

# Team Member Handbook



Beechwood  
Barnett Shoals  
Downtown Athens

## A Letter from Our Operator

Dear Team Member,

You have just joined a quality team. It is my desire that your experience as a Chick-fil-A employee will be an exciting time of growth and learning. This is your policy handbook. It is designed to make you feel at home in your new job and give you some necessary information.

Our cause at Athens Chick-fil-A is an important one, but our philosophy is quite simple. We know that if we give enough people what they want, in turn, we will get what we want. And we know what it takes to accomplish that feat. It takes a serving spirit rooted in positive attitudes by all of our employees and management team to genuinely satisfy our customers.

It also takes an attitude that we must seek to glorify God in our mission and to have a positive influence on all who come in contact with Chick-fil-A. This philosophy, which is biblical in origin, has been proven to be a success by our founder, S. Truett Cathy. Mr. Cathy started his restaurant career in 1946 in Hapeville, GA and today Chick-fil-A, Inc. has more than 2,500 locations in 47 states, Washington, D.C., and Canada. Throughout his business career, Mr. Cathy focused on three specific areas of strength:

**Products:** Chick-fil-A has built its reputation around quality products that our customers crave. We concentrate on what we do well. Our customers expect to receive quality products that they have grown to love from Chick-fil-A every time. In order to accomplish this, we must adhere to all recipes and procedures. We must be “guardians of the brand”!

**People:** Although our products are delicious, they are not what make our stores so desirable for our customers. It is the service that is offered by our incredible people. From the smiling greeting to the last refill, our employees keep our customers coming back for more. The food at other restaurants may be tasty, but there has yet to be a quick service food establishment that comes close to replicating the kind of people that we have.

**Principles:** Our employees do not come to work with smiles on their faces by accident. It is a choice that they make every day. They realize that our attitude is something we choose regardless of circumstances in our lives.

Our employees also realize that if they are faithful with small tasks and little responsibility, they will be given greater tasks with greater responsibility.

These are just a couple of the many principles that steer our business and biblical principles that give us the confidence at Chick-fil-A Beechwood, Barnett Shoals, and Downtown Athens to compete in a sometimes-stormy business world.

Before you can start work, you need to know our expectations and the policies and procedures of our restaurants. On the following pages, this information is presented. Your adherence to policy is the basis of your continued employment. A team only achieves its goals when the players are working to be their best. We want to be the best!

Again, I welcome you to the team!

Your Friend,  
Shane Todd



## The Chick-fil-A Story

Our story begins in a tiny restaurant located in Hapeville, Georgia in 1946. Truett Cathy, along with his brother, Ben, decided to embark on a risky business venture by opening the Dwarf Grill, later named the Dwarf House. This particular establishment wouldn't look like much by today's standards, with only a handful of tables and a short counter, but Truett and Ben were determined to make their business a success. Early into the business, tragedy struck and Truett lost his brother and business partner in a plane crash. Though devastated, Truett knew that he had a business to run. Maintaining the agreed-upon 24-hour service, Truett would sleep in a house behind the restaurant with the windows open so he could hear cars pull into the gravel parking lot. This way, he could make it through the back door of the Dwarf Grill and have the kitchen fired up before the customers took their seats. Truett operated the Dwarf House this way for several years, with Sunday being his only day off. The policy of being closed on Sundays began in 1946 and today applies to all Chick-fil-A restaurants so employees can enjoy a Sabbath; a day of worship, rest, and time with loved ones.

In 1948, Truett married Jeannette Cathy, and they eventually had three children, Dan, Don "Bubba", and Trudy. Around this same time, Truett decided to open a second Dwarf Grill in Forest Park, Georgia. Though equipped with several years of business experience and an entrepreneurial spirit, nothing could've prepared Truett for the fire that burned his second venture to the ground shortly after opening.

Undaunted, Truett maintained operations at the original location and in the early 1960s began experimenting with a pressure cooker, peanut oil, a boneless chicken breast, and secret seasonings. Then, in 1963, our beloved Original Chick-fil-A Chicken Sandwich was born! Truett Cathy had invented a sandwich that consisted of a perfectly seasoned boneless chicken breast fried to perfection, nestled between two lightly buttered and toasted buns, with two crucial pickles.

Due to the success of the Chick-fil-A Chicken Sandwich, and the urging of his sister Gladys, Truett opened the very first restaurant inside of a mall. The restaurant was named Chick-fil-A after its flagship menu item and opened in Greenbriar Mall in 1967. Today, Chick-fil-A operates more than 2,500 locations all across the country, which include malls, airports, hospitals, college campuses, free-standing units (FSUs), drive-thru only units, Dwarf Houses, and Truett's Grill locations, which are modeled to look like 50's-style diners. Because of the success of the company, Chick-fil-A opened its corporate headquarters in Southwest Atlanta in 1982. In 1984, the WinShape Foundation was formed as a nonprofit organization with the goal of "shaping winners". Today, WinShape operates several programs including WinShape Foster Homes, WinShape Camps, WinShape International, and WinShape Marriage.

Back when Truett Cathy began opening the first Chick-fil-A restaurants, he decided to allow each Operator to take ownership of their particular establishment. Each Chick-fil-A location has their own set of principles under which they operate, based on the ideals and personality of that individual Operator. However, the overarching systems and values, like being closed on

Sundays, standards for Operational Excellence, and the Core Four are the fingerprints of Chick-fil-A, Inc. on each location.

Now you have the history of this remarkable company called Chick-fil-A. With that part of the Chick-fil-A Story told, it is your turn to help write the next chapter. Chick-fil-A is a growing business with incredible opportunities to serve its employees and the community and we are thrilled that Chick-fil-A has touched your life in a way that made you want to participate in the Chick-fil-A Story.

