

COACHING SESSION SIMULATION

Crew Training Session “Check it” Form - #3



During the session:

- The Crew Trainer should observe and locate two Crew Members who may benefit from "in the moment" coaching.
- As a coach, feel free to prompt or offer suggestions if support is needed, but remember you are there to observe.
- Take notes as needed to help support with follow-up feedback.

Crew Trainer Performance Evaluation:

After the “Check It” Quick Coaching Activity, provide feedback to help the Crew Trainer improve on their ability to coach. You will use these checkpoint notes to give the Trainer feedback.

1 Was the Crew Trainer able to identify Crew Members that could benefit from “in the moment” coaching?

2 Did the Crew Trainer exhibit the following coaching Traits while coaching in the moment? Yes/No_____

- Positive
- Knowledgeable
- Supportive
- Enthusiastic
- Observant
- Clear

This is an optional resource for independent franchisees (who choose to use it). Franchisees are independent employers and each franchisee and each franchisee restaurant is unique. Therefore, Franchisees may choose to use all, some, or none of this resource in operating their own McDonald’s restaurant(s). If you work for a franchisee organization, please check with your franchisee, or the person designated by your franchisee (for example your General Manager), to determine whether and which of these resources your franchisee has chosen to use, if any.

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3 Did they coach appropriately following the 5-Step Coaching process: Yes/No_____

1. Observe
2. Give/Receive Feedback
3. Demonstrate the right way
4. Agree on what will change
5. Follow-up

What did they do well?

What Coaching Traits were areas of opportunity and how might they improve?

4 Did the Crew Trainer exhibit proper knowledge of the identified stations and correct procedures? Yes/No_____

What did they do well?

What were the opportunities for improvement?

Once you’ve completed each of the fields, set an appropriate time and place to discuss your findings and provide them the Crew Trainer Performance Evaluation.

Additional Notes:

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