Urban Bird Non-Negotiables

At Urban Bird, we're more than just a restaurant — we're in the people business. Our culture is built on service, kindness, and a commitment to excellence. Every team member brings that mission to life, one guest at a time.

We believe people come first — our guests, our team, and our community. We are here to serve, to uplift, and to create unforgettable experiences through the way we treat others and the quality of the food we deliver.

This acknowledgment form outlines the non-negotiable standards that define what it means to work at Urban Bird. Please read each statement carefully and initial next to each one to acknowledge your understanding and commitment.

1. _____ Uphold a culture of respect, professionalism, and excellence from the moment you walk in. Your attitude and presence reflect our brand and set the standard for our team and our guests.
2. _____ We never serve pre-cooked chicken — ever. Every piece of chicken is breaded to order and cooked fresh. No shortcuts. No excuses.
3. _____ Every guest matters. No one should ever leave unhappy. Make it right before they walk out the door.
4. _____ Give every guest your full attention. One guest at a time. Make them feel seen, valued, and respected.
5. _____ Deliver world-class service. Greet every guest the moment they walk in. Make eye contact. Smile. Be polite. Use your manners. Say "please" and "thank you."
6. _____ Kindness is required. Rudeness — from anyone, to anyone — will not be tolerated.
7. _____ Our guests are the heart of everything we do. Their experience matters most. If they don't leave 100% satisfied with both their food and their service, they won't come back. It's that simple.
8. _____ Always check in before they leave. Talk to every guest before they walk out the door. If their food was not perfect, fix it. Offer a replacement — and you're welcome to provide a sample of seasoning when needed. *If they don't love it, we will remake it.*
9. _____ Our food is hand-breaded and made-to-order. That standard must be met for every single order, no questions asked.
10. _____ Excellence is a daily choice. Be consistent. Be proud. Be accountable.

Acknowledgment

I understand and agree to uphold the culture, standards, and values of Urban Bird. I recognize that failure to meet these expectations may result in coaching and/or disciplinary action.

Employee Name: _____

Employee Signature: _____ Date: _____

Manager Name: _____

Manager Signature: _____ Date: _____