## Create Raving Fans

Be "REMARK"able

### Execute Operational Excellence

Develop trust with guests through meeting the Quality Requirements all day every day

Taste: Serve crave-able food  
Speed: Be surprisingly fast  
Attentive & Courteous:  
Enthusiastically fulfill the Core Four  
Cleanliness: Offer a refreshingly clean restaurant

### Deliver 2nd Mile Service

Ensure guests feel cared for by meeting 2nd Mile Service requirements and going above and beyond expectations

Genuine: Serve from the heart to show Honor, Dignity, & Respect  
Proactive: Take initiative as you anticipate needs  
Personal: Make connections to create fond memories

### Activate Emotional Connection Marketing

Strengthen relationships with guests and the community by investing in our unique assets

Food: Lead with real food  
People: Engage Team Members & guests to be advocates of Chick-fil-A  
Cows: Leverage the power of the Cows  
Influence: Enrich the lives of guests beyond the transaction

### Athens Chick-fil-A Core Values

Continuous Improvement    Hustle    Positive Attitude    Stewardship    Have Fun

Come More Often

Pay Full Price

Tell Us & Others About Chick-fil-A

## Team Member Appearance Guide

We have high standards regarding uniforms and personal appearance, as this is an important element of providing outstanding service to and instilling confidence in customers. Good personal hygiene and grooming go hand-in-hand with a nice uniform to project a professional image and help to ensure food safety. All employees are expected to arrive for their shifts in a clean uniform following the Chick-fil-A standards.

We will order your Chick-fil-A polo shirts, pants, belt, and name tag from our uniform company, Oobe, and you must reimburse us by cash, check, or card. Team Members are required to provide their own black socks and black, slip-resistant shoes. Additional uniform pieces can be purchased by the Team Member if they so desire.

All Team Member uniform items must be from the Chick-fil-A TeamStyle collection. This includes belts, caps, aprons, outerwear, and special uniform options. All garments should be clean, pressed, in good condition (no holes, fraying, stains, discoloration, etc.), and should fit properly.

### Shirts

Polo shirts should have at least 2 buttons fastened and must be tucked in. Chef coats and maternity tops are never tucked in.

### Pants/Skirts

Grey Oobe pants must be worn by front counter Team Members. "Kitchen Only" staff may wear black Oobe pants if desired. Pants must fit properly; not too tight or baggy. Grey TeamStyle skirts are available for females and should be no shorter than mid-knee.

### Undergarments

**Male-specific:** Solid white or black undershirts (no prints or graphics) should be worn under all shirts and chef coats. Long sleeve shirts must be black and not display any brands or logos.

**Female-specific:** Undergarments should be a solid, neutral color and material with no patterns or graphics. Long sleeve shirts must be black and not display any brands or logos.

### Name Tags

Chick-fil-A branded name tags must be worn at all times and on the outermost garment.

### Belts

Black TeamStyle belts must be trimmed and worn at all times.

### Footwear

Black socks and solid, black slip-resistant shoes are only permitted (preferably Shoes for Crews).

### Hair

Hairstyles must be neat and professional in appearance. Hair coloring is acceptable, but only naturally occurring hair colors are allowed. No eccentric styles (e.g., mohawks, shaven designs) are permitted.

**Male-specific:** Hair must not fall below midpoint of collar in the back, below midpoint of ear on the sides or below eyebrows on the forehead. Sideburns must be trimmed to no longer than

the bottom of the earlobe. Longer hair is only permitted for BOH males and must follow the same female-specific guidelines.

**Female-specific:** Hair that falls around face must be tied back and restrained using a hair accessory that has no jeweled or beaded parts that could come loose. Hair that falls below the waist must be braided or put in a bun.

## Tattoos

Tattoos are only permitted under the following guidelines:

- Must not be visible on face or neck
- Must not be excessive in number
- Must not contain profanity or be racially offensive, sexually explicit, violent, vulgar, or otherwise offensive to other Team Members and guests

Tattoos that do not meet requirements must be covered by TeamStyle performance sleeves. Unapproved wrist tattoos can be covered with a wristwatch but covering tattoos with bandages is not acceptable.

**FOH-specific:** Visible tattoos must not be larger than a quarter in size.

**BOH-specific:** Visible tattoos can be larger in size. Full sleeve tattoos must be covered.

## Fingernails

Fingernails must comply with local health department requirements and not extend beyond the fingertips.

**Male-specific:** Nail polish is not permitted.

**Female-specific:** Nail polish must be a solid color (not neon), not chipped, and in good taste. Long false nails are not acceptable. Nail polish is not allowed in the kitchen.

## Makeup

Makeup must be neutral and natural-looking. Extremely long eyelashes are not acceptable. Cat eye makeup, bright-colored eye makeup, or brightly colored lips are not allowed.

## Jackets

Team Members are only permitted to wear TeamStyle jackets on the outermost layer.

## Drive Thru

Yellow Hi-Vis, reflective safety wear must be worn by all Team Members working outside the restaurant in the Drive Thru. It is also acceptable for TeamStyle or otherwise approved shorts to be worn.

## Facial Hair

Facial hair is only permitted if the following styles are worn:

- Cleanly shaven
- Short, neatly trimmed mustache
- Short, neatly groomed goatee with well-defined lines
- Short, neatly groomed beards with defined cheek and necklines



Short is defined as hair up to ½” in length (#4 standard trimmer guard). Neatly trimmed means there is a defined line where hair ends. For example, with a beard, hair should end generally where the jawline meets the neck, above the Adam’s apple.



Unacceptable facial hair styles include undefined lines, shavings, carvings, designs or extreme styles (no chinstraps, chops, handlebar, etc.). Team Members with unclear lines or patchy, inconsistent hair growth will be required to shave. While a Team Member is growing facial hair, the acceptable facial hair guidelines must still be followed.



## Personal Hygiene

Team Members are expected to present a professional appearance (neat and well-groomed) with good hygiene (for example, clean and with appropriate application of body deodorant).

