



**BOH Information Sheet and
Itinerary**

Gateway Center In-Line



New Restaurant Opening Date: December 5th, 2024

“We must Motivate ourselves to do our very best, and by our example lead others to their best as well.”

Truett Cathy

CONTACT DATA TABLE



| Operator Information | Restaurant Information |
|--|---|
| Operator: Maiysha Warren (External Operator) | Gateway Center In-Line 459 Gateway Dr Brooklyn, NY 11239-2806 United States |
| Restaurant Number: 05655 | |
| NRO Contacts Grand Opening Supervisors (GOS): Antuane Josey (BOH): 404-998-6455 Connor Watkins (FLEX): 770-842-5245 | Lead Trainers (FTS2) BOH AM Lead - Andrew K. BOH PM Lead - Timothy C. Chicken Rotation Lead - Nicholas M. |

New Restaurant Opening Policies and Procedures



Breaks

Every FTS who works more than six hours will receive a 45-minute unpaid break. GOTs working twelve hours or more receive two 45-minute unpaid breaks when it is appropriate for the business. A trainer will coordinate breaks for the trainer team. During your break, please ask the cashier to “promo” your food. Again, **you are expected to take a break daily**. If you find yourself unable to take a break, please talk to the appropriate GOS and we will ensure that you get one! For your meal, you are allowed to get **one entree and any medium side item**. If you are getting anything to drink besides soda or tea it must be paid for personally.

Time recording

We will be using NOVAMobile to track hours. When you take a break, **account for it**. Be a faithful steward - **DO NOT** milk the clock. At the end of each week, you will be required to verify your hours and submit your time worked. Please **DO NOT** leave without completing this step.

FTS Personal Feedback

During this opening, we will be evaluating all FTS based on the following competencies:

- 1) *Knows & Executes the Restaurant*
- 2) *Embodies Core Values*
- 3) *Communicates Clearly*
- 4) *Connects Personally*
- 5) *Shows Ownership*
- 6) *Coaches Proactively and Consistently (this competency sets FTS 1 & 2 apart)*

Evaluations will be conducted during your final week of service. These feedback sessions will hopefully serve as a tool to grow and develop your skill set as both a trainer and a leader in your restaurant.

Training

Be flexible with the training environment of this Grand Opening. Maiysha is a new Operator that will be opening with a relatively inexperienced leadership team. Our goal is to develop this team as much as possible, giving them a firm foundation and the knowledge to execute operational excellence. Over the course of the 3 weeks we are open, FTS2's will work with the restaurant leaders to assess the needed training on a daily basis. Be intentional and attentive as we will need to provide their team with versatility and willingness.

Expectations



You were chosen for this assignment because you are skilled and talented at what you do. We are very happy to have you as part of this assignment. In order for this opening to go well, we wanted to set some baseline expectations.

- **Punctuality:** Be on time for all of your scheduled shifts. We are there to set the example for this new team and if we as a team are not punctual, we cannot hold them to that same standard.
- **Attitude:** Have a positive attitude at all times. This opening is anticipated to be very large, that means things can get crazy and chaotic at a moment's notice, please have a good attitude during all of these moments. We set the tone of a shift, if we are frazzled, the team will become frazzled. In the very same sense, if the opening comes in below what Chick-fil-A has projected, have a great attitude and challenge yourself to train on a higher level.
- **Flexibility:** Be flexible and willing to adjust positions and schedules at any time. We have done our best planning and preparing for this opening, however, surprises are bound to come up, so please roll with the punches.
- **Be Kind:** HONOR, DIGNITY, and RESPECT. At all times to all guests, team members, trainers and GOSs ask, don't demand, and demonstrate strength vs. power
- **Be Accountable:** Own your mistakes and learn from them, stay humble and open minded in receiving feedback
- **Patience:** Team members/FTS/GOSs will make mistakes. Please be patient as we all learn and grow together
- **Be Present and Aware:** Stay connected and involved at all times, observe but don't micro-manage, do not stray away from the position you are in or the team member you are working with. Every moment is a training moment and opportunity no matter what sales volume we are doing.
- **Pathway:** Only train according to Pathway procedures, we do not want to bring your tribal knowledge into this store. NEVER: "This is what we do at my home restaurant!"

