Chick-fil-A Largo Culture Card

Our Vision

To serve the Largo team and community with care and excellence

Our Mission

To be the Fastest and Friendliest restaurant in Pinellas County

Our Core Values

Development: Prioritize continuous growth, learning and improvement in oneself, team and as an organization.

Innovation: Thinking creatively and embracing change.

Virtue: To demonstrate honesty, responsibility and compassion.

Excellence: Striving for the highest standards of quality and performance.

How Will We Do It?

Winning Hearts Everyday

Operational Excellence  2nd Mile Service

Operational Excellence

Welcoming Environment

Keep work areas clean
Practice personal care
Don't work if sick
Wash hands frequently
Follow appearance guidelines
Find and fix safety hazards

Craveable Food

Great Food
Ensure quality
Follow recipes
Honor hold times
Use LEAN systems
Keep proper temperatures

Safe Food
Cleaning & Sanitation
Health & Hygiene
Cross contamination
Time & temp
Pest Elimination

Fast & Accurate Service

Engage with guests within 30 seconds
Confirm orders
Run face-to-face drive-thru options
Ensure team is working cohesively
Ensure order is full and complete
Provide all needed items

CORE 4

Eye Contact
Share a smile
Friendly tone
"My Pleasure"

HEARD MODEL

Hear
Empathize
Apologize
Resolve
Delight

2nd Mile Service

Personal

Create connections with guests
Speak from the heart
Encourage uniqueness of personalities
Warm Welcome's and Fond Farewell's
Ensure guest's feel seen and appreciated

Proactive

Anticipate guest's needs
Find opportunities to serve
Be creative with showing care
Strive to regularly check in with guests

Generous

Give without expecting anything in return
Have a generous spirit
Opportunities to Surprise and Delight
Empower team to show generosity to guests

Attentive & Friendly Team Members

Pay attention to details, deliver Core 4 and recover quickly