## Jewelry

All necklaces should be tucked inside clothing. Earrings should be limited to no more than 2 plain, studded earrings per ear, worn only in the earlobe. No gemstones and no dangling or hoops earrings are permitted. Rings should be limited to a plain band without gemstones (such as a wedding band). When worn in food prep areas, it is required to wear gloves to avoid food contamination. Single, metal studded nose rings are the only facial piercings allowed (no hoop nose rings, septum piercings, or other facial piercings permitted). Body modifications visible to guests are not acceptable (extended earlobes, ear gauges/plugs, or any other piercings). Piercings are not permitted for males. Wristwatches and medical alert bracelets may be worn on front counter or in the drive thru but must not be worn in food prep areas. Medical alert bracelets may be kept in pocket during food preparation. Bracelets other than medical alert bracelets may not be worn at any time.

Acceptable Nose Ring Examples



Metal



Clear Nose Retainer



Flesh Tone Nose Retainer

### Unacceptable Nose Ring Examples



Piercings Other than the Nostril



Gemstones or Nose Rings



Multiple Nose Piercings

### Other Accessories

Caps and visors can only be Chick-fil-A TeamStyle and are not allowed to be worn on front counter. Chick-fil-A TeamStyle hats or visors must be worn forward at all times. Aprons cannot be worn on front counter; they are for kitchen and boards work only. They must be kept clean with no stains or discoloring.

### Role Specific Uniform Guidelines

#### Team Members

Navy Howell Striped Polo (BW/BS), True Red Howell Solid Polo (DT)

#### Team Leaders

True Red Howell Solid Polo (BW/BS), Navy Howell Striped Polo (DT)

#### Crew Leaders

Gray Marco Polo

#### Assistant Managers

Black Marco Polo, Gray Oobe pants

#### Managers/Coordinators

Black Marco Polo, Appropriate Slacks (no jeans, no excessively tight-fitting pants)

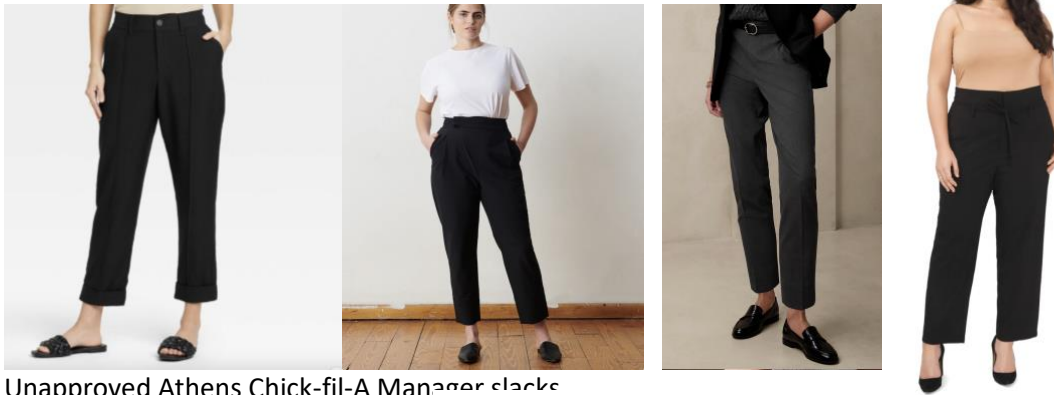
## GMs/Assistant GMs/Directors

**Male-specific:** Shirt & Chick-fil-A tie; Chick-fil-A Business Attire; or Black Marco Polo with appropriate slacks (no jeans, no excessively tight-fitting pants)

**Female-specific:** Athens Chick-fil-A approved blouses (from The Mill or similar); Chick-fil-A Business Attire; Black Marco Polo (optional) with appropriate slacks (no jeans, no excessively tight-fitting pants)

- We define “Chick-fil-A Business Attire” as smart casual, elevated attire that gives the wearer a clean, neat appearance and confidence to lead. “Chick-fil-A Business Attire” should be comfortable enough to move well in the restaurant (non-slip shoes) but elevated enough to stand out to the customer as someone in charge.

Approved Athens Chick-fil-A Manager slacks for females



Unapproved Athens Chick-fil-A Manager slacks



**pro tip:**

If your pants are "smiling," they're too tight!

Clothing items must be cohesive with the Chick-fil-A brand and the rest of the team. The pants on the left are too tight and the pants on the right are in a bright color that is contrary to what the rest of the team would be wearing. Wearing cohesive clothing provides a consistent Guest Experience in Chick-fil-A Restaurants.

## Who We Are

### Corporate Purpose

To glorify God by being a faithful steward of all that's been entrusted to us and to have a positive impact on all who come in contact with Chick-fil-A

### Our Mission

To be the best that we can be at selling chicken and serving customers

### Core Values

Continuous Improvement

Hustle

Positive Attitude

Stewardship

Have Fun

### Aspirational Values

Others First

Heart for People

Integrity

## What It Takes

### A serving and humble spirit.

We must be genuinely interested in serving our customers, as well as our coworkers, so that we are able to make a positive impact on their day. We also must have a spirit of humility – we may make a mistake and we are not afraid to own up to it and learn from it.

### A positive attitude.

Joyful and positive attitudes are extremely contagious. This is a choice we make each day, and a smiling face usually accompanies it. Remember that it takes a lot to keep the crew motivated, but it only takes a moment to negatively affect the team with a bad attitude.

### A sense of urgency.

Ours is an urgent business. When a customer walks into our dining room, they are not here to browse or window shop – they are here to make a purchase. We must be urgent to serve our customers as our first priority.

### Initiative.

We are looking specifically for active learners. Many of our tasks require formal training, but most of what we do is second nature to those with initiative (like cleaning and keeping a neat work area). Those with initiative can run the bases on their own, so long as they know where the bases are. They do not have to be carried.

### Willing to do whatever it takes.

You can have whatever you want in life as long as you are willing to do whatever it takes to get there. Some people regard those who have achieved great things as “lucky” or smarter than everyone else. The truth is that the Bill Gates of the world simply did things that others were not willing to do.