Calendar of Events



| Gateway Center In-Line New Restaurant Opening Training | | | |
|--|---|--|----------------------------------|
| Monday 12/2 | Tuesday 12/3 | Wednesday 12/4 | Thursday 12/5 |
| <p>BOH Training 4:00PM - 7:00PM</p> <p>Food Distribution 4:00 PM - 7:00 PM</p> | <p>BOH Training 8:00 AM - 11:00 AM</p> <p>Food Distribution 8:00 AM - 11:00 AM</p> <p>Dedication Dinner: 6:00 PM - 8:00 PM</p> | <p>Prep Training 8 AM - 12 PM</p> <p>Ribbon Cutting/NOH 12:00 PM</p> <p>FTS Impact Experience 4 PM - 6 PM</p> | <p>Grand Opening Day!</p> |

FTS Impact Experience



4:00 PM at the Restaurant

This is a **MANDATORY** meeting for all FTS. We will introduce everyone and discuss our expectations for the opening. There will also be time to view the Restaurant so every FTS is comfortable with their environment. If you are a NEW FTS, please arrive at 3:00 PM so we can complete your paperwork.

GO Week Training Classes

Monday, 12/2

Please wear your blue CFA FTS polo

BOH Rotations

2:30 PM - 3:30 PM

Set up

- Set up the kitchen for training rotations
- Set up Ecolab Prep n Print printers
- ****For this training rotation session we will be preparing 100 Chick-fil-A sandwiches for food distribution between 4:00 and 7:00 PM.****

Please prepare the following items ahead of time for training rotations:

- 4 CFA filets
- 4 cups of nuggets

Training Rotations

- **Machines/Breading/Chicken Rotation**
- **Lunch: Primary/Secondary**
- **Waffle Fries**
 - **Each rotation will last 20 mins**
 - **Refer to the Pathway modules posted on the FTS Website during training sessions**
 - **Incorporate Pathway into training as time allows.**

7:00 PM - 8:30 PM

- Recap & questions with team members
- Close kitchen
- Verify the following has been completed:
 - Install LEAN iPAD's (breading, chutes and prep)
 - Clean/Rinse line of Rethermalizer Machine (Use Delimer Tablets & Pathway)
 - Post Thaw Allocation Sheets

- Label Prep Table
- Label all Lowboys
- Ensure Inventory is neat and organized
- Clean & sanitize shelving in walk-in & freezer
- Remove any extra shelving out of kitchen
- Finish setting up prep area
- Label red trays for prep
- Ensure any open products are wrapped and labeled for future use.
- Set up VSBL app for waste tracking on iPad

GO Week Training Classes



Tuesday, 12/3

Please wear your blue CFA FTS polo

If anyone lacks confidence in their assigned area, please contact Antuane

BOH Rotations

7:00 AM – 8:00 AM

Set up

- Set up the kitchen for training rotations
 - Debrief over expectations and set up for training rotations.
 - Prepare items so we can have product to use right away for Boards Rotations
 - ****For this training rotation session we will be preparing 100 chicken biscuits for food distribution between 8:00 and 11:00 AM.****
-
- | | |
|----------------------|--------------------------|
| ○ 2 breakfast filets | ○ 2 grilled breakfast |
| ○ 2 sausage | ○ 1 full pan of biscuits |
| ○ 2 spicy filets | ○ 2 cups of nugget |
| ○ 12 grilled nuggets | ○ 2 grilled filets |
| ○ 2 strips | |

8:00 AM - 10:45 AM

Training Rotations (Breakfast)

- **Breading/Machines**
- **Breakfast: Primary**
- **Breakfast: Secondary**
- **Eggs/Hashbrowns**
- **Biscuits**

Training Rotations (Lunch):

- **Lunch: Primary**
 - **Lunch: Secondary**
 - **Waffle fries**
 - **Dish/Utility**
- **Each rotation will last 20 mins**
 - **Refer to the Pathway modules posted on the FTS Website during training sessions**
 - **Prepare TMs for the upcoming simulation.**

10:45 AM - 11:00 AM

- Clean up, then recap & questions with team members.

