



April 23 - 24
2013



Great Service 2013: Components of Success

Day 1			
Start Time	End Time	Agenda Topic	Who
9:30	10:15	Welcome Introduction and Eight Principles of a Relationship Based Business Model	Jesse
10:15	11:15	Introduction to Chick-fil-A (History, Business Environment, Philosophy)	Wayne
11:15	11:30	The Raving Fans Strategy - Overview	Wayne
11:30	12:30	Operational Excellence	Mark C.
12:30	1:30	Lunch	
1:30	3:00	Second Mile Service	Jeremiah
3:00	3:30	Coffee Break	
3:30	5:00	Emotional Connections	Jill
5:00	5:30	Panel - Question & Answer	Jill
5:30	6:00	Close	Wayne

Day 2			
Start Time	End Time	Agenda Topic	Who
9:30	10:00	Introduction to SERVE Leadership Model	Wayne
10:00	11:00	See and Shape the Future	Rob M
11:00	12:00	Engage and Develop Others	Jeremiah
12:00	12:30	Coffee Break	
12:30	1:30	Reinvent Continuously	Ashley
1:30	2:30	Value Results and Relationships	Mark W
2:30	3:00	Coffee Break	
3:00	4:00	Embody the Values	Mark C
4:00	4:30	Panel / Question & Answer	Jill
4:30	5:15	Closing Comments / Presentation of Certificates	Wayne / Jesse
5:15	6:30	Forchette	