



Our Mission

How we do it

(Our secret sauce!)

Caring deeply about people.

Serving hot, fresh food.

Being quick, but not rushed.

Cleaning constantly.

Smiling and touching the heart.

Execution: Doing the right thing,
the right way, EVERY time.



Our Core Values

Caring about others.

Committing to growth and excellence in service.

Connecting with our heart, mind and soul.

Given To:

Date:



Mentor Program



**GREAT LEADERS SERVE.
GREAT TEAMS GROW.**

overview

The Mentor Program allows the Leadership Team to live out the Core Values of the business: Care, Commit, and Connect. It is our opportunity to shepherd team members through the training and development phases, communicate important procedures or initiatives within the business, and grow future leaders. If our mission is to “Win the Heart: Every Guest, Every Team Member”, then it starts with YOU!

Step #1: Care

Caring begins with a first name: get to know the mentees assigned to you. Know where they work in the restaurant, how they are doing; their goals and life beyond Chick-fil-A, etc.

Step #2: Commit to Growth

As a leader, we ask that you commit to personal growth and then help others around you to grow. This starts with your mentees. Study, listen, and observe. Ask others for feedback about your mentees.

Step #3: Connect

Once you get to know your mentees and have gathered information, you should make time to connect. Then, be prepared to invest and pour into your mentees.



requirements

Monthly

- ☐ Connect with your mentees in the restaurant, e.g., a brief meeting, break meal, coffee, etc.
- ☐ Send an email that contains encouragement or information about the store to each mentee, cc: Robert and Kristin.
- ☐ When necessary, complete a Coaching X-Change form for a mentee and return it to the office.



Quarterly

- ☐ Evaluate your mentee's training and development phase following the FOH or BOH Training & Development Booklet.

Complete the following forms *and return to the office:*

- ☐ Mentee Feedback Form
- ☐ Mentee Quarterly Spreadsheet Report