



Winning Hearts Every Day



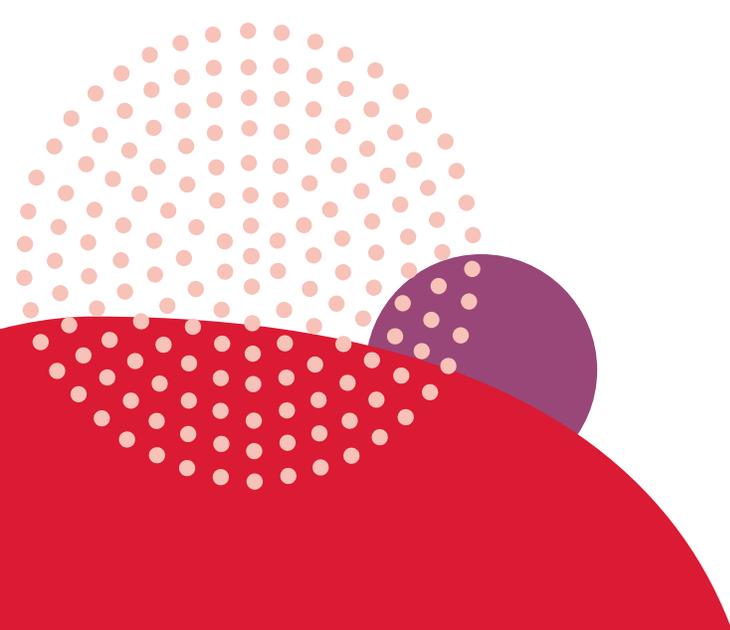
**Great Food
Learning Guide**



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30–45 min

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Welcome

Welcome to the Great Food Learning Guide!

In this guide, you will find links to episodes and accompanying reflection opportunities to help you clearly see the central role Great Food plays in our Customers' experiences and how we can work together as Restaurant teams to win the hearts of our Customers by serving Great Food 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.
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Tip

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

Introduction to Great Food



It's time to dive into the second of the 4 Focus Areas—Great Food. This is why our Customers come to our Restaurants. They expect and are ready to receive Great Food every time! And when we can deliver consistently, we're one step closer to **Winning Hearts Every Day!**



[Watch Episode 1: Introduction](#)

Ford Motor Company

In this video, Trey and Julianna compared Chick-fil-A's dedication to quality to the Ford Motor Company. Just like Chick-fil-A is known for producing Great Food, the Ford Motor Company is known for producing great cars. And it all started with Henry Ford and his ingenious assembly line. The assembly line still plays a major role in making Ford's vehicles the highest quality. In fact, Ford's Dearborn truck plant in Michigan is dedicated solely to producing the F150—the 12th generation of a truck that's been around for more than 60 years!

The Dearborn truck plant makes over 1200 trucks a day—that's one truck a minute! And each truck has 3000 different parts, so there are more than 3.5 million pieces moving through the factory at one time. Not to mention the fact that this one plant produces ten different F150 models. This means that every employee has to work at warp speed—knowledgeably and accurately—to make the right vehicles, the right way, every time!

I know what you're thinking: How do they ensure quality? How do they make sure the right parts are on the right truck model? They have quality assurance check-points throughout the assembly line—human eyes and human hands—to check to make sure the robots assemble each truck correctly. Ensuring the correct assembly of their vehicles is a vital component of their production process.

For Ford Motors, you cannot separate safety from quality. The same is true for us at Chick-fil-A. When we deliver safe and quality food to our Customers every day, we are doing our best to care for them and **Win Hearts Every Day.**

Ask Yourself

1. What about Ford's assembly line is essential to ensuring they produce great cars?
2. What can we at Chick-fil-A learn from their process?

Critical Behaviors

There are two Critical Behaviors required to deliver Great Food:

1 Prepare Safe Food

2 Ensure Quality

Both safety and quality are inseparable components of Great Food. After all, food that isn't safe to eat isn't quality! That's why it's important to help your team understand how these two behaviors work together to create Great Food.