### An awareness and understanding of your own strengths and weaknesses.

If we are truthful with ourselves in this area, we will spend much more time being productive and less time being frustrated. A man that stands 5’10” tall is not going to play center in the NBA. He may, however, be a Hall of Fame point guard.

### An effective communicator.

Simply put, we avoid a lot of unnecessary confusion when we communicate effectively with one another. Communication skills are vital to the success of the management team and everyday operations.

## Leadership Positions

**Team Members:** Team Members are the faces that interact most frequently with Chick-fil-A customers. For this reason, we hold them to very high standards. Team Members have a positive attitude and serving spirit. They are on time, prepared for work, and respect their fellow Team Members and leaders.

**Team Leaders:** Team Leaders are elite Team Members who lead by example in our stores and perform in a way that we would like every other Team Member to emulate. They know and follow proper procedure (FOH and BOH) and do things the correct way themselves. They always bring a positive attitude into work with them. Team Members can go to Team Leaders on-shift with questions or for help if needed. They manage themselves at a high level.

**Crew Leaders:** Crew Leaders go another step beyond Team Leaders by coaching the team on following proper procedure. They are able to manage an area of the store and run shifts on at least a base level. They run the store by themselves but do not do so during high volume peak times alone without another Manager present. They can open/close the store alone and can serve on High Performance Leadership Teams (teams that function to lead shifts in portions of the store while other managers are present).

**Asst. Managers:** Asst. Managers run the store by themselves, including during high volume peak times without another Manager present. They work closely with managers and General Managers to ensure the four pillars of the business: Customer Experience, Team Member Experience, Business Results, and Food Safety.

**Managers:** Managers own an entire area of the business and work closely with the General Manager to ensure the execution of our goals in Customer Experience, Team Member Experience, Business Results, and Food Safety. They focus first on the day-to-day and oversee the urgent parts of the business. They secondly focus on the important and on long-term improvement.

**Asst. General Managers:** Asst. General Managers function to compliment and support the General Manager. They focus most often on the important and on long-term success in the four pillars, while also giving any needed attention to the daily operations and the business. They are skilled in both the restaurant and business sides of Chick-fil-A.

**General Managers:** General Managers see and create the vision of the store. They are the driver of focus on the important and on ensuring the future success of the restaurant. They are involved in each component of the business, including but not limited to, hiring, marketing, daily operations, and development of their teams.

**Auxiliary Leaders:** Auxiliary Leaders own an area of the business outside the daily restaurant operations and work primarily to support the General Managers, Director of Operations, and the Operator.

## Meet the Vision Team



### Sullivan Beasley | Director of Operations

Prior to his career with Chick-fil-A, Sullivan worked for the State of Georgia. His role was to provide guidance and rehabilitation for juvenile offenders and misguided teens. He earned two associate degrees in 2002, majoring in Science and Psychology. His passion is coaching and developing leaders as he helps them prepare for the next chapter in their lives. His career at Chick-fil-A has allowed him the opportunity to give back and be a beacon of light in the community. He has had the great pleasure of working at Chick-fil-A for over 20 years, and most of those have been with Shane Todd. His responsibilities include P&L and overseeing maintenance for the stores, interior and exterior. He also oversees hiring procedures and manages the overall performance of the stores. Motivation is the key component of his business plan for success. Seeing his people grow and blossom from the lessons they have learned from him and from Chick-fil-A is his driving force in doing what he does every day. He is grateful to God, his family, and Chick-fil-A for this wonderful opportunity.



### Michael Mann | General Manager of Barnett Shoals

Michael attended the University of Georgia and graduated in 2010 with a degree in Communication Studies. He began working at Beechwood in August of 2010 to have money to support himself while working an unpaid staff position at a local church here in Athens. With each month that passed, he found himself falling more in love with Chick-fil-A Beechwood: the guests, the work, the team, and the leaders. In November of 2016, he became the General Manager of Chick-fil-A Barnett

Shoals. He is passionate about leading people through serving. Working in our stores allows him to lead, clean, complete checklists, support the team, and take part in other innumerable forms of service. In his words, "Jesus came to serve; Shane Todd and our leadership team fight to reflect that to our guests and employees each day! I am so very thankful for where I am right now and for being given the opportunity to spend each day at Chick-fil-A."

### Corey Jones | General Manager of Beechwood

Corey started his career with Athens Chick-fil-A in his last semester of college at the University of Georgia, where he graduated with a degree in Business Management. He led at the Barnett Shoals location for four years before serving as the first General Manager of the Downtown Athens Chick-fil-A. When away from the store, Corey enjoys spending time with his wife Courtney, their daughters, Mary Palmer & Hazel Grace, and their Golden Retriever, Dash.



### LaVonte Lovette | General Manager of Downtown

LaVonte Lovette is a proud only child from the small town of Millen, GA. He has been a Chick-fil-A Team Member since December 2012. LaVonte has served the Athens community as the Night Manager at both our Beechwood and Barnett Shoals locations and is currently the General Manager of our Downtown restaurant. Outside of Chick-fil-A, LaVonte can be found baking or playing with his sweet Staffy mix, Bailey Okoye

Lovette. He is a big fan of musicals, podcasts, and all things Shonda Rhimes! LaVonte has plans to one day become a Chick-fil-A Operator.



### Will Swan | HR Director

Will graduated from Georgia College and State University with a Bachelor of Science in Rhetorical Communication and a minor in General Business Administration. He started his journey with Chick-fil-A in Milledgeville, GA, right out of college and moved to Athens' Barnett Shoals store in October of 2015. It was during this time, as a newlywed and thinking of his future and his growing family, that he began seriously considering his

future with Chick-fil-A. While continuing to work in store, he had the great pleasure of being a Team Leader, Crew Leader, Manager, and Assistant GM. Through all these different positions, he grew to understand that his true passion is for people, especially for our team. He took over the position of Talent Director for Barnett Shoals in 2016 and has since become the HR Director for the organization. It is his job (and passion) to find and recruit people for our stores who exemplify the qualities we hold so highly, as well as to ensure that our team is taken care of and developing. He is often one of the first faces that a new employee will see upon joining our team, and it is his desire that this first meeting will be the start of an overall wonderful experience with our organization.



