

## **Front of House Certified Trainer**

**Purpose:** Dedicate their heart to the care of the guests and to developing our team

- Procedures
- Team development
- Welcoming & 2nd Mile culture
- Best practices champion

Dedicate their heart to the care of the guests and the team, by ensuring procedures & systems are being followed, and the team is being developed

Dedicate their heart to the care of the guests and to develop our team through procedures & systems

### **Character:**

- Exhibits & leads others in Our Vision and S.U.P.E.R. Core Values and has it memorized
  - Serving Others; Upholding Integrity; Pursuing Excellence; Embracing Accountability; Relationship-driven Results
- Protects the brand. Makes sure that all team member's are good representatives of the Chick-fil-A reputation and the Cathy family
- Passion for growing self and others
- Has a coachable attitude with a growth mindset
- Upholds themselves to high standards & professionalism
- Is Hungry - self motivated, proactive, sense of urgency, and disciplined
- Is Humble - emphasize team over self and defines success collectively rather than individually (Servant Leader)
- Is Smart - good judgment & intuitions around the subtleties of group dynamics and the impact of their words and actions

### **Competency:**

- Is the first to hold others accountable to systems, policies, & Pathway procedures
- Coaches and gives feedback at every opportunity -
  - Create opportunities to develop others
  - Including positive reinforcement
  - Affirm our values in action
  - Emphasize best practices and correct procedures
  - Identify and attack gaps with the training team
- Mastered all FOH positions, consistently demonstrating excellence, and able to coach anyone on the "why" behind procedures and standards
- Knows how to communicate: Training, coaching, and evaluating skills
- Understands and coaches stewardship on shift
  - Food Waste
  - Product Waste
  - Equipment Care & Cleanliness
- Develop people to be service professionals, equipped to provide highly satisfied guests with "unreasonable hospitality" and great food
- Support the Winning Hearts Strategy by upholding the highest standards in the 4 focus areas
  - Genuine Hospitality, Fast & Accurate Service, Great Food, Clean & Safe Environment

- Can solve guest concerns using the HEARD Model
- Proficient in handling store telephone communication with proper phone etiquette
- Able to show personal care for guests placing a catering order and catering process
- Demonstrates ability in completing tasks required on shift and effectively instructing team members in task execution
- REQUIRED TEST OR TRAINING?
- OPERATIONAL REQUIREMENTS ? \$ HOURS ?

#### **Chemistry:**

- Trusted by team members and leadership
- Easily approachable
- Empathetic - able to put yourself in someone else's shoes and understand their perspective
- Demonstrates a solid foundation of conflict resolution: has a heart to resolve minor issues with team members without help from leaders
- Believes the best in others and brings out their potential

#### **Commitment:**

- Availability minimum preference of 20 hours a week (3-4 days), including Friday &/or Saturday
- Demonstrates proactive initiative by volunteering to train fellow team members and actively seeking feedback from Team Leads and up
- Maintains consistent communication through communication platforms and in-person interactions with the Talent & Training Director (who oversees them)
- Has a positive reputation for being reliable with attendance on time and for shifts

#### **Champion Win: (REVISIT)**

- Procedures
- Team development
- Welcoming & 2nd Mile culture
- Best practices champion
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- Attentive/Courteous & Fast Service & Order Accuracy - CEM
- Zero Disciplinary Points
- What System/Tracking we will have/metrics
  - Team Member Completion Rate
  - New Hire Training Completion
  - Past Due TM Training Completion
  - Evaluations → 30-day, etc?
  - New Hire performance or ratings? How well they did train?
  - Real-time coaching or evaluations? The why?
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- Guest/CARES compliments
- Team member 3M & 6M completion rates
- Makes an impact on the days/day-parts through goal setting, daily coaching, and raising the bar with the team
- Attentive/Courteous & Fast Service - CEM

# Winning Hearts

## 3 Fundamentals of Execution for Trainers

### Pursue Mastery

- Help the team master the customer experience (Service Professionals).
- Continually improve on your effectiveness and influence as a leader.
- Embrace the vision of building a team of Aces (service professionals) who execute all lead measures, every day and do what is necessary to achieve our store goals.
- Take every opportunity to challenge and grow the team. Training for success is more than just mastering the basics.
- Instill values in others.

### Own the Numbers

- Our leaders clearly and consistently communicate the processes Team Members must follow and support them in getting better at those processes.
- Create buy-in to how we execute our processes. Emphasize the “why” behind all that we do. Help the team see how all the pieces fit together for a highly satisfying Chick-fil-A experience and what part they play in it. (Big picture)
- Use team score cards. Keep the goal and score alive in the hearts of the team.
- Recalibrated the team on policies and procedures.
- Encourage the team to have input into how certain aspects of the Restaurant’s performance should be measured/executed.
- Leaders measure an individual's performance and capacity.
- Leaders use gaps in performance as opportunities to help Team Members grow.

### Help Others Win

- Support an environment of trust and respect by communicating often and openly with one another.
- Emphasize the importance of communication in our processes.
- Leaders keep the team engaged and motivated by communicating when Team Members do something exceptionally well.
- Give detailed feedback when something isn't done right.
- Leaders help all Team Members feel connected to our Restaurant’s overall vision.
- Team Members are aware of what they need to do to get better at their jobs.
- Our Restaurant has an atmosphere where Team Members feel they can speak up and communicate areas of opportunity.