



Chick-fil-A[®]
OPERATOR
DELEGATION GUIDE



THE CHICK-FIL-A OPERATOR'S DELEGATION GUIDE

Delegation isn't just for the overwhelmed. It's a strategic move for growth-oriented leaders.

This guide will walk you through three practical exercises to help you identify what's draining your time, what you should let go of, and how to free yourself up to focus on what matters — inside and outside of your restaurant.

EXERCISE #1: THE 80/20 RULE

The 80/20 rule says 80% of your results come from 20% of your efforts. As an Operator, that 20% is likely things like:

- ✦ Developing your restaurant leaders
- ✦ Investing in community relationships
- ✦ Strategic operational improvements

Now ask yourself: *What tasks are stealing time from those activities?* Things like:

- ✦ Email and calendar management
- ✦ Shift changes and schedule updates
- ✦ Paperwork and compliance documentation
- ✦ Data entry and reporting

These are important, but not your best use of time. Delegating these low-impact tasks creates space for the high-impact work only you can do.



EXERCISE #2: THE 6 T'S OF DELEGATION

Use these six T's to identify what you can (and should) delegate:



TINY | Quick tasks like calendar updates, confirmation emails, or inputting expenses.



TEDIOUS | Repetitive tasks like CRM maintenance, scheduling interviews, or vendor coordination.



TIME-CONSUMING | Things like processing new employee paperwork or preparing standard reports. Important? Yes. Worth your direct time? No.



TEACHABLE | Processes that can be trained, like updating job posts, ordering uniforms, or troubleshooting minor issues.



TERRIBLE AT | Maybe it's social media updates. Or reconciling receipts. Whatever drains your energy — delegate it.



TIME-SENSITIVE | Tasks that need quick turnaround but not your expertise, like last-minute scheduling changes or responding to guest complaints.



EXERCISE #3: DELEGATION MATRIX

Use this matrix to assess what stays with you and what needs to go.

	IMPORTANT	UNIMPORTANT
LOVE	Keep: Leadership development, hiring decisions, community relationships.	Release: Tasks you enjoy but don't impact results.
HATE	Trust: Important but dreaded tasks — like shift schedules or regular reporting. Document and delegate.	Forget: Admin and ops you hate and don't need to touch again.

NEXT STEPS: RECLAIM YOUR TIME.

You've identified the tasks stealing your time and the ones you've outgrown. Now what?

You need a partner who understands your world — someone who can handle the details with accuracy, care, and speed.

That's where BELAY comes in.

With access to a bench of experienced, U.S.-based Assistants trained to support busy restaurant leaders, BELAY helps you:

- ✦ Streamline scheduling, inbox, and operational management
- ✦ Delegate marketing, CRM management, and admin
- ✦ Stay focused on leadership, growth, and your customers.

Ready to lead with clarity and margin? Let's match you with support that protects your time and grows your business.



DEDICATED REMOTE SUPPORT FOR **CHICK-FIL-A OPERATORS**