11:00 AM - 5:00 PM

- Clean kitchen
- Stock low boys, fridges/freezers if not already done
- Stock Fry Freezers
- Stock Centerline
- Cut all box flaps and organize any inventory that needs to be organized
- Scrape/change filters
- Clean trash whale and rise out. Leave upside down to dry for a bit.
- Transfer extra smallwares to storage unit
- Ensure everything is labeled
- Upload BOH checklists into VSBL (see Antuane)
- Bake and wrap 6 trays of cookies for Dedication Dinner
- Wrap 1 tray of brownies for Dedication Dinner
- Scrub, squeegee, and mop floors
- Clean and detail every piece of equipment in the kitchen

Chicken Rotation

6:00 AM - 7:30 AM

- **Andrew and Nicholas**

Pull chicken as dictated in the **TUESDAY** thaw plan below

| | Monday | Tuesday | Wednesday | |
|------------------|--------|---------|-----------|--------|
| Spicy Breakfast | | 2 bags | | 0 |
| Breakfast Filets | | 1 | 1 | 2 |
| Nuggets | | 14 | 13 | 27 |
| CFA | | 8 | 8 | 16 |
| Grilled Filets | | 2 | 2 | 4 |
| Grilled Nuggets | | 2 | 2 | 4 |
| Spicy | | 9 | 8 | 17 |
| Strips | | 5 | 5 | 10 |
| | 0 | 41 | 39 | Totals |



Wednesday 12/4

Prep Training - **Jaden and Bri**

7:30 AM - 8:00 AM

Set up for training

8:00 AM - 12:00 PM

Coach Team Members through prepping the following:

- Fruit cup
- Yogurt parfait
- Kale crunch
- Slicing grilled chicken
- Cobb, Market, Spicy Southwest and side salads
- Grilled wrap/Spicy grilled wrap

Ensure all tasks are completed

- Stock Kanbans for GO Day
- Prep all Bulk items that can be prepped for GO Day

- Ensure everything is stocked and ready to go for GO Day
- Flatbread, roasted corn and corn/black beans are set out for GO day
- Chicken for noodle/tortilla soup is prepped

Chicken Rotation

6:00 AM - 8:00 AM

- **Andrew and Nicholas**

Pull chicken as dictated in the WEDNESDAY thaw plan below and filet the following for the holding cabinet ****THIS SHOULD NOT BE DONE BEFORE 1:00 PM****:

- 2 cases of CFA filets
- 2 cases of spicy filets
- 2 bags of grilled filets
- 2 bags of grilled nuggets
- 2 bags of regular breakfast filets
- 1 bag of spicy breakfast filets

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| | 0 | 41 | 39 | Totals |

8:00 AM - 12:00 PM

Execute tasks to be ready to open on Thursday

- Help unload truck with the team.
- Prepare all available Mac and Cheese pans.
- Prepare one thawed tray of brownies and thaw 2 additional cases.
- Stock both Fry Freezers with fries and hash browns as necessary.
- Stock Centerline with all necessary products.
- Ensure filters have been completed

- Make milk wash: 5 - 12 qt containers
- Filet chicken for Neighborhood Open House (see numbers below)
- Pull bread to thaw: SEE BREAD THAW BOARD IN KITCHEN
- Bake and wrap 5 trays of cookies for Neighborhood Open House

12:00 PM - 1:00 PM

Ribbon Cutting/Neighborhood Open House (Live Simulation)

Menu for Neighborhood Open House (approximately 50 people)

- Original Chicken Sandwich
- Spicy Chicken Sandwich
- 8-Ct Nuggets
- 8-Ct Grilled Nuggets
- Medium Waffle Fries
- Mac & Cheese (medium)
- Kale Crunch
- (50) Cookies – individually packaged to hand out as guests leave

1:00 PM - 3:00 PM

Tasks for GO Day

- Bake 8 trays of cookies & wrap for GO day ***this should not be done before 1:00 PM***
- Wrap 1 Case of brownies & Thaw another case ***this should not be done before 1:00 PM***
- Filet Chicken for GO Day (see above for numbers) ***this should not be done before 1:00 PM***
- Clean and detail every piece of equipment in the kitchen
- Scrub, squeegee, and mop floors
- Ask Antuane for any remaining tasks to be completed

Closing Remarks:

- Ensure Chicken is pulled and replaced as we go. Check after close that there is enough chicken stocked in the cabinet.
- Ensure Breakfast Bread pull has happened (see Bread Thaw board for numbers)
- Ensure Brownies are thawed for training.
- Ensure any open products are wrapped and labeled for future use.

2:30 PM - 3:00 PM

Lead Trainer Meeting - Andrew, Timothy and GOS team

4:00 PM - 6:00 PM

FTS Impact Experience at the Restaurant ****IF YOU ARE A FIRST TIME FTS PLEASE ARRIVE AT 3:00 WITH YOUR ID'S FOR ONBOARDING****

Please ensure BOH is cleaned, stocked, and 100% ready for GO Day!

This concludes the GO Task Sheet. Get some rest! Thank you for your willingness to serve Maiysha and her team!