

WEBINAR EVENT

How OneClick Helps You Accomplish Chick-fil-A®'s Purpose, Mission & Vision

OneClick

TEAM MEMBER MANAGEMENT
ENGAGEMENT PLATFORM



Agenda

Intros

Attendee Poll

Team & Schedule Management

Training Management

Checklist Management

Advanced Breaks

Q&A

Presentation Goals

Expectations:

- How to give better service instead of dealing with operational headaches
- How to accomplish the guiding principles
- What are the practical applications of OneClick to your operation
- How to create a better workplace by lowering team member frustration
- How managing chaos and putting out fires takes away from truly serving the customer

With a focus on:

- Planning & Goal Setting
- Decision Making
- Organizing
- Accountability
- Leading
- Controlling

Started from the inside, James Finlinson proved the concept while working at the Ammon, ID store

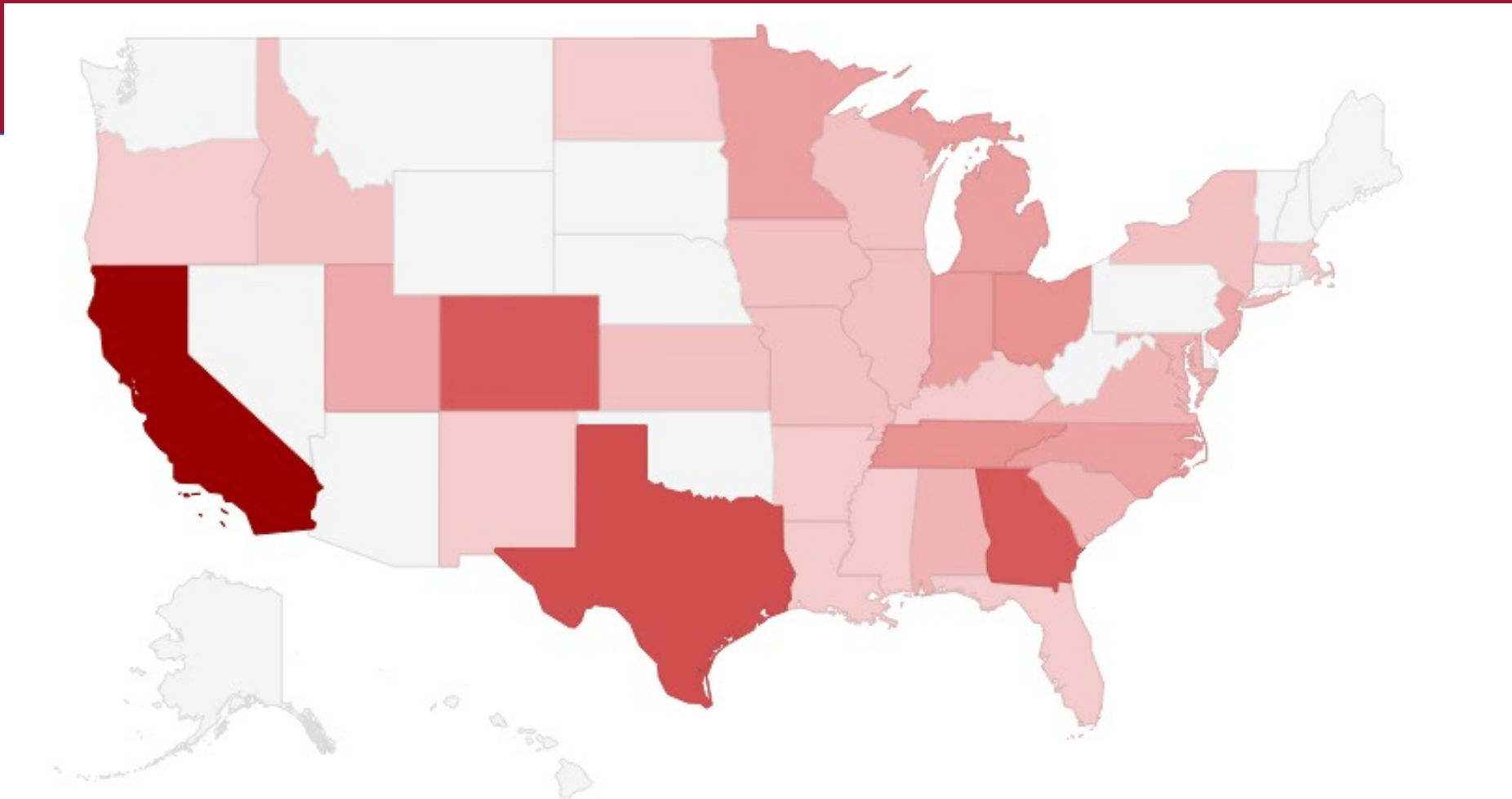
One App To Manage All With A Drag & Drop Interface: Gameplan, Shifts, Breaks, Training, Checklists, Accountability, Rewards, etc.

