



Winning Hearts Every Day



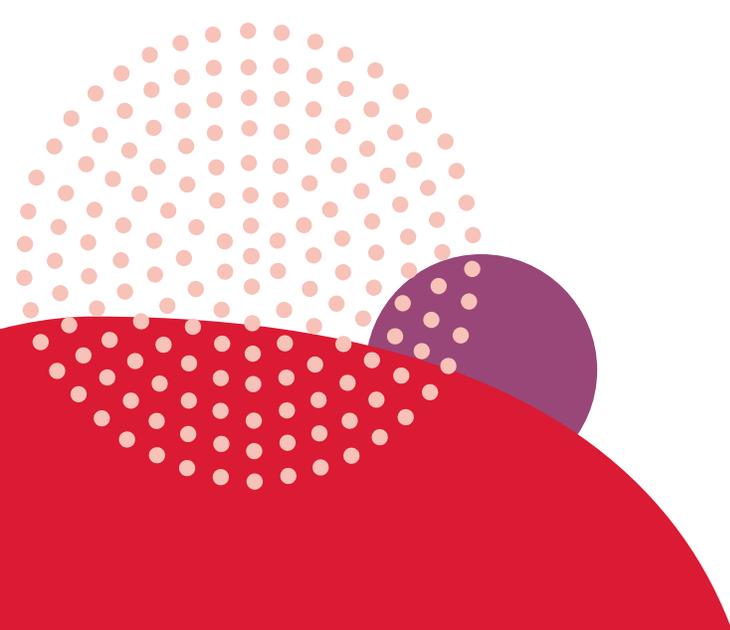
**Clean & Safe Environment
Learning Guide**



Contents

30–45 min

<u>Welcome: How to Use This Guide</u>	1
<u>Introduction to Clean & Safe Environment</u>	2
Episode 1: Introduction	
<u>Critical Behaviors</u>	3
Episode 2: Practice Personal Care	
Episode 3: Keep Spaces Safe	
<u>Excel at Execution in Clean & Safe Environment</u>	5
Episode 4: A Master Class with Courtney LaVallee	
<u>Additional Resources</u>	7





Welcome

Welcome to the Clean & Safe Environment Learning Guide!

In this guide, you will find links to episodes and accompanying reflection opportunities to help you clearly see the fundamental role a Clean & Safe Environment plays in our Customers' experiences and how we can work together as Restaurant teams to win the hearts of our Customers by creating a Clean & Safe Environment every day.

How To Use This Guide

- 1 Pace yourself** throughout the entire guide.
 - 2 Follow the prompts** indicating when to:
 - Watch the on-demand learning videos
 - Read the written content
 - Reflect on what you just learned
 - 3 Consider how** you can apply what you are learning within your own Restaurant team.
- 

Tip

After you and your fellow Team Leaders have finished this Clean & Safe Environment Learning Guide, consider meeting together to discuss takeaways and to gather ideas for action planning.

© 2021 CFA Properties, Inc.

Franchised Chick-fil-A Operators are independent business owners and solely determine the employment, leadership and management practices in their businesses. Franchised Chick-fil-A Operators also are responsible for ensuring compliance with all federal, state, provincial and local legal requirements that apply to their businesses.

Introduction to Clean & Safe Environment



It's time to dive into the first of the 4 Focus Areas—Clean & Safe Environment. You know better than anyone that it takes a lot of work and care to maintain a Restaurant that is both clean and safe. These tasks may be some of your Team Members' least favorite things to do in the Restaurant, so it's important to help them understand how following cleaning and safety protocols is caring for our Customers.



[Watch Episode 1: Introduction](#)

NASA's Clean Room

As you heard in the Clean & Safe Environment Introduction, for NASA, a clean environment is a safe environment. This is why they've designed a Clean Room specifically to house, build, and prepare vehicles for space travel. However, this Clean Room isn't what you think. It's not just a room where everything is perfectly sanitized. Even the air has to be perfectly clear to build a vehicle for space travel because dust particles and other microscopic contaminants can harm NASA's sensitive equipment! This is why the Clean Room has a unique circulation system designed to filter all of the air that enters the room.

I know what you're thinking: Then how do people work on these vehicles? They have to wear bunny suits, which look similar to a medical worker's personal protective equipment (PPE). This is for two reasons. The first is that when humans are simply standing still, we shed more than 100,000 particles per minute! Gross, right? The second reason is to protect the equipment from static electricity. Did you know that a shock from touching a door knob creates about 2000 volts of electricity? It doesn't feel like much to us in the moment, but it could do a lot of damage to NASA's sensitive electronics and equipment.

Without NASA's emphasis on cleanliness, there would be no space exploration! Safety is in the microscopic details. The same is true for Chick-fil-A. Clean and safe go hand in hand. There is no safe environment that isn't also a clean environment. And we can't serve our Customers without first maintaining a Clean & Safe Environment. It is the foundation necessary for Great Food, Fast & Accurate Service, and Genuine Hospitality.

