### We Are Not

In the Chicken Business

We Are In

The People Business

Sarah Gaudiano, Owner/Operator Chick-fil-A North Haven

### Chick-fil-A Fast Facts

- > Truett Cathy started with the Dwarf Grill in '46
- Created Chick-fil-A sandwich is 1960
- Opened in Atlanta Shopping Mall in 1967
- First "free-standing" restaurant in 1986
- > 2000 \$1 billion in sales
- > 2017 \$9 billion in sales
- > 50 consecutive years of sales growth
- > 2,200 restaurant across the U.S.

### Chick-fil-A in the News

- Currently ranked #7 in QSR sales (2017)
  - Expected to be ranked #3 behind McDonalds and Starbucks by 2020
  - > Ranked #1 in revenue per restaurant
- > Ranked #1 in QSR customer satisfaction by ACSI
- ➤ Glassdoor Top 100 places to work in 2018
- >\$46M have been awarded in Chick-fil-A scholarships

# PEOPLE DECISIONS ARE THE MOST IMPORTANT DECISIONS WE MAKE ~

S. TRUETT CATHY

## Your "Local" Chick-fil-A

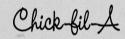
- Chick-fil-A restaurants are Individually-Owned and Operated
- Franchise owners must be present in the restaurant & active in the community
- > 90% of owners operate only one Chick-fil-A
- Approximately 1/3 of franchise owners have no Chick-fil-A background.

# Chick-fil-A North Haven's Vision



## Chick-fil-A North Haven Vision

- Be an Employer of Choice
  - Hire for Character & Chemistry
  - Hospitality Specialist vs. Fast Food Worker
  - Maintain High standards
  - Invest in our team
    - Training Opportunities
    - Scholarships



## Chick-fil-A North Haven Goals

- Be the Restaurant of Choice
  - Understand guests have options, and make them feel special & appreciated
  - > Fast, Friendly, and Accurate Drive Thru
  - Catering Specialist Team
  - Known for Community Involvement
    - Monthly Family Nights
    - Community Events

## Chick-fil-A Contact Info

- Chick-fil-A Corporate Website
  - www.chick-fil-a.com
- Chick-fil-A North Haven Recruitment Website
  - www.cfanorthhaven.com
- Facebook.com/cfanorthhaven
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