

TEAM TRAINER TRAINING GUIDE

BACK OF HOUSE



Name: _____

Roadmap to Team Trainer

(Available on team.cfasouthroads.com, password is “southroads”)

_____ Complete Expression of Interest

_____ Reach out to the Training Director and schedule time to learn about Pathway

_____ Complete Team Trainer Training Guide

_____ Get a Letter of Recommendation from a Team Member and a Team Leader

_____ Complete Required Leadership Series

_____ Complete Application for Team Trainer

_____ Complete Interview with Director of Talent



WHAT DOES A TEAM TRAINER LOOK LIKE?

Below are some characteristics that we see demonstrated in our Team Trainer. We would encourage you to spend some time talking with other Team Trainers and Leaders to see if there are other things they would add to this list as well as if they see you demonstrating these characteristics in your day-to-day work

Trainers are expected to be extensions of our Leadership. Our Trainers are in place to hold the staff accountable in the event that a Leader is not present. Trainers can assist New Hires in developing the skills they need to be successful at Chick-fil-A Southroads, or they can hold our current staff to the expected standards. As a Trainer, you will consistently be called upon to assist in training tasks in the business.

Training Board

The Training Board is located in the Kitchen. The Board helps us to keep track of our New Hires. Their photos are posted on the board. It is the responsibility of the Trainer to mark which positions our New Hires are proficient in. At the end of each Training Shift, you will need to go back to the board and use a marker to track our New Hire's progress. This helps us to ensure that everyone is on the same page regarding a New Hires skill level. It is also the responsibility of the Trainer to communicate the needs of their New Hire to leadership to help ensure each New Hire gets exposure to the positions they need.

Training Schedule

The Training Schedule will be posted on the Training Board in the Kitchen. The Training Schedule will get posted after the Store Schedule gets posted on HotSchedules. This allows the Training Director time to accurately pair each New Hire with an appropriate Trainer. The Training Schedule will also get texted out each week to all Trainers. Be sure to keep up with your messages and check the schedule at the start of each week. You will be expected to know when your New Hire's are arriving.

No New Hire Left Behind

Our New Hires should never feel like they are being left alone during their shift. It is the responsibility of the Trainer to be present and make themselves known to the New Hire. Remember, starting a new job can be overwhelming. That is why it is so important that we bridge the gap and be present for our New Hires each time they arrive for their shift. Be friendly and speak up when you see your New Hire so that they feel confident and comfortable. During your Training Shifts, New Hires need to be with their Trainer at all times. Communicate what you are doing with your New Hire and bring them along for the ride. Set the example and demonstrate for them what it means to have a Positive Influence.

Peak Times

It can be a challenge to Train a New Hire during peak times (11-2 and 5-7). During peak times, we allow Leadership to utilize New Hires on their shift. This is helpful to Leadership, but it does come with a risk. While we want to be mindful of the challenge of Training during peak times, we also want to ensure that we do not lean too heavily on New Hires during their Training. Doing so can make a New Hire feel as if they are getting “thrown in” when they are not adequately prepared. It is the responsibility of the Trainer to speak up if they feel like their New Hire is being overwhelmed due to lack of preparation. It is also the responsibility of the Trainer to ensure that their New Hire is with them outside of peak times. If you start your shift at 2pm, and your New Hire has been on shifts from 11-2, be sure to communicate to Leadership that your New Hire is going to transition from being on shift to being paired with you. In the same way, if your New Hire goes on shift at 5pm, make sure that you speak up at 7pm and communicate to Leadership that your New Hire is supposed to be paired with you.

Communication with Leadership

Trainers have to be confident in communicating with Leadership. There will be times where decisions are made that are not in the best interest of your New Hire. It is your responsibility to speak up for your New Hire and advocate for them. You are their voice, and you know what it is going to take to prepare them for their role. Have confidence and be willing to say what needs to be said. Always remember to be humble and approach situations with care, but do not stand by and allow your New Hire to receive a less than adequate Training Experience. To add some clarity, here are a few examples of when you will need to speak up for your New Hire.

1. If they have been placed on a position they already have full knowledge about.
2. If they are utilized as a part of the shift outside of peak times.
3. If they need extra attention in a specific position.
4. If they need a break and have not been given one.
5. If they need time to watch their Pathway Content.

Communication with Training Director

While you are responsible for executing Training on the ground-level, the Training Director is responsible for Training as a whole in the business. Because you will be working side-by-side with our New Hires, you will know more about their needs than the Training Director. If you feel a New Hire needs more time and attention, speak up and communicate this info to the Training Director. The Training Director may also reach out to you with requests regarding a New Hires experience. As a Trainer you are expected to respond back in a timely manner and carry out the tasks prescribed by the Training Director.

Training Guides

During New Hire Orientation, New Hires are given a New Hire Training Guide. This guide walks through each position in the New Hires department and details general information they should know about each position. It is the responsibility of the Trainer to fill out this guide and teach the New Hire the information contained within.

Vision and Employee Promise

It is the responsibility of the Trainer to ensure that New Hires know the vision of our business and our employee promise. Talk to your New Hire about these concepts. It is important that everyone knows these concepts because they are the foundation of our business. Without knowledge of the vision and our employee promise, New Hires will not be able to get the most out of their experience at Chick-fil-A Southroads.

Befriending New Hires

It is the responsibility of the Trainer to befriend our New Hires as they enter the business. This also applies to New Hires that you are not directly in charge of Training. We want to create a work environment that is warm and welcoming. Our Trainers are a huge part in creating that environment. It is expected that you introduce yourself to New Hires and that you take the time to get to know them. Trainers are expected to bridge the gap and engage in dialogue so that our New Hires feel welcomed into the business.