Our focus is exclusively on Chick-fil-A®

Your custom-development partner



Today, OneClick serves nearly 20,000 Chick-fil-A[®] Team Members who produce over \$1.3 Billion in annual food sales.



Your Presenters



Mike Alvarez
OneClick - CEO



Robert (Bob) Boynton
CFA Worcester, MA – Lead Director

Your Presenters

Michael Alvarez

OneClick - CEO & Co-Founder

- Vast experience in tech with Fortune 500 companies and his own
- Michael just married to his his wife Lori and together we share 9 children. He loves life, God, family, entrepreneurship and creating products that help leaders succeed

Robert (Bob) Boynton

- Bob is the Lead Director at CFA Worcester - Worcester, MA #03719, which will finish 2022 in the Top 200 FSU's for the first time in it's 5 year history. He has been serving at Chick-fil-A for the past 14 years. He has been a Director at different 3 different restaurants under 4 owner/operators in that time. He has been a restaurant professional for over 40 years working for companies like Friendly's Ice Cream, Cracker Barrel OCS, and Bob Evans Farms. His work has been concentrated in the Northeast part of the country spanning Ohio to Maine.
- Bob has been married to Sharon, his wife for 41 years and has 3 great children together. He also loves the beauty of God's creations and in his free time builds with LEGO!

Take The Poll



Worcester CFA Values

- Purpose: To Glorify God by being a faithful steward of all that is entrusted to us, and to have a positive influence on all who come in contact with Chick-fil-A.,
- Mission: Be “REMARK”able in ALL that we do
- Vision: To be the premier choice for Quick Serve Dining in Central Massachusetts
- Ethos: Together is Better
- Values: are all aspects of goal setting. INTEGRITY is first. SERVICE Before Self. EXCELLENCE In All We Do
- The End Result: Testimonial of the mother and daughter
- S.M.A.R.T. G.O.A.L.S.

Living CFA's Purpose, Mission & Vision

In Summary:

- Glorify God by being faithful stewards
- Have a positive influence
- Create a culture of care

1 Corinthians 14:

- Verse 33 - For God is not the author of confusion, but of peace.
- Verse 40 - Let all things be done decently and in order.

Manage Chaos or Serve Better



You Are Their Coach



Functional Terms

Strategic:

- Operator focus
- Big picture related to cost & development of manpower assets

Tactical:

- Director level planning

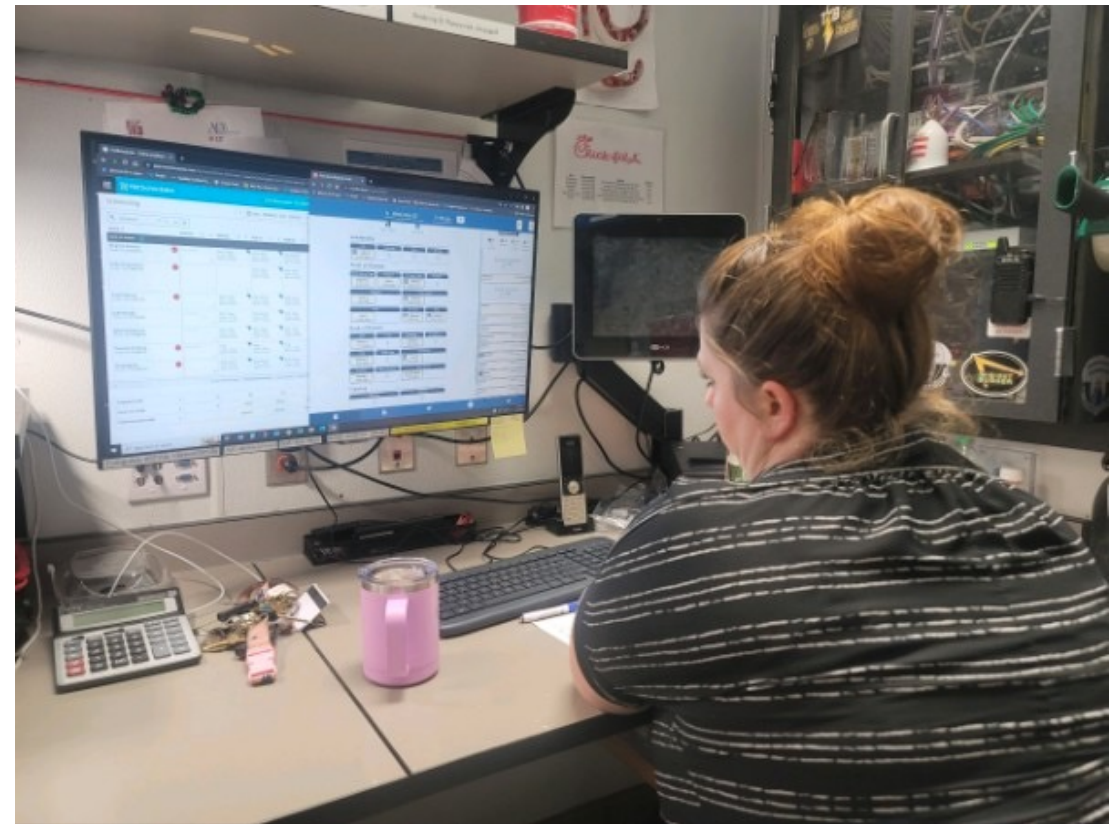
Operational Level:

- Day to day
- Shift level



Team & Schedule Management

- Strategic - Schedule within the company benchmarks & operator labor target
- Tactical - Deploy team members to deliver the best service
- Operational - Manage the many variables to achieve the overall mission
 - How many hours a week are dedicated to schedule writing?
 - How many hours a day are spent planning the lineup before the shifts?
 - Wouldn't you rather be free to supervise great service & food?



Team & Schedule Management

"Whatever you do... put your heart and soul into it!"
- S. Truett Cathy

Rating Prompts (6) Open Lists (1) Layout Editor

Leadership

PIC	Catering	Safe	Breaker
⚡	⚡	⚡	⚡

Front of Kitchen

Secondary Fries Perla A On Break: -25	Support Eugenia C 8:30 - 3:00	Primary Fries 2x Luke S 5:30 - 4:00	Support ⚡
Nuggets Julia A 10:00 - 2:00	First Screen 2x Luke S 5:30 - 4:00		
Grills Luci C 5:30 - 3:00	Set Ups 2x Brigitte V 5:30 - 2:30	Buns 2x Brigitte V 5:30 - 2:30	

Back of Kitchen

Dish ⚡	Trash ⚡	Breading 1 Johnny E On Break: -25	Breading 2 ⚡
Prep Carmita C 6:30 - 3:00	Bulk Prep ⚡	Machines Mohammad M 9:00 - 2:00	
Cookies ⚡	Mac'n'cheese ⚡	Push & Pull ⚡	

