| CFA Pathway Course/Module | Point University Course(s) | Course goal(s) that the CFA course aligns with |
|---|---|---|
| Office Supplies | BUSI 212 | Goal 1 |
| Cash Over/Short | BUSI 212 | Goal 1 |
| Paper Costs | BUSI 212 | Goal 1 |
| Wages | BUSI 212 | Goal 1 |
| Settling and Deposits | BUSI 212 | Goal 1 |
| Cash Management Best Practices | BUSI 212 | Goal 1 |
| Month End Notes | BUSI 212 | Goal 1 |
| Mark Month End | BUSI 212 | Goal 1 |
| End of Month Checklist | BUSI 212 | Goal 1 |
| How to Code Expenses | BUSI 212 | Goal 1 |
| Cash Management Process Overview | BUSI 212 | Goal 1 |
| Using the End of the Month Application | BUSI 212 | Goal 1 |
| Guide to DRIP | BUSI 212 | Goal 1 |
| InFORM Cash Management User Guide | BUSI 212 | Goal 2 |
| Wage Taxes | BUSI 212 | Goal 3 |
| Base and Extra Profit | BUSI 212 | Goal 3 |
| FCR Distribution Worksheet | BUSI 212 | Goal 3 |
| FCR Balances Outstanding Worksheet | BUSI 212 | Goal 3 |
| InFORM Cash Management User Guide | BUSI 212 | Goal 3 |
| Food Costs: Target Good Cost Report versus Inventory Activity Report | BUSI 212 | Goal 3 |
| Tracking Change Fund in InFORM | BUSI 212 | Goal 3 |
| End of Day Process | BUSI 212 | Goal 3 |
| Cash Over/Short | BUSI 212 | Goal 4 |
| Wage Taxes | BUSI 212 | Goal 4 |
| COR Accounting Principles | BUSI 212 | Goal 4 |
| Daily Sales Report | BUSI 212 | Goal 4 |
| HR/Payroll User Guide | BUSI 212 | Goal 4 |
| Monthly Business Summary | BUSI 212 | Goal 4 |
| Supplier Payments: Reports | BUSI 212 | Goal 4 |
| Supplier Payments: Maintain Supplier Invoices | BUSI 212 | Goal 4 |
| Supplier Payments: Introduction | BUSI 212 | Goal 4 |
| Incremental Profit Opportunity: Cash Management Risk | BUSI 212 | Goal 4 |
| Incremental Profit Opportunity: Targets | BUSI 212 | Goal 4 |
| Incremental Profit Opportunity: Labor Costs | BUSI 212 | Goal 4 |
| Incremental Profit Opportunity: Food Costs | BUSI 212 | Goal 4 |
| Incremental Profit Opportunity: Overview | BUSI 212 | Goal 4 |
| Food Costs: Positive Food Costs Gap | BUSI 212 | Goal 4 |
| Food Costs: Target Food Calculation | BUSI 212 | Goal 4 |
| Supplier Payments: Reports | BUSI 212 | Goal 4 |
| Supplier Payments: Maintain Supplier Invoices | BUSI 212 | Goal 4 |

