Chick-fil-A Cedar Hill

Trainer Job Description

Organizational Imperatives

The factors that define and truly differentiate this position from all other positions; what absolute, unique things should this position fulfill that no other does

The Trainer is responsible for:

- Effectively Taking New Hire from Orientation through 30-Day Training Process
- Following Training Brochures and Signing off on Training Sections
- Following CFA Policies and Procedures
- Execution of Training Plan
- Executing Re-current Training Plans as Developed by Training Director
- Coaching the behaviors of all Team Members who work Their Shift. Those behaviors include:
    - Ensuring high-quality food
    - Maintaining a clean and organized workplace
    - Delivering the Core Four
    - Creating an environment where operational excellence is the Standard
    - Ensuring each guest experiences an element of 2nd mile service
- Continuously and consistently having an energetic and contagious attitude.
- Leveraging Pathway in Training Process

Success factors & Matching Measurements

We will know the Team Leader is successful upon attaining the following:

- Sales goals—
    - Daypart Specific Growth Focuses
    - Upselling and Suggestive Selling
- CEM scores (to be measured in 30-day and 90-day increments):
    - Order Accuracy > 98%
    - Speed of Service > 80%
    - Attentive and Courteous Employees > 80%
    - Likelihood to Recommend ≥70%
    - Overall Satisfaction ≥ 80%

Behavioral Characteristics

- Engaging
- Personable
- Creative
- Fun-Loving
- Detail-Oriented

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The Trainer should:

- Work a minimum of 32 hours per week in the restaurant
- Effectively coach and give direction
- Enthusiastically and passionately lead the team
- Comfortable Communicating
- Knowledgeable
- Tech Savvy (Jolt, Slack, Pathway)
- Continuous Retraining for all Team Members
- Regularly fulfill all FOH positions