Posted Shifts Unposted Shifts

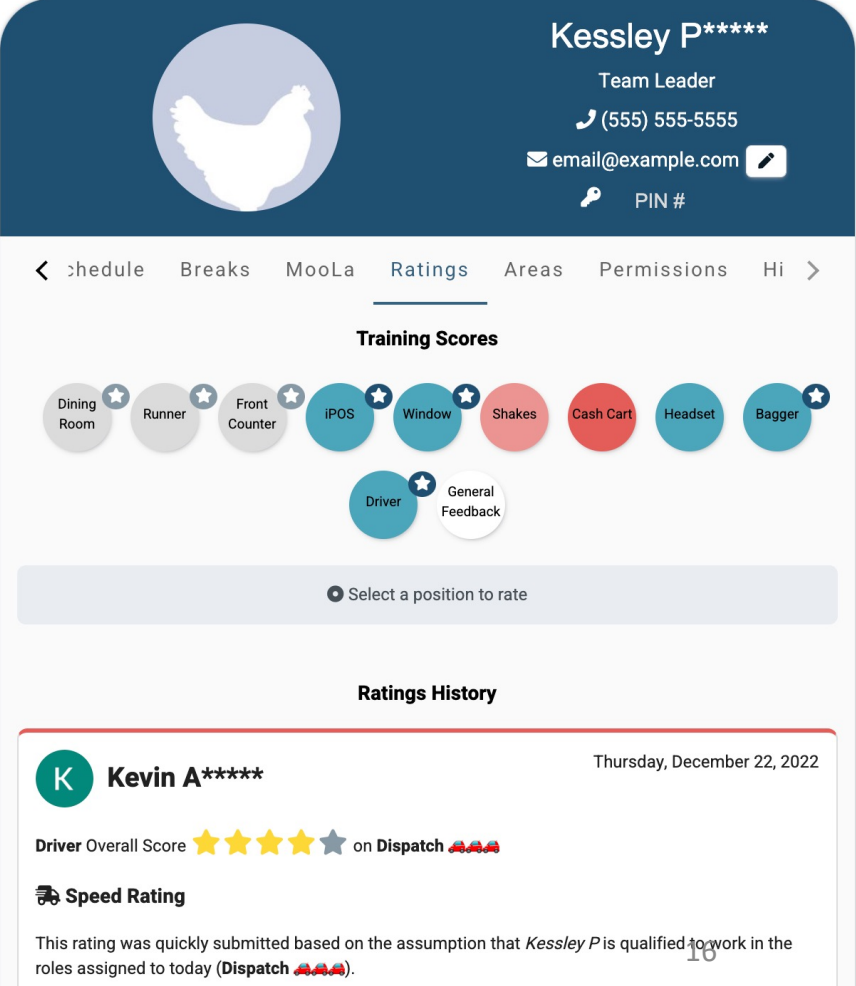
23 Team Members 16 Assigned 3.4 Shift Strength 7 Working Leaders 5 Working Minors

Unassigned Team Members
Sort: Highest Training

Luke S Longterm Employee	4:00 pm to 5:00 pm Leadership
Jenny P Supervisor	4:00 pm to 5:00 pm Leadership - FOH
Keaghan S Supervisor	4:00 pm to 5:00 pm Leadership
Carmita C Team Leader	3:00 pm to 5:00 pm Leadership
Matthew B Team Leader	4:00 pm to 5:00 pm Leadership
Alexavier B Dining Room	3:30 pm to 10:15 pm In Training
Luci C Dining Room	3:00 pm to 5:00 pm Leadership
Christian G Window	10:30 am to 5:00 pm Passer

Training Management

- Strategic - Ensure team members receive the best possible training
- Tactical - to create a trackable & sustainable system
- Operational - to allow shift managers to access the strength of individual team members
 - Track team member training from Day 1
 - Evaluate each team members skills set
 - Easy access and reference to previous shifts
 - Allow shift managers the opportunity to make informed decisions regarding labor challenges or call-out situations



Kessley P*****
Team Leader
(555) 555-5555
email@example.com
PIN #

< Schedule Breaks MooLa **Ratings** Areas Permissions Hi >

Training Scores

Dining Room Runner Front Counter iPOS Window Shakes Cash Cart Headset Bagger
Driver General Feedback

Select a position to rate

Ratings History

K Kevin A***** Thursday, December 22, 2022

Driver Overall Score ★★★★★ on Dispatch 🚚🚚🚚

Speed Rating

This rating was quickly submitted based on the assumption that *Kessley P* is qualified to work in the roles assigned to today (Dispatch 🚚🚚🚚).

Training Management

Name	Age	Highest Position	Reward	Last Updated	Dining Room	Runner	Front Counter	iPOS	Window	Shakes	Cash Cart	Headset	Bagger	Driver
Ashlyn B *	m	Director		14 days ago	5	2	4	4	4	4	4	4	4	4
Makenna P	m	Headset		7 days ago	3.5	3.5	3.5	3.5	3.5	3.5	3.5	3.5	0	0
Adakai K	m	Headset		8 months ago	5	5	5	5	3	5	5	4.8	0	0
Christian G	m	Window		23 days ago	4	4	4	4	3.5	0	0	0	0	0
Bennett S *	m	Driver		6 days ago	3.5	3.5	3.5	3.5	3.5	4.8	4.8	4.8	3	3
Ezra P	18+	Team Leader		3 months ago	5	5	5	5	5	5	5	5	5	4
The Queen	18+	Director		a month ago	5	5	5	3.7	5	5	5	5	5	4
Danny B	M	Team Leader		a month ago	4.6	4.6	4.6	4	4	4	4	4	4	4
T Searls	18+	Manager		2 months ago	4	4	4	4	4	4	4	4	4	4
Cole O	18+	Manager		15 days ago	4.3	4.3	3	3	3	4.8	4	4	3	3
Kurt H *	M	Headset		14 days ago	4	3.8	3.2	1	3.5	4	4	3	0	0
Rhyan G	m	Trainer		15 days ago	5	5	1.2	4	4	4	4	4	4	4

