainers look out for others in the business, in every position, by communicating proactively and going out of their way to help others, like family.

**Excellence**: Trainers do their best all day every day, without excuses.

**Hustle:** Our trainers are good stewards of their time and an example to the team, and they give their trainees the same love of proactive hustle they have.

**Growth**: Trainers seek out feedback and receive it well, and are committed to giving constructive feedback to develop their team to the best version of itself.

**Stewardship**: Trainers minimize waste, and protect the Chick-fil-A Brand, the Team Member experience, and the Guest Experience.

**Finally, our Trainers uphold the Chick-fil-A Corporate Purpose:**

*“To Glorify God by being a Faithful Steward of all that has been entrusted to us;*

*and to have a positive influence on all who come in contact with Chick-fil-A*.”

1. **Front of House Training Team Requirements:**

Team Member must be **proficient** in all related tasks for any of the following areas:

* + Opening and/or Closing
  + Drive Thru
    - Order Taker (Headset and iPOS)
    - Cashier (Window and Cash Cart)
    - Expeditor (Inside and Outside Pusher)
    - Bagger
  + Dining Room
  + Front Counter
    - Cashier
    - Runner
    - Bagger

1. **Back of House Training Team Requirements:**

Team Member must be **proficient** in all related tasks for any of the following areas:

* + Opening and/or Closing
  + Breading and Machines
    - Communicator (between Line and Breading)
    - Lean producer
  + Line
    - Communicator (between Kitchen and Front)
    - Primary 1
    - Fries
  + Prep

1. **Required Disposition and Pre-Selection Notes**

**Note on the Meaning of “Proficient”**

Proficiency means…

* + Team Member demonstrates thorough understanding and competence in each related area of their position, with little to no manager supervision or aid, during peak hours on a consistent basis.
  + Team Member is always occupied within role, demonstrating a proactive serving spirit towards guests and their team, and love of proactive hustle.
  + Team Member understands and is familiar with the Pathway processes that go along with maintaining each area.
    - Cleaning
    - Maintaining equipment
    - How to apply Core 4 at each station
  + Team Member has mindset that the whole store is a team (Front Morning and Front Night are one team, Front of House and Back of House are one team, etc.), and this mindset is evident in interactions with other Team Members.
  + Team Member must be able to communicate calmly and effectively under pressure with other Team Members and Managers

**Basically, if a manager can easily remember a time it was necessary**

**to step in and aid the Team Member in direction on major or minor details,**

**to curb or correct the tone or intent of Team Member’s speech,**

**or to remind the Team Member to calm down and communicate more effectively, then additional practice is required before the Team Member is considered proficient in a given position.**

**If Qualified for Training Team:**

Before officially being selected to be a member of the Training Team, the Team Member must:

* Meet with the Training Director or Director of Operations on how to train according to standard (30 minutes)
  + - * + Trainers must understand the 3-Step Process of Demonstrate, Imitate, Repeat, as taught by Chick-fil-A
        + Trainers must understand the 6 Trumps of Training
        + Trainers must have a thorough understanding of how to use Pathway
  + Perform and achieve a 90% or higher in the Self-Assessment of Pathway in all relevant areas (2 hours)
  + Train the Director of Operations in each position the Team Member would like to be certified to train

1. **Expectations and Benefits:**

Upholding the highest standard of Chick-fil-A procedures is a serious commitment that requires active involvement from the Trainers. The foremost expectations of a Chick-fil-A 17th and Wanamaker Trainer are that you will be:

**Humble:**

Understand that you need a team to succeed, accept responsibility for your failures, honestly identify your own weaknesses, genuinely appreciate others who have more skill or talent.

**Hungry:**

Demonstrate your commitment to making our Chick-fil-A the best version of itself, be willing to work the long hours necessary to get the job done.

**Smart:**

Handle unfamiliar situations with a good attitude and common sense, understand how to handle annoyances in a productive and constructive way, value empathy, identify the real source of issues both on a personal and team level.

**After Selection for Training Team:**

* Trainer will receive a $0.25 raise
* Trainer will receive distinction via nametag (no polo change)
* Trainer will be expected to read *Eat Mor Chikin, Inspire More People* by Truett Cathy within 2 months of promotion and discuss thoughts and findings with Training Director/GM/Operator (or some combination)

**Weekly Responsibilities:**

* Trainer will meet biweekly or monthly with Training Director or Director of Operations to discuss training needs and status of training projects
* Trainer will be responsible for certain training projects given by Training Director or Director of Operations
* Trainer will be responsible for taking opportunities on shift to aid in instructing and guiding Team Members on correct procedure
* Trainer will be assigned new Team Members to coach and are responsible for ensuring the new hires receive a complete education about Chick-fil-A procedure, culture, and resources
* Trainer will assist Training Director in other training capacities as needed (special events, remedial training, etc.)