

Business of the Year Award

- Chick-fil-A Belmont -

Sponsored by: South State Bank

Presented by: Janet Sarn



Chick-fil-A Belmont is recognized throughout the region for its extraordinary level of customer service and for its deep commitment to supporting worthwhile causes and community service organizations.

High standards for customer satisfaction and community engagement have resulted in excellent financial performance for Chick-fil-A Belmont, which is owned and operated by Natasha Gilbert with her husband Tony Gilbert serving as executive director of leadership and development.

As its 10th anniversary year drew to a close, Belmont Chick-fil-A and its more than 120 employees were recognized on Dec. 31, 2019, for reaching a very high corporate-wide goal for year-over-year sales growth, earning the coveted **Chick-fil-A Symbol of Success Award**. The local Chick-fil-A was one of only two in the Charlotte region earning the award.

In 2019, this single-location restaurant, made more than 100 contributions of food, discounts and monetary donations totaling more than \$40,000.

Those benefitting from the generosity of Chick-fil-A Belmont include churches, schools, community relief organizations, military service organizations, children's services organizations, health organizations, YMCAs, chambers of commerce, veteran organizations, and many others.

The Montcross Area Chamber has been the recipient of several contributions from Chick-fil-A Belmont, including for the Amazing Race, the golf tournament and the Christmas parade.

Chick-fil-A Belmont sponsors major fund-raising events such as the annual CaroMont Breast Cancer Awareness month, the Cops on Top (of the building) fund-raiser for underprivileged children, and the Cookies for Christmas fund-raiser, which raised \$2,500 last year for Holy Angels.

"I am constantly impressed with Chick-fil-A's commitment to our community, civic organizations, educational institutions and, most importantly, our citizens," wrote one customer in nominating Chick-fil-A Belmont for the award. "It's not just about the food; it's about the friendly environment, the smiling faces and the impeccable service. This organization quietly goes about community service."

Chick-fil-A Belmont has been recognized by their corporation for achieving the highest service rating by their customers of any restaurant in all of Chick-fil-A. That level of service attracts so much business the owners recently have expanded their kitchen, implemented multiple drive-through lanes and enlarged their parking lot.

A fitting example of the depth of Chick-fil-A Belmont's commitment to community service occurred when a broken water line flooded Floyd & Blackies Coffee and Ice Cream shop in Cramerton on a day when the business had a large order for a catering event.

When the management at Chick-fil-A heard about the plight of their neighboring small business, they did much more than merely post a Facebook comment expressing their sorrow – they stepped up and contributed all of the necessary food and beverages to fulfill the Floyd & Blackies catering order – AT NO CHARGE.

That spirit of service, a deep commitment to excellence and an outstanding record of supporting community organizations over many years make Chick-fil-A Belmont a most worthy recipient of the Montcross Area Chamber’s Business of the Year Award.

BUSINESS OF YEAR: *A business member of the Montcross Area Chamber which has exhibited an extraordinary degree of service to the Chamber and/or to the community either during the past year or over many years.*



Tony and Natasha Gilbert

Chick-fil-A Belmont owner/operator Natasha Gilbert and her husband Tony Gilbert, who serves as executive director of leadership and development, are at left, with members of their management team. They are (front row) Debbie Poole, Fran Shuler and Susan Norris; and (2nd row) Born Hollington, Chad Baucom, Eric Peterson and Zach Pait.



Tony and Natasha Gilbert celebrate with team members news of the coveted Chick-fil-A Symbol of Success Award.