



Team Leader to Shift Manager Checklist

This is the checklist that must be completed before you are considered for promotion to a Shift Manager. 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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