

# CD Qualifications:

## Chick-fil-A Baytown

- **Do you know and embody Chick-fil-A Baytown's Core Values?**
  - **Stewardship:**
    - Are you a protector of the resources given to you to take care of? Examples are Time, Money, Food, Paper, Other People, Leadership, your uniform
  - **Excellence:**
    - Do you pursue distinction in all that you do? We desire to be different, to be unique and extraordinary? Are you unique and extraordinary for our team and our guests?
  - **Growth:**
    - Are you motivated by growing personally and professionally? Do you want to be better every day that you come into this restaurant?
  - **Community:**
    - Do you want to be a part of something bigger than yourself? Do you have a desire to make a positive impact on the lives of our guests and the team?
  - **Investing:**
    - Do you care enough to know who we are and the vision for our business? Do you have it memorized?

### Characteristics of a CD

**This is what your Director Evaluation will be over. To be accepted, you must have a "yes" from each Director on each area**

- **Are you an outstanding team member? Does leadership notice a difference having you on shift?**
  - **Speed/Accuracy:**
    - Can you work each position in a quick and effective manner? Is everything accurate? Is there purpose in how you work?
  - **Punctuality/Dependability:**
    - Do you always show up? Can your leaders and team members depend on you? Do you communicate to the leadership and personally find a cover if you are unable to come to shift?

- **Attitude/Approachability:**
  - Do you bring a positive attitude to the team? Are you able to separate work from home life and make a decision to have a positive influence? Are you someone who is a harmonizer and brings others together or a gossip who tears the team apart?
- **Leadership/Training Skill:**
  - Do you currently help the shift leaders on shift? Do you take ownership on shift over your area of the business? Do you have enough working knowledge in a position to be able to train someone in that position?
- **Growth:**
  - Are you motivated by growing personally and professionally? Do you want to be better every day that you come into this restaurant?  
Looking For: Intentional Development of Others Initiative Minded Competitive Nature, desire to learn and grow

## **Becoming CD:** **Chick-fil-A Baytown**

### **STEP 1**

- Fill out the [CD Expression of Interest \(EOI\) Form](#) [CLICK HERE](#)

### **STEP 2**

- Be evaluated by the Director Team based on your skills and abilities to meet the CD requirements as well as what we are looking for in qualities of a CD.

### **STEP 3**

- Attend Pre-CD Class with Development Director
- Complete weekly pre-cd task for 3 weeks

### **STEP 4**

- Evaluation sent to Leadership team (CD, Leader, and Directors)
- Evaluation will determine if you are selected to start CD Class

## STEP 5

- Attend the CD Class

## STEP 6

- Rotational Training with the director team in all Hospitality Areas  
(FOH: M/DR-Running, Guest Experience, iPOS, Pushing)  
(BOH: Nuggets, Primary, Breeding, Machines, Fries)

## STEP 7

- Take the CD Test

## STEP 8

- Development Director Evaluation of training skill and performance, if chosen to be promoted you will then receive a raise and a new uniform!

# Pre CD: Chick-fil-A Baytown

We want you to make it when you apply for CD. To do that there are areas that **you** can be actively working on to improve your chances of getting in on your first try! These specifics are outlined below. This is a self-guided process to prepare yourself for what is next!

Training Skill (Will be done throughout the 3 week process from the moment you begin Pre-CD)

- The next two weeks you will practice being in advanced positions, please have a leader verify you worked these positions.
- FOH Positions
  - o [Log Sheet for Advanced Positions](#)
  - o FOH

- o Fill out CD Statistics form every day after shift (ask current CD where and how)
  - 4 Hours of Bagging
  - 4 Hours of Drinks during Peak Hours
  - 8 Hours of iPOS
  - 8 Hours of Pushing
- o BOH
  - 4 Hours of Boards 1&2
  - 4 Hours of Boards 3 & 4
  - 4 Hours of Breeding
  - 4 Hours of Fries
  - 8 Hours of Prep
  - 5 hours in Kitchen (BTR Only)

### **Week One: Attitude/Approachability**

- Listen to this podcast; Attitude: The Difference Maker (Part 1)
  - o <https://podcasts.apple.com/us/podcast/the-john-maxwell-leadership-podcast/id1416206538?i=1000453698231>
    - Take notes while listening to the podcast then answer the [Podcast Questions](#)
- Every week you will learn something new about the business and report on it. This week you will learn the following:
  - o Waste

### **Week Two: Punctuality & Dependability Habits**

- Listen to this podcast; Attitude: The Difference Maker (Part 2)
  - o <https://podcasts.apple.com/us/podcast/the-john-maxwell-leadership-podcast/id1416206538?i=1000454576129>
    - Take notes while listening to the podcast then answer the [Podcast Questions](#)
- This week you will learn something new about the business and report on it. This week you will learn the following:
  - o Heard Model

## **Week Three: Leadership Evaluation**

- This last week you will schedule a one on one with a Director in your area of the business.
- The Leader will evaluate you based on the characteristics listed above, and your performance.
- This evaluation will dictate if you will be able to apply for CD Class
- [Leader Review](#)