Prepare Safe Food



[Watch Episode 2: Prepare Safe Food](#)

In this video, Trey and Julianna explained that quality food begins with a commitment to food safety. By keeping food safe, we are doing more than simply caring for our Customers. We are protecting them from eating something that could make them very sick. Every single Team Member is responsible for Preparing Safe Food, and we do this best when we completely follow the procedures outlined in Pathway—every time.

Innovation is a part of Chick-fil-A's DNA, and Restaurants across the country are known for finding creative ways to increase efficiency and serve more Customers. However, it's important to always ask if a new idea for the Restaurant could compromise food safety. Safety is always a priority over speed when it comes to caring for our Customers.

There are many ways to Prepare Safe Food in the Restaurant, but here are three examples of things you and your Team Members should do to ensure our Customers enjoy safe food:



Separate raw and ready-to-eat foods.

Make sure raw and unwashed foods like chicken, produce, and flour stay in designated areas to keep harmful germs from spreading.



Keep hot foods hot and cold foods cold.

Ensure food items are cooked to the right temperature and/or stay at the right temperature to keep germs from growing on Customers' food.



Use date and label stickers consistently.

Designate what foods were prepared and when to ensure foods are not stored too long, which can lead to the growth of germs and lower food quality.

Ensure Quality



[Watch Episode 3: Ensure Quality Video](#)

In this video, Trey and Julianna explained that food safety and food quality together make Great Food for our Customers. When our Customers come to our Restaurants, they don't just expect the food to be safe to eat. They expect the food to be great—deserving of the “A” in Chick-fil-A. They expect their food to be hot, fresh, and delicious every time they come to one of our Restaurants.

Our goal is to not just meet our Customers' expectations but to exceed them. We want to “wow” them, and we do this best when we pay close attention to detail—meaning we follow recipes perfectly and complete every step. This ensures their food tastes exactly as it should!

There are many ways to Ensure Quality, but here are three examples of things you and your Team Members should do to ensure our Customers enjoy Great Food every time:



Follow the recipes.

People love our food for a reason, so there's no need to go off script!



Honor hold times.

Know how long menu items like waffle fries, hot chicken, and lemon juice stay fresh, and honor these numbers.



Use LEAN production systems.

They help us maximize value to our Customers by ensuring we have the right amount of food at the right time.

Ask Yourself

1. How can you motivate your team to prepare food the right way every time—even in the middle of a busy shift?
2. Think about your whole team. How is every Team Member from Front of House to Back of House responsible for delivering safe and quality food?
3. How do you connect serving Great Food 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 Great Food



We all have a role to play in serving Great Food to our Customers. In this Master Class, Steve Dull walks us through what it takes to do the right thing, the right way, every time in this crucial focus area.



[Watch Episode 4: A Master Class with Steve Dull](#)

Reflect on How Well Your Team Serves Great Food

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 Great Food, and where you are seeing gaps.

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



Pursue Mastery

- _____ Team Members keep ready to eat, raw and prep items in dedicated spaces
- _____ Team Members focus on ensuring food safety and product quality by following requirements
- _____ Team Members are properly trained so they are able to imitate and replicate process and procedures



Own the Numbers

- _____ Team Members have a method for leveraging the forecast on the breaching table iPad
- _____ Team Members are leveraging Self Assessment checklists or tools to focus on the right area of improvement
- _____ Team Leaders utilize the AHA Dashboards to track their hold time performance and set goals for continuous improvement



Help Others Win

- _____ Team Leaders communicate in real time with Team Members to ensure quality is met and production levels are appropriate
- _____ Team Leaders set goals and take time to celebrate the key accomplishments of Team Members
- _____ Team Leaders consistently coach Team Members in the moment

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 Great Food.

Additional Resources

