Chick-fil-A Cedar Hill

# Hospitality Dream Team

## Functions

- Embodies CFA Core Values
- Places Guests First
- Clock in on time and ready to work
- Check in with Hospitality Director or Assistant Director to find position
- Work in assigned area and do not leave without leaders approval
- Clock in and out {ON TIME} for 30min. lunch break
- Look professional, uniform, hygiene etc…

## Roles within Elite

- Actively approach situations with HEARD model:
    - Hear - **Focus** on the Guest, **Listen** intently, **Clarify** to understand
    - Empathize - **Feel** their concern, **Validate** complaint, **Show** you care
    - Apologize - Offer an **apology**, **Focus** on main issue, **Communicate** resolution
    - Resolve - **Own** the issue, **Solve** the problem, **Thank** the guest
    - Delight - Be **genuine**, Be **proactive**, Be **personal**
- While each member will be required to know how to do each role, one person will focus on a portion to ensure it continuously runs smoothly.

## Characteristics

- *Core Four*
- Passionate
- Fun-Loving
- Knowledgeable
- *Positive*
- *Integrity*

## Measurements of Success:

- Hospitality CEM scores (to be measured in 30-day and 90-day increments):
    - Cleanliness ≥ 82%
    - Attentive and Courteous > 80%
    - Overall Satisfaction ≥ 82%