

# Team Member-Guest Experience

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

Chick-fil-A Toledo



## ROLE

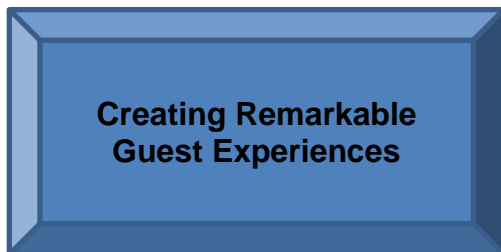
The Team Member is responsible for **creating remarkable guest experiences.**

Availability: Minimum 2 day availability

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

Reports to: Team Leader, Supervisor, Director-Guest Experience

## 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

### CREATING "REMARK"ABLE GUEST EXPERIENCES

1. Refreshingly Clean Environments (Dining Room, Restrooms, and Exterior)
  - Food Safety Covenant
    - Floors must be clear of any inventory items and completely free of debris (If it falls on the floor pick it up)
    - Organized (Everything is in its assigned place)
    - Obsessed with washing hands
    - Don't come to work if you are sick
    - Sanitizer buckets are changed and calibrated regularly
    - All trash cans appear empty
    - Furnishings and surfaces (horizontal and vertical) are clean and free of build up
    - Every cleaning procedure strictly followed
    - Timers and hold times are always correctly used
    - Your area must be left "Cleaner than before"
2. Execute Core 4 Behaviors
  - Share a smile
  - Create eye contact
  - Speak with an enthusiastic tone
  - Stay connected to make it personal
3. Make Emotional Connections with Guests (Every Team Member, Every Day)
4. Activate 2MS Strategy: Mircobursts of Hospitality
  - Genuine: Serve from the heart to show honor, dignity, and respect
    1. Guest are immediately known

2. Guests are shown intentional acts of kindness
3. Guess are thanked for visiting our restaurant
- Proactive: Take the initiative as you anticipate needs  
Buttermints-Handwipes-Pepper Grinder-Open Doors-High Chairs-Placemats-Refresh  
Beverages-Clear Trays-Carry Large Orders
- Personal: Make connections to create fond memories
  1. Meaningfully connect with every child
  2. Encourage every guest
  3. Err on the side of generosity
  4. Stop and help
5. **Read the Guests Correctly** (Use the Mood Meter)
6. **Keep going faster** (Speed under control)

## 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