

# Chick-fil-A Howland LEAD

## Leadership Development Experience

### Train. Teach. Take off.

At Chick-fil-A Howland, we offer an intensive two-year leadership development experience for those who desire to grow in their organizational leadership. Our desire is for you to finish our two-year program as a well-developed leader who is ready to take the next step in a career with Chick-fil-A or any other organization.

#### Phase 1 : Train

**You :** Through SMART goals, DISC assessment, a personal growth plan and individual coaching you will leave this experience with an incredible understanding of who you are and how to leverage your strengths in order to maximize your impact.

**Others :** Not everyone is created with the same set of strengths and abilities. At Chick-fil-A Howland you will learn how to understand people on their own terms, allowing you to more effectively relate to, work with and lead a diverse group of people with honor, dignity and respect.

**Business :** Chick-fil-A's Core 4 and Second Mile Service are the framework for Chick-fil-A Howland's vision of "REMARKable people, serving REMARKable food." As you learn these key principles, you will leave here with the ability to lead, invest into and grow any business.

#### Phase 2 : Teach

**You :** When a leader is determined and willing to grow, they must learn balance and time management skills in all areas of their life. Once this is accomplished, self development can truly begin. Throughout this program, you will learn the skills to grow and execute your vision in both your personal and professional life.

**Others :** True leaders understand that you cannot be a superhero to those you lead, but that it takes a team to accomplish the vision and outcomes you desire. At Chick-fil-A Howland you will get the opportunity to recruit, develop and give feedback as you grow a team. This is the team that will help you obtain your vision within the restaurant.

**Business :** You will develop a business plan and learn the steps necessary to execute your vision. From developing new systems to improving the systems we currently have in place, you will be challenged to improve, grow and regularly monitor the key results of each area that you lead in.

#### Phase 3 : Take off

Whether you decide to pursue a career as a Chick-fil-A franchisee, a Chick-fil-A, Inc. corporate employee or another field altogether, it is our goal to help you become the best leader that you can be and for you to take off successfully into your journey as a leader.

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### Timeline of Work Experience/Rotations

Our goal is for you to complete our two-year program fully prepared to take the next step in your personal leadership journey. On this journey, you'll learn from the ground up as you start in a Team Member position and move into a leadership role only after you have mastered a solid knowledge of all positions. Your rate of progression will highly depend on how proactive you are and the rate in which you learn.

As a participant in our leadership development experience, you will serve alongside and learn from our experienced Directors until you are fully equipped to take ownership of an area of the restaurant. As you near the end of your two-year journey, you will transition to working in areas of the restaurant that require a higher level of decision making while serving our team. All of this will help you write your story of your leadership journey here at Chick-fil-A Howland.

### Initial Training Period - 2 months

You will start your journey by serving as a Team Member in each area of the restaurant to gain proficient knowledge of operations from front of house to back of house before transitioning into a leadership role.

Month 1 - Hospitality and Drive Thru Experience (2 weeks opening, 2 weeks closing)  
Month 2 - Kitchen Experience (2 weeks opening, 2 weeks closing)

### Business Leadership Experience - 22 months

Front of House - Leadership Team (44 weeks)  
Back of House - Leadership Team (44 weeks)

As a Shift Leader, your scope of responsibilities will include:

Training and developing your team  
Setting business goals in your area  
Developing systems in your area

Monitoring metrics and making necessary changes as the business grows

### Financial Package

First year - \$33,000 (based on 45 hours average work week before any other benefits)  
Second Year - \$35,500 (based on 45 hours average work week before any other benefits)  
1 week paid vacation  
Opportunity to earn bonuses  
Meal stipend