

Team Member-Prep

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

Chick-fil-A Toledo



ROLE

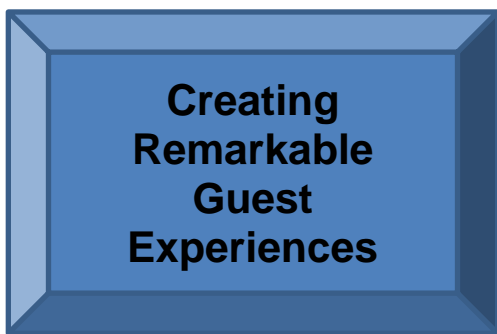
The Team Member is responsible for **creating remarkable guest experiences.**

Availability: Minimum 2 day availability

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

Reports to: Team Leader, Supervisor, Director-Prep

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

PERFECT FOOD, SERVED FAST AND EFFICIENTLY, IN A CLEAN AND SAFE ENVIRONMENT

1. **Perfect Food** Knows and executes all Chick-fil-A recipes, product descriptions, procedures, and best practices
2. **Served Fast**
 - 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
3. **And Efficiently**
 - Never throw food in the trash (Reuse, promo, or donate)
 - Knows and executes portion control (Proper weights and visual standards)
 - Tracks waste and leverages variance reports to make adjustments
4. **In a Clean and Safe Environment**
 - 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”

RESPONSIBILITIES

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