

# Team Member-Quality

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

Chick-fil-A Toledo



## ROLE

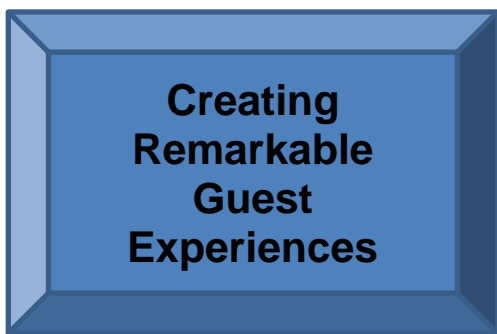
The Team Member is responsible for **creating remarkable guest experiences.**

Availability: Minimum 2 day availability

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

Reports to: Team Leader, Supervisor, Director-Quality

## 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