### Mary Ashley Baker | Director of Development

After graduating from the University of Georgia with a degree in Digital & Broadcast Journalism in 2013, Mary Ashley reported the afternoon news and traffic for the Cox Media Group radio stations in Northeast Georgia. She transitioned into Public Relations in 2015 where she learned the importance of brand management and a workplace culture of communication and team development. She began working with Shank Todd in the

spring of 2016 where she helped to streamline communication across the organization and began coordinating the professional development of leaders and Team Members. She enjoys exploring downtown Athens with her husband, cheering on the Georgia Bulldogs, attending Athens Church, and being Mom to her babies Doc and June.





### Haley Thomas | Director of Sales

Haley began her journey with Chick-fil-A as a Team Member. Since then, she has taken leadership positions including Crew Leader, Marketing Intern, Restaurant Marketing Director, and her current role as Director of Sales for the entire Athens Chick-fil-A organization. She graduated from the University of Georgia in 2016 with a degree in Advertising from the Grady College of Journalism and Mass Communication. When she's not strategizing the best methods of building brand awareness and serving guests, Haley enjoys trips to Target, eating Mexican food, and hanging with her friends, her husband, Vince, and her best pals Ace and Kevin.



### Kendra Gresham | Director of People & Training Strategies

Kendra is an Athens native and absolutely loves her town! Before being employed by Chick-fil-A, she was a Raving Fan, from hello. She was one of those customers that the Chick-fil-A staff and Operator knew by name. In late 2005, she was actually recruited by that particular Operator. Less than a year after she was hired, Shane Todd took over as Operator of the unit.

Kendra has followed Shane to work for him at three separate locations. Chick-fil-A has truly been a blessing for her. It has fostered her growth and development, not only as a leader, but also as a person. She has come to realize that in life, an inner desire alone is not enough; we must allow our actions to show others our passions and our cares. As a leader at night, she organized employees into positions that best fit the needs of our organization and, most importantly, the needs of our customers. She initiated and led the huddles concerning weekly focuses with Team Members and Team Leaders. She now leads Team Member Training for the entire organization. For Kendra, her greatest joy is seeing Team Members blossom, really find their niche, and then watching these Team Members use their skills to positively impact customers' lives. This inspires her to continue to strive for nothing less than excellence.



### Jillian Tarver | Director of Food Safety & Interns

Jillian joined Athens Chick-fil-A in September of 2018 after earning both her Bachelor's and Master's degrees in Food Science from the University of Georgia. She loves being able to pair her knowledge of food science and her passion for good food to ensure guests' meals are safe AND delicious. When she's not at work, Jillian still loves to be in the kitchen. She loves trying out new recipes and having friends over for dinner. She and her husband Adam enjoy game nights with friends and trying out all the local restaurants in town. She loves Athens and is thankful to be a part of serving such an incredible community.

## Things to Know

### Employee Parking

All employees are asked to park outside of the immediate customer parking lots.

**Beechwood:** Please park in the TJ Maxx/HomeGoods Shopping Center parking lot located directly behind the store.

**Barnett Shoals:** Please park in the Publix Shopping Center parking lot located directly behind the store.

**Downtown:** Please park in the College Avenue parking deck located next to the police station.

### Scheduling

The schedule is completed weekly by Saturday morning at the latest and emailed to each Team Member. Requests off and changes in availability must be submitted by Sunday at 8pm for Beechwood Team Members, Tuesday at 8pm for Downtown Team Members, and Tuesday at 8pm for Barnett Shoals Team Members. If you do not get a request submitted in time and you are scheduled for a day for which you have a conflict, you are required to find an adequate replacement for your shift or work it yourself. This switch must be approved by the manager of that shift. It is the responsibility of the individual Team Member to know his or her schedule. Hours will be assigned based on the needs of the store. Other considerations are performance, attitude, punctuality, and productivity of individual employees. In other words, it may be possible to earn more hours by working hard and staying productive.

### Paychecks

Our pay periods end every other Saturday, with paychecks available the following Thursday after 2pm. Initial pay rates are based on factors such as experience and position. Subsequent pay raises are based on individual and store performance. There may be occasional opportunities for overtime hours. This results in overtime pay, which is 1.5 times your normal rate of pay. Please do not clock in before your scheduled time unless a manager approves. If you are working on payday Thursdays, you may sign for your hours and take your check when you leave. If you are not working, you may come to the store and ask a manager to get your check and sign for your hours.

### Motor Vehicle Report

All Team Members over the age of 18 may be asked to drive an Athens Chick-fil-A vehicle at some point during his or her employment. In case the need arises for you to drive, all Team Members are required to provide a Motor Vehicle Report (MVR) and sign a driver's agreement. You will be reimbursed for the report expense.

## Breaks

If your shift is 6 or more hours, you are eligible for a 30-minute, off-the-clock break. The shift manager will tell you when to take this break and will ring up your break food. If your shift is less than 6 hours, you may arrive early or take your break food home with you.

Break food consists of:

- One entrée (i.e. a sandwich, 8 nuggets, 3 strips, a wrap)
- One medium side (fries, mac & cheese, side salad, small soup)
  - If you would like dessert, an ice cream cup or cone can be ordered instead of a side
- You may have a salad as your break food meal, but a salad serves as an entire meal – you will not receive a side along with it
- Milkshakes can be purchased at the employee (25% off). If you would like to purchase additional items besides what we offer for break food, you may purchase it at the employee discount (25% off).
- Taking “carry out” food after your shift must be ordered through the CFA One app and tendered out by a manager.
- Break food must be ordered through the CFA One app and tendered out by a manager.
- Team Members are welcome to have unlimited refillable drinks (sodas and teas) in an employee cup while at work. Lemonades, milkshakes, and iced coffees are not considered refillable drinks and are not included in our break food.
- If a sudden rush occurs, you may be called back from your break to resume your position until the customers are taken care of. You will be allowed to complete your break when your manager gives you the ok.

