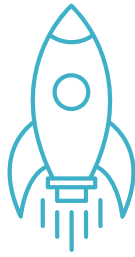


Team Leader **DEVELOPMENT**

CHICK-FIL-A ATLANTIC AVE. LEADERSHIP LAUNCH PROGRAM





OVERVIEW OF STEPS

Chick-fil-A Atlantic Ave. Leadership Launch

TALENT

LEADERSHIP APPLICATION

EXPRESSION OF INTEREST

Captains / Trainers may express interest in the leadership track via their Director or by speaking with the Training and Development Director.

DIRECTOR RECOMMENDATION

Once you've officially submitted your expression of interest, you will need to get a current Director to submit a written recommendation on your behalf and submit it to the Training and Development Director

Complete Leadr Assessment (Enneagram, DISC, etc.)

SCHEDULE 1:1 WITH TALENT AND DEVELOPMENT DIRECTOR

Once the assessment is complete, the Leadership Director will contact you for a formal interview and create a roadmap and timeline to jump into Atlantic Launch.

Officially begin Leadership Launch

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Phase One Launch

This 3-section program leverages key areas that empower a new leader how to engage with their unique leader profile, utilize restaurant resources and clarify expectations. Leader Launch is hosted once a quarter, operates as a half-day intensive program and is required for any team member selected for the leadership track

SECTION 1 ASSESSMENT:

Leverage the ENNEAGRAM personality profile to develop self-awareness and discuss unique leadership motivation.

SECTION 2 LEADER RESOURCES:

Learn fundamental tools (Sheets, forms apps etc) that is fundamental knowledge for all leaders to know

SECTION 3 EXPECTATION:

Ensure all Team Leaders knows the expectations for their role

Phase Two Coaching Accelerator

The coaching accelerator is a monthly coaching session, led by the Talent and Development Director, designed to help leaders embody the core values of the restaurant and gain tactical skills to equip them for restaurant leadership.

1. ERSC, Coaching and Feedback / Jolt
2. CEM'S, Winning Hearts everyday / Guest Recovery
3. Shift Management
4. Financial Operations / Shift Operations

Coaching + Feedback

- Going over ERSC
- What is a Write-up?
- What is a Coaching Conversation?
- Conducting a Write-up / Coaching Conversation
- Why we must have a witness
- Why must we fill it out on Jolt?
- Review manager situational guide
- Review best practices on how to give feedback
- Review what is a critical conversation
- Watch this video:
<https://video.cfahome.com/detail/video/6319559549112/>

Quality + Safety

- Complete a mock QIV
- Complete a mock Ecosure visit
- Full in-depth QIV cards
- Full training on ERQA
- Full training on I-Audit
- Full Training on Safe
- Overview of Damon's Report
- Overview of a QIV report
- Overview of an Ecosure Report
- Employee health Policy Overview

CEM Deep Dive

- What is a CEM
- How the score is generated
- How to influence the score
- What are the different drivers as to why the score might be low or high
- Winning Hearts Everyday
- How to improve our CEM scores

Shift Management

- Creating the perfect lineup
- All of our major policies
- Aces in places
- Documenting lateness
- Documenting calling out
- Why it is essential to call out
- Break Policy
- Minor labor laws
- CFA Now app in-depth
- Labor
- SOS
- Sales

Work for the rest of the month on leading shift with a Director or TL

Financial Operations

- Refunds
- Misc sale refund
- Promo Free
- Paid in / Paid out
- Change fund
- Settling drawers
- Receiving change fund
- Inserting change fund
- Labor
- Food Cost
- Overtime understanding
- How to send the right people home

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Phase Three Landing

This is the final step! The candidate will attend a session with Owner / Operator Erik Benitez to conduct a deep dive into our Value Words and L3