



**Gateway Center In-Line**  
**FOH Task Sheet**  
**Grand Opening: December 5, 2024**



**Restaurant Information**

Owner/Operator: Maiysha Warren  
Address: 459 Gateway Drive Brooklyn, NY 11239

# Breaks & Labor Law Overview

## Time Punch

It is of UTMOST importance that you clock in and out in REAL TIME using your punch feature on NOVAtime. Forgetting to clock in and out in real time will not be tolerated. You will be recording all your time punches in NOVAtime. Please see the NOVAtime section on the trainer website for instructions to download and use the NOVAtime app.

## 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.

## Schedule

Please remember to be flexible as things may change during the week. Please also be a good steward of our time and money. Please actively check the schedule on the trainer website DAILY as it's subject to change based on the needs of the business.

# Trainer 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.

- **Punctual:** 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. We expect to be busy! 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/trainers/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!”

## Before You Arrive...

- **If you are a new trainer, bring your I-9 documents so we can scan them!**

- [Acceptable Documents](#)
- Most common options brought:
  - Passport alone
  - Driver’s license + social security card
  - Driver’s license + birth certificate
- Make sure they are not expired!!!
- Read over the entire FOH Task Sheet
- Read over the FOH Systems & Processes document to know this store’s unique systems
- If you are assigned a training rotation, review Pathway and your resources on the Trainer website for your specific rotation
- Review the entire Trainer website
- Reach out to Steve if you have questions!



## Monday, December 2nd

Refer to your schedule for hours

Attire: Chick-fil-A FTS Polo

## Trainer Travel Day, Restaurant Setup, Nighttime Training Rotations

- Please ensure you are on time for your flight!
- If your flight is delayed, please contact Steve @ (732) 501-6194 so that we can make any needed adjustments to the rental car schedule.
- Please refer to the trainer website for the rental car schedule and hotel information.
- Hotel check in is at 3pm.

## Lunch/Dinner Rotation

**1:00 PM - 3:00 PM:** Trainer task sheet/miscellaneous items

- Wipe down all tables/chairs/counters
- Deep clean dining room
- Deep clean bathrooms
- Put up all restaurant sidekicks
- Stock kanbans with product
- Set up stations for Training Rotations
- Set up safe
- Set up Cashmaster
- Check with Steve on anything else that needs to be completed

## Lunch/Dinner Rotation

\*Blue Trainer Polo\*

**3:00 PM - 3:30 PM:** Debrief Morning Wins/Opportunities

**3:30 PM - 4:00 PM:** Set up Station for Training Rotation

**4:00 PM - 7:00 PM:** Lunch/Dinner Training Rotations

**7:00 PM - 8:30 PM:** Clean up after rotation/prepare for morning rotations

**7:00 PM - 8:30 PM:** *FTS assist Minji & Marketing with Food Distributions (TBD)*



**Tuesday, December 4th**

**Refer to your schedule for hours**

Attire: Chick-fil-A FTS Polo

## Morning Rotation

\*Blue Trainer Polo\*

**6:00 AM - 6:30 AM:** Set up Station for Training Rotation

**6:30 AM - 8:00 PM:** Practice Rotations & Give Peer Feedback

**8:00 AM - 11:00 AM:** Breakfast FOH Training Rotations (Register Training should include breakfast and lunch menus)

**11:00 AM - 12:30 PM:** Clean up after rotation

**11:00 AM - 12:30 PM:** *Minji & Rob assist Marketing with Food Distributions*

## Training Rotation Roster

Hospitality/Dining Room Training:

Register/Upstream Training:

Mobile Pickup/3PD Pickup:

Drinks/Desserts Training:

Bagging Training/Expediting Training:

Food Safety/CORE 4/WHED:

Float:

## Dedication Dinner

\*Blue Trainer Polo\*

*4:00 PM - 3:30 PM: FOH Lead Trainer Meeting*

*4:00 PM - 5:30 PM: Prepare & Clean Up for Dedication Dinner*

*5:30 PM - 6:00 PM: Get in spots / Greet Guest / Serve*

*6:00 PM - 8:00 PM: Dedication Dinner (Assist Dedication Dinner Guests by Making Beverages behind the counter & Serving Food Cafeteria Style)*

*8:00 PM - 8:30 PM: Clean up after Dedication Dinner*



## Wednesday, December 4th

**12:00 PM – 4:00 PM**

## Ribbon Cutting Ceremony/Neighborhood Open House

\*Blue Trainer Polo\*

**10:00 AM - 11:30 AM:** Restaurant Clean Up/Get Ready for NOP/RC

**11:30 AM - 12:00 PM:** Touch base with Steve/Get in spots / Greet Guests

**12:00 PM - 3:00 PM:** Ribbon Cutting / First Bite Ceremony (FTS Assist serving drinks/sandwiches)/Neighborhood Open House (simulation style ordering)

**3:00 PM - 4:00 PM:** Clean up restaurant

## Trainer Rally

\*Casual Dress Appropriate\*

**3:30 PM - 4:00 PM:** **FIRST TIME TRAINERS ONLY!!!** Bring your I-9 Documents to the Restaurant and find a GOS!

**4:00 PM - 6:00 PM:** FTS Impact Experience (formerly known as FTS Rally) and Dinner with GOS Team!

**\*FIRST TIME TRAINERS DO NOT FORGET DOCUMENTS FOR I-9 AND FIND A GOS AT 3:30 PM IN RESTAURANT TO COMPLETE\***



Thursday, December 5th

# Grand Opening Day!

This concludes the Grand Opening FOH Task Sheet.  
Everybody get some rest for the Grand Opening!  
Attire for the rest of the week is Trainer **Blue Polos**.