## Minimum Work Requirement

Inactive employees (employees who rarely or never work in our store) will not be allowed to remain on our roster. The minimum work requirement for an active employee is 2 shifts per month (including at least one weekend shift) AND a total of 10 hours per month.

We reserve the right to retain an employee as active for seasonal employment (ex. Employee attends college out of town but actively works during holidays and/or summer). In these cases, the employee must agree to a return date and commitment of hours upon return.

We reserve the right to retain an employee as active during an agreed-upon leave of absence where the employee agrees to a return date, a specific number of hours to be worked upon their return and agrees to update their HotSchedules information the week prior to their return.

## Attendance Policy

Excellent attendance is an expectation for all Team Members and Leader of Athens Chick-fil-A. Hourly employees may schedule time off, in advance, for things such as doctor's appointments, classes, household repair appointments, parent-teacher meetings, and religious events and services. Requests off and changes in availability must be submitted by Sunday at 8pm for Beechwood Team Members, Tuesday at 8pm for Downtown Team Members, and Tuesday at 8pm for Barnett Shoals Team Members. Failure to request off may result in being scheduled during a time in which you have a conflict. You are still responsible for working that shift or ensuring an approved cover has been secured with your manager. Failure to work that shift or to secure a cover for that shift will be considered a "no call, no show". Any changes in availability must be updated in HotSchedules and communicated to your manager.

We understand emergencies and sickness happen. If you need to call out of work for sickness or an emergency, you are still responsible for getting your shift covered and seeking approval from your manager for the shift change as soon as you know you are unable to work, preferably 24 hours in advance. If a last-minute emergency arises, you are responsible for calling your manager and working with them to get your shift covered. Failure to do so will be considered a "no call, no show". If you call out due to sickness, you must provide documentation for that sickness. A pattern of excessive call outs due to sickness will require a doctor's note. Failure to provide a doctor's not for excessive call outs due to sickness will result in disciplinary action.

"No call, no show" will be considered a voluntary resignation from employment at Athens Chick-fil-A. Excessive call outs (more than two in one month's time) will result in a formal write-up.

We understand the deep impact that death can have on an individual or a family. If a death occurs in your immediate family (defined as your spouse, parent, stepparent, sister, brother, children, stepchildren, grandparent, parent-in-law, sibling-in-law, child's spouse, or grandchild), we will cover your shifts for the entire week. If a death of a close, non-family member occurs, we will cover your shift on the day of the funeral service. We may require verification of the need for the leave.

## Probation Period Agreement

Every employee at Athens Chick-fil-A is placed on a 60-day probationary period beginning with the employee's start date. During this 60-day period, the employee can be terminated on the spot for breaking any Chick-fil-A policy and/or not performing up to Chick-fil-A Standards. The Operator, Director of Operations, and General Managers have the discretion to make this decision during the probationary period. Upon termination, the employee will receive his or her last check when the current pay period is complete.

## Grounds for Termination

The conduct identified below may result in immediate termination of employment. The Athens Chick-fil-A Disciplinary Policy does not automatically apply to this conduct, although Athens Chick-fil-A, in its sole discretion, reserves the right to apply all, or any part or portion of, the Disciplinary Policy to any specific instance of the conduct below.

1. “No call – No Show:” Failure to show up for work without satisfactorily covering your shift and communicating with a manager.
2. Insubordination: Refusal to follow directions given by an Operator, manager, crew leader, or any other supervisor.
3. Excessive Absence: Multiple absences and/or inability to work scheduled hours without satisfactory explanation, as determined by the Operator in his sole discretion.
4. Profanity / Inappropriate Remarks: Use of profanity, lewd comments, and conversations involving sexual innuendo.
5. Theft: Unauthorized taking of anything that you do not own, including, without limitation, (i) property of Athens Chick-fil-A, another employee, or a customer, (ii) cash from the registers or safe, (iii) food from any Athens Chick-fil-A facility, and (iv) unapproved work hours.
6. Intoxication: Consumption of alcohol or illegal drugs while at work or appearing for work while intoxicated or under the effects of alcohol or illegal drugs.
7. Dishonesty. Any failure to tell the complete truth.
8. Discrimination, Harassment, and/or Retaliation. As outlined in the Team Member Handbook.

## Steps for Corrective Action

Working at Athens Chick-fil-A is a privilege, not a right. Your employment with Athens Chick-fil-A is at all times “at will” and can be terminated at any time for any reason. However, Athens Chick-fil-A is dedicated to developing and producing Team Members who bring value to the company and to the world. For that reason, Athens Chick-fil-A has developed a Progressive Disciplinary Policy to guide and coach Team Members who may have gotten off track. Nothing in this Policy shall constitute a waiver or modification of any employee’s “at will” employment relationship with Athens Chick-fil-A.

Team Member conduct warranting discipline at Athens Chick-fil-A generally arises from unacceptable behavior, poor performance, or violation of company policies, practices, or procedures. Listed below are the steps Athens Chick-fil-A may, but is not required to, take to assist an employee who has engaged in unacceptable conduct. Athens Chick-fil-A reserves the right to tailor and adjust these steps, depending on the specific circumstances of each case. Some of the factors that may merit omission or adjustment of steps include (i) the specific issue or conduct; (ii) recurrence of the issue despite corrective intervention (coaching, counseling, or training); (iii) the employee’s overall work record and tenure with the company; and (iv) the extent to which the issue or conduct affects the company, its services, and other Team Members.

