



# Leadership Designation

## CULTURE SELF-ASSESSMENT

Operators and leaders may consider using this exercise to determine their Restaurant culture's unique strengths and weaknesses relating to food safety leadership.\*

**Directions:** Rate how often your leadership engages in the following food safety practices. Practices marked 3 and below may be areas that – if improved – could increase the consistency of safe behaviors and better overall performance.

**1. Never 2. Rarely 3. Sometimes 4. Often 5. All the Time**

1. At least 1 ServSafe-certified person is responsible for food safety during a shift. (\_\_\_\_)
2. My food safety leader(s) coaches and encourages Team Members in the moment with specific feedback. (\_\_\_\_)
3. My food safety leader(s) communicates expectations for preventing and fixing safety hazards as they pertain to individual roles. (\_\_\_\_)
4. My food safety leader(s) sets goals (\_\_\_\_) and regularly references food safety reports. (\_\_\_\_)  
(Add up both blanks when calculating score)
5. My food safety leader(s) continuously talks about food safety to keep it top-of-mind. (\_\_\_\_)
6. My food safety leader(s) personally follows procedures consistently (\_\_\_\_) and expects the same during all day parts (\_\_\_\_) (Add up both blanks when calculating score)
7. My food safety leader(s) works to improve our systems and processes. (\_\_\_\_)
8. My food safety leader(s) knows how to respond to emergency food safety situations. (\_\_\_\_)

### Food Safety Leadership Behavior Scale (50 Pts)

LOW	MODERATE	STRONG	EXCELLENT
32 and Below	33 – 38	39 – 44	45 – 50

### Suggested Next Steps...

1. Identify questions scored 3 and below.
2. Discuss these focus areas with your leaders. Consider what tweaks, changes or new processes could influence the desired behavior/outcome.
3. Explore optional best practices for these focus areas.

\*These sample scenarios are based on industry research and observations from top-performing Chick-fil-A branded Restaurants. If and how these practices occur at individual Restaurants is solely at the discretion of each Operator or Licensed Restaurant.