Break Management

- Strategic - smooth execution of breaks according to labor laws
- Tactical - planned around guest service
- Operational - executed by shift leaders
- Talking Points:
 - Shift leaders plan & execute
 - Trackable with active timers
 - Minors identified clearly
 - Super-minor identified clearly
 - Labor law compliance

Checklists Management

- Strategic - to ensure vital task in compliance with Corporate, State, & municipality guidelines
- Tactical - assign accountability to leaders
- Operational - to be able to follow-up with completed task
 - Track checklist completion
 - View History
 - Easy access from same device as OneClick

Transition List 1:00 - 3:30 pm Review

Wait 3h

Close Bagging Station Complete All

Assigned To:

- Brendan N** 6:00 - 2:00
- Ezra P** 6:30 - 3:00
- Noelani B** 10:30 - 5:00
- Anna D** 10:30 - 5:00

- 01 Write down waste
- 02 Clean chutes
- 03 Clean bag holders
- 04 Clean under chutes
- 05 Clean counter
- 06 Clean bag shelves
- 07 Restock area
- 08 Clean bagging fridge

19

Additional Talking Points


Today 11:00 am 12:00 pm 1:00 pm 2:00 pm 3:00 pm +

Remember to serve the customer first...

7 Rating Prompts

1 Open Lists

Layout Editor

 Nathalie Rodriguez
Team Leader
(774) 578-2116
raymondalaya750@gmail.com
PIN #

Schedule Ratings Areas Permissions History

Team Member

Trainer

Team Leader

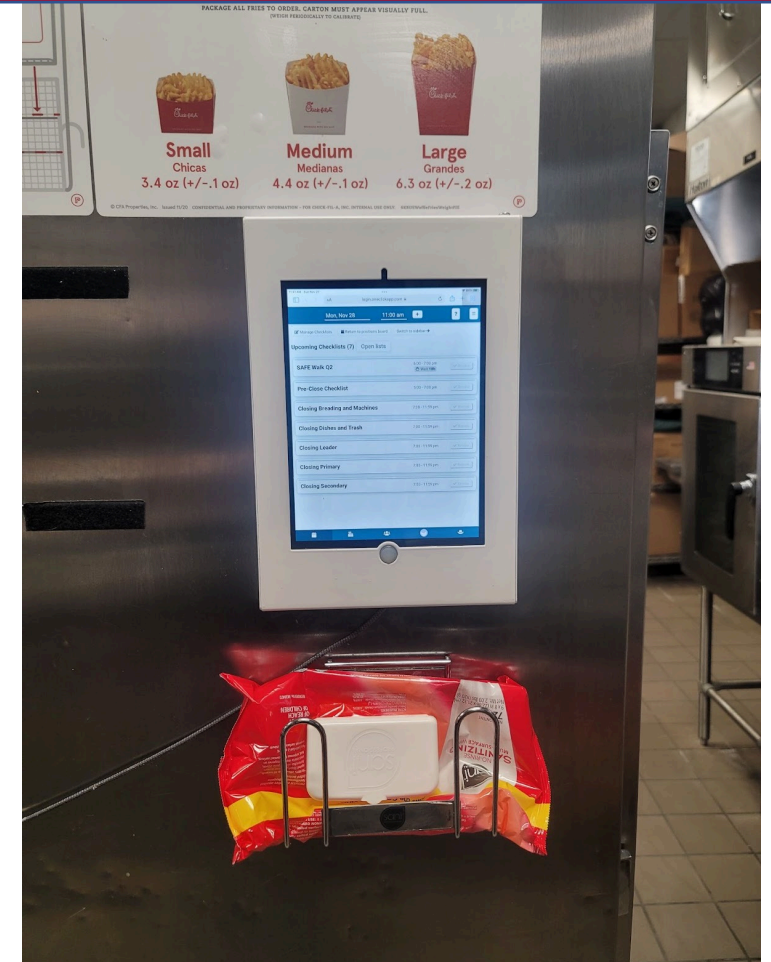
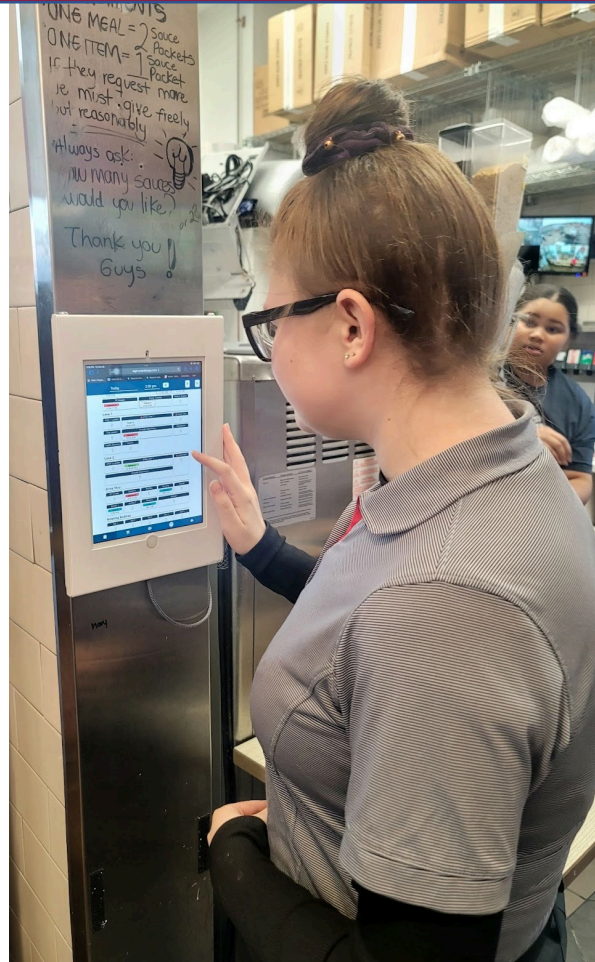
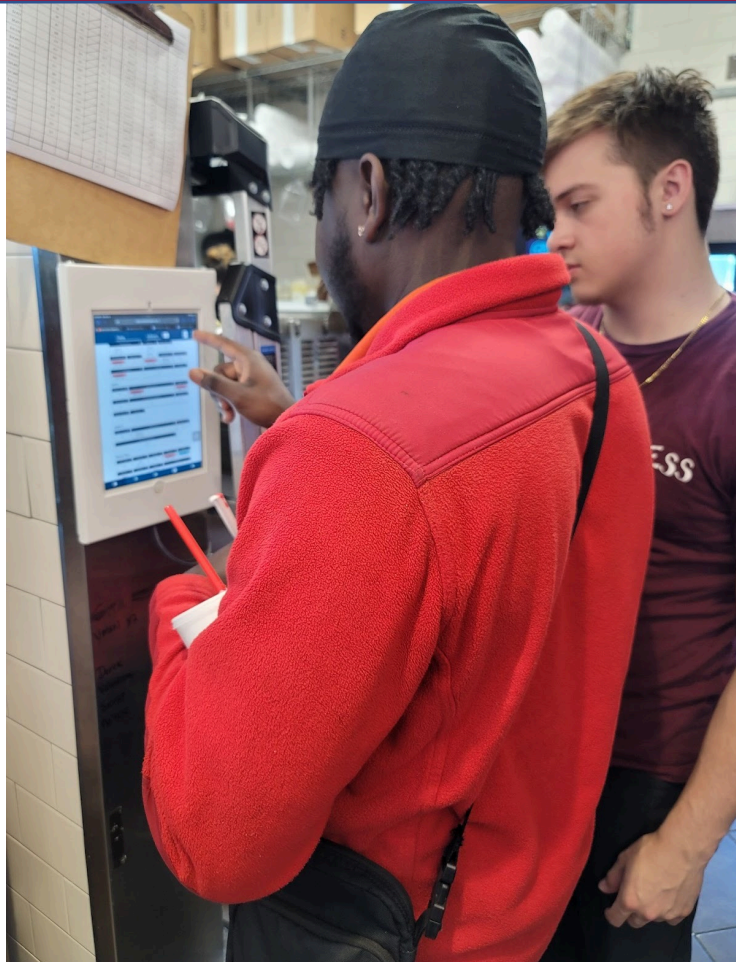
Supervisor

Longterm Employee

Director

20

Store Images



Q

Q

A

OneClick



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