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|---|---|---|
| Supplier Payments: Introduction | BUSI 212 | Goal 4 |
| Incremental Profit Opportunity: Cash Management Risk | BUSI 212 | Goal 4 |
| Incremental Profit Opportunity: Targets | BUSI 212 | Goal 4 |
| Incremental Profit Opportunity: Labor Costs | BUSI 212 | Goal 4 |
| Incremental Profit Opportunity: Food Costs | BUSI 212 | Goal 4 |
| Incremental Profit Opportunity: Overview | BUSI 212 | Goal 4 |
| Food Costs: Positive Food Costs Gap | BUSI 212 | Goal 4 |
| Food Costs: Target Food Calculation | BUSI 212 | Goal 4 |
| KPS Monitors: Sales Forecast, Labor Schedule, Routing | BUSI 212 | Goal 5 |
| Labor: HotSchedules Resources | BUSI 212 | Goal 5 |
| Labor: HotSchedules Reporting | BUSI 212 | Goal 5 |
| Labor: HotSchedules Basics | BUSI 212 | Goal 5 |
| Connecting to Restaurant Networks | BUSI 212 | Goal 5 |
| Restaurant Network Best Practices | BUSI 212 | Goal 5 |
| InForm Supply Chain User Guide | BUSI 212 | Goal 5 |
| Inventory Extension Report | BUSI 212 | Goal 5 |
| Spotlight: Developing Effective Messaging | BUSI 212 | Goal 5 |
| Spotlight: Strategic Filtering | BUSI 212 | Goal 5 |
| KPS Monitors: Sales Forecast, Labor Schedule, Routing | BUSI 212 | Goal 5 |
| Inventory Activity Report | BUSI 212 | Goal 5 |
| KPS Monitors: Role Specialization | BUSI 230 | Goal 1 |
| Every Life Has a Story | BUSI 230 | Goal 1 |
| The Customer Speaks | BUSI 230 | Goal 1 |
| Measuring and Understanding Operational Excellence | BUSI 230 | Goal 1 |
| Language of Hospitality | BUSI 230 | Goal 1 |
| Urgency | BUSI 230 | Goal 1 |
| Personal: As Seen at CFA | BUSI 230 | Goal 1 |
| What is good customer service? | BUSI 230 | Goal 1 |
| The CFA Story – Paper City | BUSI 230 | Goal 1 |
| Recipe for Service | BUSI 230 | Goal 1 |
| The HEARD Model | BUSI 230 | Goal 1 |
| Employee Access and Roles | BUSI 230 | Goal 2 |
| Labor: Overview of Labor Tools | BUSI 230 | Goal 2 |
| ACE Drivers Podcast | BUSI 230 | Goal 2 |
| Cashier Keystroke Report | BUSI 230 | Goal 2 |
| Report Frequency | BUSI 230 | Goal 2 |
| Cash Management Process Overview | BUSI 230 | Goal 2 |
| InFORM Reports | BUSI 230 | Goal 2 |
| The Leadership Pipeline | BUSI 230 | Goal 2 |
| Essential Information about Emotional Connections Marketing | BUSI 230 | Goal 3 |
| Integrity | BUSI 230 | Goal 3 |
| 2MS: Personal – Introduction | BUSI 230 | Goal 3 |
| 2MS: General – Introduction | BUSI 230 | Goal 3 |
| Genuine: As Seen at CFA | BUSI 230 | Goal 3 |
| 2MS: Proactive – As Seen at CFA | BUSI 230 | Goal 3 |
| Understanding Emotional Connections Marketing Strategy | BUSI 230 | Goal 3 |
| What Makes CFA Unique? | BUSI 230 | Goal 3 |

