



Position Description: Team Member

Reports to: Operations Manager/Director of Operations

Basic Function

The Team Member role at Chick-fil-A at Gainbridge Fieldhouse is to ensure that the restaurant is able to perform its core functions by serving all guests face-to-face and by prepping, cooking, and packaging food items. All Team Members are responsible for maintaining the highest of standards in food safety and Chick-fil-A brand standards.

Essential Responsibilities

- Arrive on time for your shift and report to the Manager or Team Captain to learn assignment
- Be willing and able to work any position as assigned or asked to train in
- Maintains all standards in relation to food safety, sanitation, and CFA Brand requirements
- Exhibit and embrace all critical Chick-fil-A strategies
- Learn and project the store's Purpose Statement and Core Values
- Know the Mission and Purpose statements for Chick-fil-A
- Work to the best of your abilities while abiding all of our corporate and internal policies
- Constantly look for opportunities to exhibit Second Mile Care to both team mates and guests

Other Responsibilities

- Learn continually by pursuing personal development, a better understanding of the business, and strong relationships inside and outside of Chick-fil-A.
- Any other duties as assigned

Essential Abilities

- **Customer Service:** Listens and responds effectively to the concerns of guests; commits to exceeding their expectations by striving for second mile service and guest recovery methods; asks for assistance from team members in order to meet customer needs while employing the Raving Fans Strategy.
- **Communication:** Exercises a professional approach with others using all appropriate tools of communication (verbal, written, telephone, email, etc.); uses consideration and tact when offering opinions; is a master at exhibiting the Core Four; speaks using all appropriate examples of elevated language.
- **Integrity/Respect:** Demonstrates respect of people and Chick-fil-A's values. Leads by example. Maintains a respectful, diverse and inclusive work environment; treats others fairly without regard to race, sex, color, religion, or sexual orientation.
- **Cooperation/Teamwork:** Helps to set a tone of cooperation within the team and across the store; coordinates own work with others; seeks opinions; values working relationships
- **Initiative/Creativity:** Anticipates needs and problems and resolves them in advance; makes constructive suggestions as needed; undertakes additional responsibilities; responds to situations as they arise; creates innovative solutions to problems.
- **Preparation/Organization:** Prepares for problems or opportunities in advance, with all necessary materials, people, and mentality to be successful. Able to manage and prioritize multiple projects in a practical way; creates detailed action plans; organizes and schedules people and tasks effectively.

- **Judgment:** Makes sound decisions based on fact rather than emotion; approaches problems strategically and analytically; uses logic to reach measurable solutions.
- **Reliability:** Personally responsible; completes work in a timely, consistent manner; works hours necessary to complete assigned work; is regularly present and punctual; arrives prepared for work; is committed to doing the best job possible; keeps commitments; strives for operational excellence.
- **Flexibility:** Remains open-minded and changes opinions on the basis of new information; performs a wide variety of tasks and changes focus quickly as demands change; adapts well to changing priorities, deadlines and directions.

Education – Skills - Expectations

- Desire for service
- Ability to work hard and with a sense of urgency

Must possess a positive, can-do attitude, be detail oriented, and possess a basic knowledge of the food service and/or hospitality industry. Must maintain professionalism at all times, and work with others in a cooperative manner, even while working under pressure. Willing to engage actively in the physical work of a high quality food service operation. As a representative of Chick-fil-A and a member of the local community, must function in accordance with our corporate Mission and Vision statements as well as our store's Purpose statement and values.

Job Descriptions are subject to change as the business needs change.

Acknowledgment

I have read this job description and fully understand the requirements of the position. I agree to perform the identified functions in a safe manner and in accordance with Chick-fil-A's, Chick-fil-A at Gainbridge Fieldhouse and the community's established procedures.

Date

Signature – Team Member

Date

Signature – Director of BOH Operations