General Responsibilities

Trainers do so much more than deliver skills and knowledge to our Team. While this is a part of their role, it does not encompass the role entirely. I like to think about our Trainers as an extension of our Leadership. Leaders can not be present in all situations, so who holds the team accountable when Leaders are not present? The Trainer is expected to fill this void and be the Leaders voice when they are not present. We do not ever want to come across as rude or proud, but we do want to assist Leaders in holding people accountable to the standards. A Trainer is someone who the Leader can depend on. A Trainer should be known for ensuring that the section of the business they are working in is running smoothly. When a Leader sees a Trainer on shift, they should feel a sense of relief.

What to do when you are not assigned to a New Hire

Trainers will not always be paired with a New Hire. During these times, the Trainer is expected to focus on the shift at a higher level. Trainers should be worried about the performance of those around them, and willing to provide feedback when needed. Here are a few examples of when feedback should be provided to surrounding Team Members.

1. A Team Member is not focused on their role and is distracting others
2. A Team Member is on their phone during their shift
3. A Team Member is preparing a product the wrong way
4. A Team Member is not being productive and is spending time standing around
5. A Team Member behaves when a Leader is around, but changes their behavior when a Leader is not present

Leaders should be able to count on Trainers to uphold procedures. Leaders may ask Trainers to keep an eye on things and course correct as the shift progresses.

Competency in all the Positions in the Trainer's Department

Trainers should know the ins and outs of all positions in their department. You should be able to work each position by yourself without being monitored. You should also be able to teach and articulate the procedures and importance of each position to others. You should be able to prepare all products in your department and be able to articulate the “why” behind our procedures. The Team should feel confident in approaching you when they have questions and should look to you as a model of how they ought to behave while at work.

Leading by Example

As a Trainer, you are expected to lead by example and follow correct procedures within the business. If you do not follow our procedures, the team will not respect you when you ask them to follow our procedures. Would you ask someone to remember their name tag when you yourself are not wearing one? Leading by example is so important because it gives our Team Members someone to model. Our Team should be able to look to you to grow in their role at Chick-fil-A.

Pathway

Our New Hires are required to complete video content on Pathway. Trainers are responsible for setting up New Hires on their Pathway Content. You will have to coordinate with your Leader to find time to set your New Hire up. The process should take no longer than 5 minutes and helps to ensure that our New Hires have knowledge about core concepts that are the foundation of our business.

Vision and Employee Promise

Trainers are expected to not only know our vision and employee promise, but they should be active contributors to the vision and employee promise. This means having a positive influence on others day in and day out. This means intentionally taking steps to make others feel valued and cared for. To increase teamwork in the business. To challenge others to be excellent. Trainers should help to create an environment that our team can be proud to work in and they should help to ensure that our Team Members leave stronger than when they started with us.

Feedback

Trainers should be good at both receiving and giving feedback. Leaders will coach Trainers and Trainers will coach Team Members and New Hires. Our Leadership should feel confident that you will receive feedback and apply it to your future performance at Chick-fil-A. Leaders should also feel confident in your ability to provide feedback to our Team in a constructive and gentle manner.

LEAN

Trainers should know what LEAN is and be able to describe the importance of it to others. Trainers should also know how LEAN is implemented in the business at a high level.

Humility and Asking for Help

While we do expect a lot out of our Trainers, we do not expect them to be perfect. There are going to be times where you need help. Trainers are expected to assess their circumstances and ask for help when needed. This may include help with coaching and providing feedback, or it may include speaking up for the Team when help is needed in operations. Whatever the reason may be, Trainers should be confident enough to ask for help when it is needed.

Core 4

Trainers are expected to know the core 4 and to teach others the core 4. Most of what we say is communicated with our body language and tone of voice. That is why the core 4 is so important. The core 4 is all about presenting your body language in a way that shows the guest you care.

Second Mile Service

Trainers are expected to demonstrate second mile service behaviors in the business. Our Trainers should be known for going above and beyond for our guests. Our Trainers are expected to be proactive in their approach, and always seeking for ways to help those around them. Our Team Members should be able to observe Trainers to discover new ways to go above and beyond for our guests and team.



TRAINING KNOWLEDGE TEST

1. Where is the Training Board Located and what is its purpose?

2. What information does the Training Schedule provide?

3. Why is it important that our New Hires are not left alone during their shift?

4. Explain why we do not train during peak times, and also explain the risk of not training during peak times.

5. Explain the importance of clear communication between Team Leaders and Trainers in the business.

6. Explain how Team Leaders and Trainers might have different priorities on a day to day basis. What do you think the differences in their priorities are?

7. Explain the purpose of our New Hire Training Guides. What part do Trainers play in the completion of the guides?

8. Explain how we use Pathway in the business to Train our New Hires

9. What is the vision of our business and what have you done to contribute towards it?

10. What is our employee promise and what have you done to contribute towards it? What promise do you feel like you contribute the most to? Which one do you feel like you contribute the least to?

11. What have you done to ensure our New Hires feel welcomed in the business?

12. What is the purpose of our Trainers in the business? What role do they play besides Training New Hires?

13. Explain what your focus should be when you are not directly assigned to a New Hire?

14. Tell me about a time someone gave you feedback and it helped you grow.

15. Tell me how you feel you respond to feedback.

16. Tell me about a time you provided feedback to someone. What was the experience like?
How did you feel about their response?

17. What is LEAN? How is LEAN implemented in the business?

18. Why is LEAN important?

19. Why is it important to ask for help? Why would someone avoid asking for help?

20. What is the Core 4 and why is it important?

21. What is Second Mile Service and why is it important? What is something you like to do for our guests to make them feel cared for?