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|---|---|---|
| The Rockmart Way: Second Mile Service | BUSI 230 | Goal 3 |
| The Rockmart Way – Core 4 | BUSI 230 | Goal 3 |
| The Rockmart Way: Honor, Dignity, and Respect | BUSI 230 | Goal 3 |
| InForm Supply Chain User Guide | BUSI 340 | Goal 1 |
| Inventory Extension Report | BUSI 340 | Goal 1 |
| Additional Distribution Points | BUSI 340 | Goal 1 |
| KPS Monitors: Kitchen Design Principles | BUSI 340 | Goal 1 |
| Set Delivery Schedules | BUSI 340 | Goal 1 |
| Scheduling to Productivity | BUSI 340 | Goal 1 |
| InFORM Admin User Guide | BUSI 340 | Goal 1 |
| Receiving and Storing: Food Transportation | BUSI 340 | Goal 1 |
| Front Counter – Rush Readiness – How To 2 | BUSI 340 | Goal 1 |
| Front Counter – Introduction to Rush Readiness | BUSI 340 | Goal 1 |
| Green Team | BUSI 340 | Goal 1 |
| Day Part Productivity | BUSI 340 | Goal 2 |
| Day Track Report | BUSI 340 | Goal 2 |
| Actual versus Scheduled Labor | BUSI 340 | Goal 2 |
| Inventory Activity Report | BUSI 340 | Goal 2 |
| Labor: HotSchedules Templates | BUSI 340 | Goal 2 |
| Labor: HotSchedules Resources | BUSI 340 | Goal 2 |
| Labor: HotSchedules Reporting | BUSI 340 | Goal 2 |
| Labor: HotSchedules Basics | BUSI 340 | Goal 2 |
| Labor: Overview of Labor Tools | BUSI 340 | Goal 2 |
| Day Part Productivity | BUSI 340 | Goal 3 |
| Day Track Report | BUSI 340 | Goal 3 |
| Adjusting Inventory for Waste and Samples | BUSI 340 | Goal 4 |
| InFORM Supply Chain User Guide | BUSI 340 | Goal 4 |
| Daily Security Procedures: Keeping the Restaurant Secure During the Day | BUSI 340 | Goal 4 |
| Daily Security Procedures: Initiating Pre-Closure Awareness | BUSI 340 | Goal 4 |
| Daily Security Procedures: Exiting the Restaurant Safely | BUSI 340 | Goal 4 |
| Dealing with Workplace Violence and Threats | BUSI 340 | Goal 4 |
| Dealing with Robbery or Burglary: Robbery | BUSI 340 | Goal 4 |
| Daily Security Procedures: Arriving and Opening the Restaurant Safely | BUSI 340 | Goal 4 |
| Monitoring Quality | BUSI 340 | Goal 4 |
| Dealing with Robbery | BUSI 340 | Goal 4 |
| Dealing with Workplace Violence and Threats | BUSI 340 | Goal 4 |
| Keeping the Restaurant Secure During the Day | BUSI 340 | Goal 4 |
| Arriving and Opening the Restaurant Safely | BUSI 340 | Goal 4 |
| Forecasting Overview | BUSI 340 | Goal 5 |
| KPS Monitors: Forecasting and Lean Chicken | BUSI 340 | Goal 5 |
| KPS Monitors: Flow of Food | BUSI 340 | Goal 5 |
| Quick Reference Guide: Track Waste using Google Home | BUSI 340 | Goal 5 |
| Job Aid: Overview of Kanban Rotation Using RFID Tech | BUSI 340 | Goal 5 |
| Monitoring Quality | BUSI 340 | Goal 5 |
| Talent Investment Report | BUSI 340 | Goal 5 |

