



TALENT TOOLBOX

Welcome to the Talent Toolbox from N to Z Toolbox!

This toolbox provides resources that **WILL move the needle** for your organization as you hire and employ high performing employees. Using these transformative tools, you will be equipped to:

Save time and money by **reducing turnover** and inefficiency

Grow the top and bottom lines by **increasing sales** and keeping **more of what you earn**

Improve **customer satisfaction** and strengthen **your brand**

Articulate what **sets you apart** from other organizations

Increase **peace of mind** for leaders

Provide a **healthier place** for your employees to work

It all centers around the TALENT that your organization maintains!



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If you have ever visited a Chick-fil-A restaurant and wondered:

Where do they get these sharp young employees from?

How do they keep them working here?

*Why do the employees seem to enjoy working
this quick service restaurant job?*

How do they provide such great service here?

**You are about to be given answers to questions
like these and more in this toolbox!**



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Each tool here has been tested over the past 8 years while selecting and growing **over 800 young professional employees and managers**. These tools have been forged in the fires of well **over 1,300 job interviews**.

These resources have led to not just another solid Chick-fil-A team, but one **so strong** that it has produced:

- **Employee turnover numbers** that were brought from 10% higher than the national Chick-fil-A average all the way down to **11% BELOW** the Chick-fil-A national chain, across 8 full years.
- **Employee turnover numbers 24% BETTER** than the same region Chick-fil-A stores over the past 3 years.
- In 2023 across two different employee job satisfaction surveys:
 - **98%** said the job **met or exceeded their expectations**
 - **95%** said the **culture frequently or always actually looks like** the stated target culture
 - **89%** agreed that they **feel appreciated by their leaders**
 - **95%** agreed that **they would recommend this location** as a great place to work.

This is all combined with elite customer satisfaction results, healthy and consistent financial performance, and sustained overall excellent performance across all aspects of the business year after year!

