

Training Lead, Hospitality

As the Hospitality Training Lead, you serve as a role model responsible for providing training at the start of employment and on-going to connect hospitality team members everyday performance to our Shared Vision. Under the supervision of the Director of Hospitality, you are responsible for new hire orientation, initial and on-going training, maintaining the standards of our talent, and motivating a high performance team.

Shared Vision: Be the world's most caring company.

Leading People

- Teach the Chick-fil-A Corporate Purpose, and Shared Vision
- Work with other trainers to develop the knowledge and skills of your hospitality workforce including:
 - onboarding orientation and training of new hires
 - building genuine community with new hires encouraging their progress using handwritten notes & Awardco
 - ensuring the 3-Step Training Model is utilized when training all day every day
 - monitor systems and processes for adherence to Pathway, Handbook, safety & security procedures
 - redirecting non-conforming team members to improve specific behaviors toward Pathway compliance
 - assist with the training of all Team Members prior to a new product rollout
 - serve as subject matter expert in Hospitality Training providing guidance and addressing challenges
 - ensure every Team Member excels at executing the Winning Hearts Strategy by serving Great Food, Fast & Accurate Service, and Genuine Hospitality in a Clean & Safe Environment
- Collaborate with the Director of Hospitality, HR Director and Restaurant Leads to schedule training sessions and communicate training needs
- Improve employee engagement to increase employee retention rate
- Uphold company values and ensure that all Team Members treat co-workers with honor, dignity and respect
- Build genuine community by attending and encouraging Team Member participation in company functions
- Train and reinforce adherence on all Cash Management Policies
- Assist to serve as "Lead on Duty" when assigned

Leading Self

- Remain certified in all Pathway modules and proficient in utilizing training resources
- Maintain strong leadership, teamwork, and an urgency for the customer
- Model servant leadership, humility, and integrity (always put others first)
- Exhibit a highly motivated, positive attitude and highly engaged coaching style
- Organized and follows through when assigned a task
- Lead well – exhibit the strength, energy and mental clarity to lead yourself and others well
- Study Pathway metrics, Daily Sales, Labor Productivity, A.C.E. and Retention, seeking opportunities for growth
- Strive to remain professionally relevant, wearing Chick-fil-A® Oobe Team Style attire
- Contribute to great meetings – participation is mandatory (punctual, collaborative and solves problems)
- Show steady progress on Performance Goals Plan (PGP) and reads 3 books annually – growth mindset
- Accountable for InFORM, Safe Daily Critical and eRQA® requirements daily

You Bring

- Must be 16 years of age or older and a minimum of 6 months Team Member experience
- Attending High School, High School Graduate or GED, some college preferred
- Ability to resolve conflict
- Ability to relate to and communicate effectively with people from other cultures
- Identify and manage your own emotions and the emotions of others
- Excellent professional verbal, written and electronic communication skills
- Proficient in MS® Office

Sign & Date _____