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|---|---|---|
| Additional Distribution Points: Roles and Responsibilities – ADP Ordering | BUSI 340 | Goal 5 |
| Additional Distribution Points: Service Processes: Taking Orders and Presenting Meals | BUSI 340 | Goal 5 |
| Additional Distribution Points: Operating Requirements and Best Practices | BUSI 340 | Goal 5 |
| Count Inventory | BUSI 340 | Goal 5 |
| Suggested Ordering: Troubleshooting | BUSI 340 | Goal 5 |
| Suggested Ordering: Travel Path Video | BUSI 340 | Goal 5 |
| Suggested Ordering: Maintain Order Guide | BUSI 340 | Goal 5 |
| Suggested Ordering: Overview Video | BUSI 340 | Goal 5 |
| Suggested Ordering: Travel Path Video | BUSI 340 | Goal 5 |
| Suggested Ordering: Troubleshooting | BUSI 340 | Goal 5 |
| TIM WOODY: Inventory | BUSI 340 | Goal 6 |
| TIM WOODY: Overview | BUSI 340 | Goal 6 |
| 5S Simplification Inventory Playbook | BUSI 340 | Goal 6 |
| Lean 365 Pilot: Tim Woody Word Scramble Game | BUSI 340 | Goal 6 |
| About Lean Processes: Lean Ingredient Prep Overview | BUSI 340 | Goal 6 |
| Lean Fileting | BUSI 340 | Goal 6 |
| Lean Chicken Thawing | BUSI 340 | Goal 6 |
| About Lean Processes: Restaurants w/o Salad Prep Tables | BUSI 340 | Goal 6 |
| About Lean Processes: Lean Thawing and Fileting Overview | BUSI 340 | Goal 6 |
| About Lean Processes: Lean Cold Product Rotation | BUSI 340 | Goal 6 |
| About Lean Processes: Lean Chicken Entrees Overview | BUSI 340 | Goal 6 |
| About Lean Processes: Introduction | BUSI 340 | Goal 6 |
| Front Counter- Becoming a Lean Thinker | BUSI 340 | Goal 6 |
| Food Waste | BUSI 340 | Goal 6 |
| Spotlight | BUSI 340 | Goal 6 |
| Event Marketing | BUSI 347 | Goal 1 |
| Understanding Emotional Connections Marketing Strategy | BUSI 347 | Goal 2 |
| Essential Information about Emotional Connections Marketing | BUSI 347 | Goal 2 |
| Spotlight: Leveraging the Understand Tab | BUSI 347 | Goal 4 |
| Spotlight: Developing Effective Messaging | BUSI 347 | Goal 4 |
| Spotlight: Understanding CFA One Membership | BUSI 347 | Goal 4 |
| Spotlight: Strategic Filtering | BUSI 347 | Goal 4 |
| Employment Branding | BUSI 347 | Goal 4 |
| Social Media Marketing | BUSI 347 | Goal 4 |
| Sales and Brand Growth | BUSI 347 | Goal 4 |
| Brand System | BUSI 347 | Goal 4 |
| Spotlight | BUSI 347 | Goal 4 |
| Spotlight: Developing Effective Messaging | BUSI 384 | Goal 2 |
| Labor: HotSchedules Templates | BUSI 384 | Goal 2 |
| Labor: Benchmark | BUSI 384 | Goal 2 |
| Spotlight: Developing Effective Messaging | BUSI 384 | Goal 3 |
| KPS Monitors: Sales Forecast, Labor Schedule, Routing | BUSI 384 | Goal 3 |
| Labor: HotSchedules Resources | BUSI 384 | Goal 3 |
| Labor: HotSchedules Reporting | BUSI 384 | Goal 3 |

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|---|---|---|
| Labor: HotSchedules Basics | BUSI 384 | Goal 3 |
| Connecting to Restaurant Networks | BUSI 384 | Goal 4 |
| Restaurant Network Best Practices | BUSI 384 | Goal 4 |
| InForm Supply Chain User Guide | BUSI 384 | Goal 4 |
| Inventory Extension Report | BUSI 384 | Goal 4 |
| Spotlight: Developing Effective Messaging | BUSI 384 | Goal 4 |
| Spotlight: Strategic Filtering | BUSI 384 | Goal 4 |
| KPS Monitors: Sales Forecast, Labor Schedule, Routing | BUSI 384 | Goal 4 |
| Inventory Activity Report | BUSI 384 | Goal 4 |
| Spotlight | BUSI 384 | Goal 4 |
| Front Counter – the Mission | BUSI 384 | Goal 4 |
| CFA Language – Front counter | BUSI 384 | Goal 4 |
| CFA Language – Table Touchins | BUSI 384 | Goal 4 |

## Requirements for Credit by Demonstrated Competency

**a. Completion of Pathway courses:** Team members must complete the Pathway courses aligned with each of the course goals listed to the left.

When submitting proof for credit, team members should either submit Pathway completion certificates or export a report from Pathway that shows course progress and scores on any assessments.

**b. Length of time employed:** Team members must have worked in a Chick-fil-A restaurant for a minimum of **1 year**. Advancement in the store is preferable. If there is no record of advancement, then a reference from an operator or manager will be required. Team members will need to submit confirmation of work experience (resume).

**c. Application of training:** The task reflected in each Pathway course must be completed at least once in the store without assistance from a manager or shift leader. However, the manager or shift leader may check the team members work to ensure it is correct.