



# Team Leader to Manager Checklist

This is the checklist that must be completed before you are considered for promotion to a Team Leader. Please ask a Manager or Director if you have any questions.

*Manager Initials*

- 1. Print this list and sit down with a Manager and Director \_\_\_\_\_
- 2. Able to demonstrate an understanding of labor reports \_\_\_\_\_
- 3. Ability to resolve simple issues/ guest complaints \_\_\_\_\_
- 4. Able to accurately and completely take a catering order \_\_\_\_\_
- 5. Understanding of best practices for security and cash handling \_\_\_\_\_
- 6. Ability to answer the phone, and simple questions \_\_\_\_\_
- 7. Basic understanding of food safety best practices \_\_\_\_\_
- 8. Ability to complete eRQA on your own \_\_\_\_\_
- 9. Demonstrate ownership of a position/area of the store \_\_\_\_\_
- 10. Ability to effectively communicate with others \_\_\_\_\_
- 11. Demonstrate servant’s heart with team and guests \_\_\_\_\_
- 12. Willingness to commit to team and Chick-fil-A \_\_\_\_\_
- 13. Ability to re-demonstrate TM-TL checklist \_\_\_\_\_

**Personal Notes and Goals**

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