### Disciplinary Steps

1. **Verbal Caution:** An employee will receive a verbal caution when he or she engages in unacceptable behavior. This initial action is taken to alert the employee that a potential problem or issue has been identified. A verbal caution is effective for six months.
2. **Verbal Warning:** An employee will receive a verbal warning when a more serious issue is identified or when the employee engages in unacceptable behavior while a verbal caution is in effect. The employee’s manager will document the verbal warning in the employee’s personnel file. A verbal warning is more serious than a verbal caution and is effective for six months.
3. **Written Warning:** An employee will receive a written warning when an even more serious issue is identified or when the employee engages in unacceptable behavior while a verbal warning is in effect. The employee’s manager will document the written warning in the employee’s personnel file. A written warning is more serious than a verbal warning and is effective for the remainder of the Team Member’s employment.
4. **Suspension without Pay:** An employee will be suspended without pay for conduct or behavior that, in the sole discretion of the company, justifies suspension or when the employee engages in unacceptable behavior while a written warning is in effect. The employee’s manager will document the suspension without pay in the employee's

personnel file. A suspension without pay is a significant escalation in the Disciplinary Process and the last opportunity for the employee to correct the conduct that led to the suspension. The effect of the suspension remains during the remainder of the employee's employment, even if the employee ultimately returns to work and regardless of the length of the suspension.

5. **Termination:** An employee will be terminated for conduct or behavior that, in the sole discretion of the company, justifies terminating the employee's employment. Termination may also result when an employee continues to engage in, or does not correct, conduct or behavior for which he or she was previously warned.

### Employee Response

At the time of a disciplinary meeting, or within five (5) days thereafter, an employee may present evidence to explain the employee's behavior or conduct or to refute information management used as the basis for disciplinary action.

### Conduct and Behavior Not Subject to Progressive Discipline

Conduct identified in the policy titled "Grounds for Termination" is not subject to this policy.

## On-Shift Policies

- We are faithful stewards of all that we have. This means we keep ALL waste to a minimum. We do not waste food, paper, or cleaning supplies.
- Cleanliness is always a top priority. Always wash your hands before working with food, when you come behind the counter, and periodically throughout your shift. Make sure the restrooms are left clean after your use. (If necessary, clean up someone else's mess.) Always be conscious of trash on the floor, counter area, playground, and parking lot; please dispose of it.
- We do not allow the following:
  - Loitering during non-scheduled times
  - Profanity of any kind
  - Chewing gum
  - Smoking on the premises
- During times of slow sales, we always stay productive. There is always cleaning or stocking to be done.

## Cell Phone Use Policy

- Employees are not permitted to use personal cell phones during work hours (i.e., while on the clock), except in cases of *bona fide* emergency. Employees may use personal cell phones while on break. An employee's use of a personal cell phone should never interfere with the employee's discharge of his or her duties, team productivity and cohesiveness, or the employee's work environment.
- Employees should never use their cell phones to access or log in to any Athens Chick-fil-A wireless / Wi-Fi private network without express permission from a supervisor or member of management. Given that an employee's access to a wireless network can enable unwanted network access by non-employees or even a security breach, all employees must utilize the public Athens Chick-fil-A Wi-Fi network for any and all internet activity unless specifically authorized by a supervisor or manager to use the company's private Wi-Fi. Employees should never give the username and/or password for the company's private Wi-Fi network to any person who is not an employee, supervisor, or manager of Athens Chick-fil-A. Employees are expressly prohibited from viewing, downloading, or otherwise using a cell phone (or any electronic device) to access internet content that is illegal or inappropriate during work hours and/or while on company property.
- Employees should never use a cell phone while driving a car for company business or during work hours (i.e., while on the clock) unless the use complies with applicable federal and state law, including, without limitation, the Hands-Free Georgia Act. Employees who are on the clock and/or on company property must comply with all applicable federal and state laws and regulations.
- Any employee who engages in conduct that violates this provision may be subject to immediate termination. The Athens Chick-fil-A Disciplinary Policy does not automatically apply to this conduct, although Athens Chick-fil-A, in its sole discretion, reserves the right to apply all, or any part or portion of, the Disciplinary Policy to any specific instance



of the conduct herein.

## Social Media Policy

- Employees generally should not use social media while working (i.e., while on the clock, except during authorized breaks.) Employees should never engage, “sign in” to, or otherwise use social media on computers, electronics, phones, or other equipment provided, own, or possessed by Athens Chick-fil-A unless specifically authorized by the employee’s supervisor or another member of management.
- Many employees of Athens Chick-fil-A have personal social media accounts which they use on their personal time. Athens Chick-fil-A encourages its employees to use social media to promote its products and overall values. To the extent an employee posts on social media regarding Athens Chick-fil-A, such posts should make clear that the employee speaks only for herself or himself, and not for Athens Chick-fil-A.
- Consistent with applicable federal and state law, employees should avoid making, or interacting with, social media posts that contain (i) information about Athens Chick-fil-A that they know or believe to be false or misleading, (ii) comments that evidence a discriminatory attitude or viewpoint regarding race; color; religion; ethnicity; sex; national origin; age; disability or handicap; service member status; genetic information; gender; gender identity; gender expression; pregnancy, childbirth, or related medical conditions; citizenship status; or any other category protected by federal, state, or local law, (iii) disclosure of company information that is proprietary or confidential (iv) negative comments regarding customers, clients, or co-workers, (v) displays of conduct or acts that are illegal, and/or (vi) threats of physical harm.
- Any employee who engages in such conduct or expression may be subject to immediate termination. The Athens Chick-fil-A Disciplinary Policy does not automatically apply to this conduct, although Athens Chick-fil-A, in its sole discretion, reserves the right to apply all, or any part of portion of, the Disciplinary Policy to any specific instance of the conduct above.

## Non-Solicitation & Visitor Policy

- Employees may not solicit customers, clients, managers, and/or other employees on behalf of persons or entities not expressly approved by Athens Chick-fil-A during work hours and/or on company property. Likewise, employees may not sell, offer to sell, or distribute products or services to customers, clients, managers, and/or other employees without the express permission of Athens Chick-fil-A. Except as permitted by applicable federal or state law, or authorized by Athens Chick-fil-A, employees may not post or distribute flyers, leaflets, brochures, or other written materials during work hours and/or on company property.
- Employees may not permit or allow non-employees to access work areas at any time unless specifically authorized by the employee’s supervisor or a member of management. Any non-employee permitted to access a work area must be accompanied by an employee, supervisor, or manager at all times. Former employees

are not permitted to access work areas after their employment with Athens Chick-fil-A has been terminated unless specifically authorized by a supervisor or member of management.

