

Team Member-Community Concepts

SHINE//Remarkable Guest Experiences.Profitable Restaurants.(l)eader Development

Chick-fil-A Toledo



ROLE

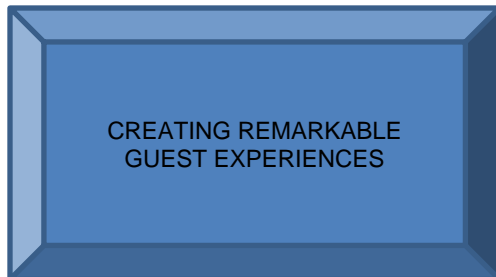
The Team Member is responsible for **creating remarkable guest experiences.**

Availability: Minimum 2 day availability

Pay Rate: \$9.00-\$15.00/hour

Reports to: Team Leader, Supervisor, Director-Community Concepts

BASIC FUNCTIONS



In order to fulfill this role, the Team Member needs to:

Be an ambassador for overall store mission—
SHINE//To Become Toledo's Most Caring Neighbor

Embody the SHINE Values:

We Give//Generosity is normal;

We Grow//Development is expected;

We Serve//Last >First

We Go//Step out and Step up

Be a champion of the Winning Hearts

Everyday Strategy

Maintain excellence in character and conduct

Diligently seek to maintain the unity of the

team

CREATING REMARKABLE GUEST EXPERIENCES

TO BRING A MEANINGFUL BRAND TO PEOPLE IN UNIQUE ENVIRONMENTS WHERE LIFE HAPPENS

1. MEANINGFUL BRAND

- We Share Food
- We Spread Joy
- We Spend Quality Time in Toledo
- We Seek Opportunities to Lead

2. UNIQUE ENVIRONMENTS WHERE LIFE HAPPENS

- Universities/Schools
- Hospitals/Pharmaceutical Sales Representatives
- Additional Distribution Points
- Community/Sporting Events
- Homes

RESPONSIBILITIES

1. ADP/Pickups/Deliveries/OLD: Executes per Chick-fil-A standards
2. Second Mile Service Standards: Strictly adheres to Chick-fil-A Toledo Hospitality Standards
3. Todoist: Follows and adheres to all documented systems
4. Bringg: Executes per Chick-fil-A standards
5. Jolt: Complete execution of Chick-fil-A standards and input/tracking of all necessary metrics and tasks (i.e.) Cleaning Checklists, Shift Checklists, etc...
6. Catering Vehicles: Maintains proper stewardship of the Chick-fil-A Toledo Vehicle fleet
7. Develops creative ways to create emotional connections during pickups, deliveries, and ADP's

8. Passes out marketing materials while making deliveries or executing deliveries (Breakfast promotions, DOC's, etc...)
9. Food Safety Covenant: Strictly adheres to all Chick-fil-A Toledo food safety standards