

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

Chick-fil-A Fast Facts

- Truett Cathy started with the Dwarf Grill in '46
- Created Chick-fil-A sandwich in 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 restaurants 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

Chick-fil-A

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

“We should be about more than just selling chicken. We should be a part of our customers’ lives and the communities in which we serve.”



Truett

S. TRUETT CATHY
1921-2014

Chick-fil-A

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](https://www.facebook.com/cfanorthhaven)
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Chick-fil-A