



STANDARD SITE FEATURES / OPERATIONS

Introduction to Chick-fil-A

- Closed on Sundays, a tradition honored as a day of rest by the founder, S. Truett Cathy.
- In 1946, founder S. Truett Cathy opened his first restaurant the Dwarf Grill. It was a small ten-stool diner located in Hapeville, GA.
- As Truett's Chicken Sandwich recipe gained popularity, he opened the first Chick-fil-A restaurant in an enclosed shopping mall in 1967, one of the first of its kind in Atlanta.
- As Chick-fil-A restaurants grew, Local Owner-Operators were selected to operate the restaurants. Truett had a vision to give entrepreneurs the opportunity to own a business without financial barriers which is why the franchise fee is still \$10,000.
- In September 2015, Chick-fil-A opened its first restaurant in New York City – a three-story, 5,000 square-foot restaurant that was the largest in the country at the time.
- Currently, more than 200K Team Members are employed in more than 3K restaurants across the US, Canada, and Puerto Rico.
- Chick-fil-A is still a privately held company with leadership in the third generation of the Cathy family with Andrew Cathy as current CEO.

Local Ownership / Team Member Experience

- Our business model is built on local owners who come from a variety of backgrounds and work experiences. Most Chick-fil-A franchise owners have only one restaurant, and they live in the community where their restaurant is located.
- We have a franchise fee of \$10,000 to ensure finances are not a barrier to attracting the most capable, passionate local Owner-Operators.
- Most local owner-operators have Team Member experience, showing an importance placed on upward mobility and opportunity with 76% of Operators hired in the last two years have previous Team Member experience.
- Working at Chick-fil-A restaurant means flexible work hours and leadership growth opportunities, competitive wages and benefits, hands-on training and mentoring and the chance to apply for scholarships to support their continuing education
- Since 1973, Chick-fil-A, Inc. has awarded more than \$162 million in scholarships to more than 93,000 Team Members.

Giving Back:

- Food Donation - Each time a franchised Chick-fil-A restaurant opens, Chick-fil-A, Inc. donates \$25,000 to a LOCAL food bank. In addition, through its Shared Table program, participating Chick-fil-A restaurants donate their surplus food to local shelters, soup kitchens and charities. In just the last few years, our Operators have donated approximately ten million meals.
- A genuine commitment to serving others is core to who we are, and have shared more about what we do and how we give through our [Global Impact Report](#).
- We focus on four main areas including:



- **Caring for Our Planet** – ex. Recycled used cooking oil from more than 1680 participating Chick-fil-A restaurants into the manufacture of renewable diesel fuel. This cleaner-burning biofuel can reduce greenhouse gas emissions by up to 80%. We were the first U.S. QSR to join the Association of Plastic Recyclers Demand Champions and to pilot a solar-powered microgrid system, shows are desire to be leaders and learners in sustainability.
- **Caring for others with Food** – ex. Helped create more than 18 million meals from surplus food donated by nearly 2,000 Chick-fil-A restaurants that participate in [Chick-fil-A Shared Table program](#).
- **Caring for People** – Awarded more than \$25 million in [Remarkable Futures Scholarships](#) to over 13,000 Team Members in 2023 and since 1973 we've been able to donate more than \$191 million to 105,000 Team Members.
- **Caring for Communities**- We've engaged 31,500 [Chick-fil-A Leader Academy](#) students in a nationwide service effort to give one million books to local elementary schools, nonprofits and children's hospitals.

Hours of Operation:

- Monday through Saturday – 5:30am to 11:00pm. Hours of operation are determined by the Owner/Operator based on demand and volume.
- Sunday – Closed

Number of Employees (Typical Shift): 15-20 employees

Number of Company Vehicles: One (1) catering van may be utilized if the owner/operator chooses to use this service

Deliveries / Loading Areas:

- After hours key drop deliveries with WB-62 truck are typically made between 12:00am and 5:00am. Deliveries are dropped inside the building.
- During the normal business day (typically scheduled for off-peak hours) a box truck delivery of fresh bread, produce, etc. will be made.

Parking:

- Parking Space – 9'-0" x 18'-0" typ. min.
- Parking – Typically would like 70+ space for a 5,000 sf building. Parking space count is based on experience at various locations and to allow customers with maximum flexibility and ease of navigation.

Refuse:

- Dumpster Enclosure provides space for two trash containers –Pickup day/time is based on vendor schedule by intended to be completed during off-peak hours.
- Hose bibb provided in the dumpster enclosure to allow for regular cleaning / maintenance



- Enclosed room at dumpster enclosure is locked and utilized to store site related maintenance equipment (ie. Shovels, blower, salt, brooms, extra traffic cones, etc)

Building

- 100% brick in light and dark brown
- Building canopy, columns, dumpster enclosure doors and building trim are dark bronze

Drive-through lane circulation

- Chick-fil-A continues to evolve the way fast food is delivered efficiently to their customers by providing the best customer experience and speed of service. The dual flex drive-through lanes allow for flexibility throughout the day by the restaurant operator based on volume, staffing, weather conditions, etc.
- Volume
 - During COVID: Many of the Michigan locations opened during COVID and thus experienced a huge burden on the drive-through.
 - Today: In-store vs drive-through orders (typical of most locations in Michigan):
 - 40-45% dine-in / third-party (Doordash, Grubhub, etc) / order pickup
 - 55-60% drive-through orders
- Drive-through orders may be taken and fulfilled in a variety of ways:
 - Both lanes may be utilized to allow customers to enter either lane and stay in the same lane from the order canopy to pickup canopy
 - Either lane may be used for mobile / third-party meal delivery orders only
 - Both lanes may be utilized for ordering and funneled down to one lane for order pickup
 - Single lane only may be utilized
 - Etc.
- Employees deliver orders to both lanes via the meal delivery door.
- The drive-through canopies have been designed to keep the customers and employees sheltered from Michigan's various weather conditions.

Drive-through in Emergency:

- In the event of an emergency in the drive-through lane, employees will direct traffic to empty the lane to allow the vehicle to exit.

Site Lighting:

- 25' light poles are standard height with internal house shields that provide cut-off and reducing lighting spillage at property lines.
- Footcandles at Order Point Canopy and Meal Delivery Canopy are typically higher than parking lot lighting to provide team members with a safe, well lit area while taking orders, handling monetary transactions and delivering food in the drive-through lane. These lights are turned off when the building is closed.
- Building mounted sconces on either side of entry door.
- Spotlight for flag/flagpole (ground or roof mounted depending on location).