



DFW Launch Program Overview

Program Purpose

The purpose of the DFW Launch Program is to rapidly launch you into a successful career within a three year timeframe. In the program you will have the opportunity to learn every facet of running an independent franchise, with the goal of preparing you to pursue your own Chick-fil-A franchise or a position at the Chick-fil-A Support Center. Of course the program will also prepare you to pursue other entrepreneurial interests or equip you to step into another business as a high contributor. Prepare yourself, because this will likely be the biggest challenge you have taken on in your life. It won't easy, but the rewards are tremendous.

Development

- **Operational training** 8-12 weeks learning all front of house and back of house operations. **Shift Management training** 8-12 weeks learning to lead operations and people.
- Training in all key areas of the business: Human Resources, Marketing, Operations, Training, Hospitality, Financial Return, Quality and Food Safety, Customer Experience
 - Opportunities to enhance knowledge in above areas through Support Center training programs
- Opportunities to serve in Chick-fil-A Grand Openings or Corporate Transitions
- Personal Development Plan (Leadership Training)
 - A personal plan for development led by the operator
 - Plan will include metrics and goals for all responsibilities
 - Chick-fil-A developed leadership **modules** such as SERVE
 - Professional development: DISC Team Profile, periodic evaluations, 1 on 1 coaching with the operator
 - Learn from your peers in other DFW Launch Program locations

Responsibilities and Expectations

- Leadership
 - DFW Launch Participant will be expected to step into a leadership role within first three months of employment
 - Expected to encourage, equip, and empower team members to leverage their relationships to reach results
 - Participant will play active role in daily operations and shift management
 - Partner with the operator in developing other leaders
- Department Ownership: Participant will assume a Director role in the business owning an entire department. For example: Human Resources, Marketing, Operations, Training, Hospitality, Financial Return, Quality and Food Safety, Customer Experience, etc...You may serve multiple roles during your tenure
- Create Raving Fans Strategy (Operational Excellence)
- Own part of or a piece of one of Chick-fil-A's 5 Critical Success Factors (Vision, People, Quality and Customer Experience, Sales and Brand Growth, or Financial Return)
- Know key performance metrics and collaborate with other leaders to impact positive change
- 45 hour work week with option to work up to 48 hours. Expected to work Fridays, Saturdays, and evenings
- Co-lead the restaurant's food safety plan
- Train your replacement