

Front of House Team Member

Purpose: To Win Hearts Everyday in the positions you're placed

Character:

- Exhibits Our Vision and S.U.P.E.R. Core Values
 - Serving Others; Upholding Integrity; Pursuing Excellence; Embracing Accountability; Relationship-driven Results
- Providing a personalized and positive experience for guests & team members
- Passion for service and teamwork
- Has a coachable attitude with a growth mindset
- Maintains a sense of urgency while on the clock showing hustle and determination
- Is a quick learner and retains information. Does not need to be taught multiple times
- Remains calm and positive during busy situations
- Stays on task and is not distracted with conversations and messing around with other team members
- Demonstrates reliability: Attendance, Uniform, and Operations
- Treat everyone with honor dignity and respect
- Shows a commitment of care

Competency:

- Know their role. Knows what is expected of them on every shift, in every position placed.
- Follows & knowledgeable in Chick-fil-A Pathway procedures
- Follows Chick-fil-A Yorba Linda handbook, policies, and systems
- Understands the Winning Hearts Strategy: Pursue Mastery, Own the Numbers, and Help Others Win
- Creates genuine experiences (CORE 4, Language of Hospitality, HEARD Model)
- Goes above and beyond in making guests feel personally cared for (2nd Mile Service)
 - Look - Listen - Observe; Table touch-ins; Celebrating guest moments; Recovering guests
- Works effectively with team members and leaders to maintain goals and a positive work environment
- Communicates professionally to the right source
- Consistently works hard to meet business goals in our daily operations
- Seeks to move forward in their development at Chick-fil-A Yorba Linda

Chemistry:

- Willing to serve where asked and needed
- Receptive with feedback and transparent with leadership
- Empathetic - able to put yourself in someone else's shoes and understand their perspective
- Mindful of how actions and words affect others
- Team player
- Keeps good company and surrounds oneself with kind, hardworking, and respectful people (*Fly with the Eagles*)

Commitment:

- Availability ???
- Fulfills all requirements able to be employed at Chick-fil-A Yorba Linda
- Strives to be at every shift and on time to be reliable
- Engages through communication platforms

Champion Wins:

- Guest/CARES compliments
- Shows commitment to a welcoming and well attended experience. We seek opportunities to make personal connections and create a moment.
- Attentive/Courteous & Fast Service - CEM
- Able to help others in operational positions and share the “why”
- Zero Disciplinary Points