

# Team Member-Drive Thru

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

Chick-fil-A Toledo



## ROLE

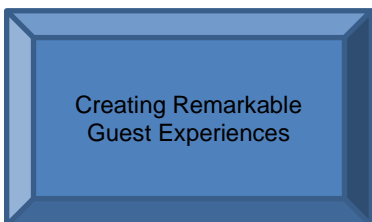
The Team Member is responsible for **creating remarkable guest experiences.**

Availability: Minimum 2 day availability

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

Reports to: Team Leader, Supervisor, Director-Drive Thru

## 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

## CREATING REMARKABLE GUEST EXPERIENCES

### CREATING REMARKABLY FAST, ACCURATE, AND CARING GUEST EXPERIENCES

1. Remarkably ***Fast*** Guest Experiences
  - Focus: Know and execute their role
  - Adopts a “No Yellow Ever” mindset
  - Setter of pace in the business
  - Team: Always asks for help when needed
2. Remarkably ***Accurate*** Guest Experiences
  - Listen to the guest
  - Verify orders (Order Points and Window)
  - Double check every bag
3. Remarkably ***Caring*** Guest Experiences
  - Execute Core 4 Behaviors
    1. Share a smile
    2. Create eye contact
    3. Speak with an enthusiastic tone
    4. Stay connected to make it personal
  - Activate 2MS Strategy: Mircobursts of Hospitality
    1. **Genuine**: Serve from the heart to show honor, dignity, and respect
      - Guest are immediately known
      - Guests are shown intentional acts of kindness
      - Guess are thanked for visiting our restaurant
    2. **Proactive**: Take the initiative as you anticipate needs  
Buttermints-Handwipes-Pepper Grinder-Open Doors-High Chairs-Placemats-Refresh Beverages-Clear Trays-Carry Large Orders
    3. **Personal**: Make connections to create fond memories
      - Meaningfully connect with every child

- Encourage every guest
- Err on the side of generosity
- Stop and help

## RESPONSIBILITIES

1. Second Mile Service Standards: Strictly adheres to Chick-fil-A Toledo Hospitality Standards
2. Jolt: Complete execution of Chick-fil-A standards and input/tracking of all necessary metrics and tasks (i.e.) Cleaning Checklists, Shift Checklists, etc...
3. Food Safety Covenant: Strictly adheres to all Chick-fil-A Toledo food safety standards