

# Chicken Scratch

CULPEPER COLONNADE CHICK-FIL-A'S MONTHLY NEWSLETTER

## What's New

DRIVE-THRU  
CELEBRATIONS

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HUSTLE AWARD

.....

FOOD SAFETY



A customer says...

**"Chick-fil-A always goes above and beyond to make their service better. I have never been disappointed at the service I have been given. I also appreciate the speed and accuracy of the workers."**

Good job, Team! Keep up the good work!

## Drive-Thru Celebrations

In March, we made a big push with the drive-thru and we are seeing improvement overall! Night crew and day crew have started exceeding sales goals and are also looking to improve speed of service times. If we get speed of service down, the number of cars will follow!

Delivery scores overall have improved and drivers were 100% on time March 25th. Way to go, everyone!

Preston Bender highlighted that on April 5th night crew beat sales records for the 7 and 8 o'clock hours at \$2,226 and \$1,857. April 6th, morning crew set the new 10 o'clock sales record for \$1,871. If we keep striving to keep speed of service times low, then we will easily beat our car goals and potentially increase sales! Good job, everyone, and let's keep striving for excellence!

## Hustle Award

Starting this month, every week, we will hand out a "Hustle" Award to one employee from FOH, BOH, and Delivery! This award is to highlight individuals who have a great sense of urgency on shift and to commend them for their dedication.

They will wear the hustle pin on the collar of their polo for the week and receive free employee meals for that same week!

## Making Food Safety Strides

Our Food Safety Month was a huge success! Both AM and PM teams did such a good job participating in all the events. We scored well on our EcoSure practice visit, but missed a few things.

Let's tighten up a little bit so we can get a perfect score!