## Equal Employment Opportunity and Non-Harassment Policy

Athens Chick-fil-A is an Equal Opportunity Employer which prohibits workplace discrimination, harassment, and retaliation.

We are committed to fostering a workplace culture in which everyone is treated with honor, dignity, and respect. Athens Chick-fil-A strives to maintain a work environment that is civil, warm, positive, and professional, and where everyone feels valued and supported.

We make all employment decisions on a nondiscriminatory basis. Athens Chick-fil-A provides equal employment opportunities to all employees and applicants for employment without regard to race; color; religion; ethnicity; sex; national origin; age; disability or handicap; service member status; genetic information; gender; gender identity; gender expression; pregnancy, childbirth, or related medical conditions; citizenship status; or any other category protected by federal, state, or local law. This policy applies to all terms and conditions of employment, including, but not limited to, recruitment, hiring, placement, transfer, promotion, demotion, discipline, evaluation, termination, layoff, recall, transfer, leaves of absence, compensation, benefits, and training. We prohibit discrimination, harassment, and retaliation in employment based on any lawfully protected category.

We comply with federal, state, and local law governing nondiscrimination. Athens Chick-fil-A complies with all applicable federal, state, and local laws governing nondiscrimination in employment.

We provide reasonable accommodations for persons with disabilities and for religious beliefs and practices. To assist employees who are or become disabled, who suffer on-the-job injuries, who have known limitations due to pregnancy, childbirth, or a related medical condition (including, but not limited to breastfeeding), we will make reasonable accommodations to enable such employees to continue performing the essential functions of their jobs. Under this policy, we may modify job duties to comply with medical requirements or restrictions. Depending upon the specific facts and circumstances of each situation, an accommodation may include modification of work hours; schedule changes; more frequent or longer break periods, such as bathroom breaks; providing a place other than a bathroom for expressing milk; modifying Company food or drink policies; seating accommodations; limits on lifting; relocation of work areas; making existing facilities readily accessible and usable; providing mechanical or electrical aids; transfer to a less strenuous or less hazardous position; appropriate adjustment or modifications of examinations, training materials or policies; allowing you to apply for a vacant position for which you are qualified; or granting a leave of absence.

Similarly, we will make reasonable accommodations for religious beliefs and practices. Obviously, there are limits to the accommodations that we can realistically make, such as when an accommodation would cause an undue hardship. We will not require any employee to accept an accommodation the employee chooses not to accept or that is unnecessary to performing the essential functions of their job. Further, we will not require any employee to take leave if another reasonable accommodation is available.

**We are committed to maintaining work environments free from any form of harassment.**

Athens Chick-fil-A does not tolerate harassment of applicants, employees, patrons, or vendors. Any form of harassment relating to an individual's race; color; religion; genetic information; national origin; sex; pregnancy, childbirth, or related medical conditions; age; disability or handicap; citizenship status; service member status; or any other category protected by federal, state, or local law, is a violation of this policy. A victim of harassment can be a man or a woman and the victim can be the same sex as the harasser. The harasser can be a supervisor, co-worker or other employee, or a non-employee who has business with the Company.

Harassment that violates our policy includes any unwelcome verbal, visual, or physical conduct that creates an intimidating, hostile, or offensive work environment. Harassment may include, but is not limited to, epithets, slurs, jokes, or other verbal, visual, or physical conduct. Some examples of harassment include:

- Unwelcome sexual advances, propositions, or statements;
- Unwelcome physical conduct, such as touching or impeding movements;
- Verbal, written (including electronic communications), or physical conduct, such as making or using derogatory comments or gestures, explicit jokes, or comments about a person's body or dress;
- Displaying, using, sharing, or transmitting pictures, objects, cartoons, or any other material that could be deemed offensive, degrading, or inappropriate based on a protected characteristic; and/or
- Any other visual, verbal, physical, or written conduct, including electronic and online statements or conduct, of a sexual nature by any employee or other person.

**Our policies prohibiting harassment apply regardless of the parties' relationship to Athens Chick-fil-A.** This policy prohibits harassment not only by or toward a co-worker, subordinate, supervisor, intern, or volunteer, but also harassment by or toward persons doing business with or for Athens Chick-fil-A (including, but not limited to, guests, vendors, suppliers, etc.).

**We will not retaliate against anyone who makes a good-faith report or complaint.** Athens Chick-fil-A prohibits any form of retaliation against any employee for filing a complaint, or participating in an investigation, regarding a violation of these policies. We will also take reasonable steps to protect from retaliation any employees who report incidents of potential harassment or discrimination.

**We are all accountable for reporting concerns or perceived violations of this policy. Any employee who believes he or she has been subjected to prohibited discrimination, harassment, or retaliation by a co-worker, supervisor, patron, vendor, or other person, and/or any employee who witnessed or learned of discrimination, harassment, or retaliation toward another employee must immediately report such incidents and/or information to his or her supervisor.** If an employee is unable to discuss, or uncomfortable discussing, such incidents or information with his or her supervisor, the employee should report the matter to at least one of the

following persons: Will Swan (706-831-8851), Kendra Gresham (706-206-1872), or Mary Ashley Baker (404-625-4568).

### Additional Policies

- Free food during non-working hours is not permitted. However, we are excited to offer you a 25% discount at any of our three stores.
- Taking food is not permitted and can result in termination.
- When you are not working, we ask that you do not wear your Team Member uniform.
- Coming behind the counter is not allowed for any reason at any time when you are not working a shift. Ask a manager for any assistance you may need.

*So whether you eat or  
drink or whatever you do,  
do it all for the glory  
of God.  
- 1 Corinthians 10:31*