Ask Yourself

1. How can NASA's emphasis on cleanliness and safety be applied to your Restaurant?
2. Why do you think maintaining a Clean & Safe Environment is the foundation for the other three focus areas of **Winning Hearts Every Day**?

Critical Behaviors

Two Critical Behaviors are required to maintain a Clean & Safe Environment:

- 1 Practice Personal Care
- 2 Keep Spaces Safe

These behaviors work together to keep our Customers safe and to provide them with a comfortable environment they can enjoy.

Practice Personal Care



[Watch Episode 2: Practice Personal Care](#)

Personal Care is each individual Team Member taking care of himself or herself, and it's a vital way we care for our Customers. Not only does Personal Care protect Customers' food from contamination; it prevents the spread of harmful viruses and bacteria that could make Customers seriously ill.

Think about Personal Care through the eyes of our Customers. They don't know all of the ins and outs of our procedures in the Restaurant, but they do notice how you are handling yourself and their food. Remember, every encounter you have with a Customer sends a message, and we want all of these messages to be positive!

There are so many ways to Practice Personal Care in the Restaurant, but here are three examples of things you and your Team Members can do to keep yourselves and others safe in the Restaurant:



Don't work when sick!

Communicate with your Restaurant leaders, get some rest, and feel better!



Follow appearance guidelines.

Being clean and looking professional communicates that we care about our Customers.



Wash hands frequently and change gloves between tasks.

It's a vital part of keeping everyone safe and healthy!

Keep Spaces Safe



Watch Episode 3: Keep Spaces Safe

In the video, Trey and Julianna explained that one of the best ways to care for one another and our Customers is to Keep Spaces Safe in the Restaurant. It is the responsibility of every Team Member, and it takes everyone doing their part in their specific roles. Keeping Spaces Safe includes keeping areas clean and making sure equipment is working properly, both of which have a profound impact on our Customers' experience.

There are so many ways to Keep Spaces Safe in the Restaurant, but here are three examples to help you and your Team Members think about how you can work on this together:



Remove trash and clutter.

Keep your dining room, bathrooms, storage, and work areas tidy to prevent safety hazards.



Find and fix safety hazards.

Ensure safety hazards don't exist in your Restaurant—like slippery floors or chemicals stored too close to food.



Clean, sanitize, and disinfect.

Remove germs from surface areas to keep both our Customers and Team Members safe!

Ask Yourself

1. As a leader and example for the team, how can you Practice Personal Care and Keep Spaces Safe on a daily basis?
2. How might you correct and coach Team Members who are not following appearance guidelines or cleaning and safety protocols?
3. How do you connect maintaining a Clean & Safe Environment to Chick-fil-A's Shared Vision to be the world's most caring company? How can you teach this to your team in a way that matters to them?

Excel at Execution in Clean & Safe Environment



We all have a role to play in creating a Clean & Safe Environment for our Customers. In this Master Class, Courtney LaVallee walks us through what it takes to do the right thing, the right way, every time in this foundational focus area.



[Watch Episode 4: A Master Class with Courtney LaVallee](#)

Safety Culture Pyramid

Growing the Foundation of Food and People Safety Engagement in the Restaurant



■ Response
 ■ Purpose
 ■ People
 ■ Process
 ■ Continuous Improvement/Lean

Reflect on How Well Your Team Creates a Clean & Safe Environment

Now that you've watched all four episodes, take 15 minutes to simply walk around the Restaurant and notice your surroundings. Use this 1-5 rubric to rate how effectively your team or Restaurant is excelling at execution in Clean & Safe Environment, and where you are seeing gaps.

1	2	3	4	5
Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree

Pursue Mastery

- _____ As a Team Leader, I am setting and pursuing specific safety goals (Goal Setting)
- _____ As a Team Leader, I am ensuring everyone is aware of potential risks (Awareness)
- _____ Team Members are stopping a hazard from happening in the moment (Prevention)
- _____ Team Members are pursuing procedural discipline, no matter the circumstances (Consistency)

Own the Numbers

- _____ As a Team Leader, I am creating systems/processes to prevent hazards long-term (Proactiveness)
- _____ Team Members are maintaining effective food and people safety management systems (Systems)
- _____ As a Team Leader, I am integrating food and people safety into roles and responsibilities (Controls)
- _____ As a Team Leader, I am utilizing key performance indicators to drive awareness and action (Metrics)

Help Others Win

- _____ As a Team Leader, I am discussing food and people safety daily with team (Communication)
- _____ As a Team Leader, I am regularly celebrating behaviors and good results (Awards & Recognition)
- _____ Team Members are motivating, empowering, and practicing accountability (Accountability)

Turn Your Insights Into Actions

Meet with your fellow Team Leaders to discuss your learnings, and consider creating an [action plan](#) to address any gaps in Pursuing Mastery, Owning the Numbers, or Helping Others Win in Clean & Safe Environment.

Additional Resources



Note

Team Leaders will need to be granted access by their Operator in order to view content.

