

MADE

AT



Handbook for Managers-in-Training, Shift Leaders, Assistant Managers, General Managers, Supervisors and Salaried Staff

Your guide to Leadership at
Stieglitz Family McDonald's

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Contractual

Sections highlighted in yellow are contractual

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We are happy to have you join our organization! Here is some important information we would like to share some Crew Benefits we would like to welcome you with:

*Opportunity for Career Growth and Development

*Premium Pay based upon Availability

*Pay options: Paper Checks or Direct Deposit

*High School & College Bonuses for grades

*Paid every week, on Thursdays

*Free Meals while working

*\$5 VOICE Bonus for every + comment

* Archways to Opportunity

We invite you to get to know the rest of your McFamily! Please stop by any of our stores, anytime and let us welcome you in person! Also, you are eligible for a 30% discount using our McDonald's mobile app or in-person at these each of our restaurant locations:

McDonald's Martinsville

1021 Morton Ave

Martinsville, IN 46151

General Manager: Shanne Montgomery

Montgomery2551@gmail.com

Cell: 765-346-2380

Store Phone: 765-3427049

National Store #: 39053

McDonald's Nashville

501 St Rd 46

Nashville, IN 47448

General Manager: Shanon Arthur

f.meadows@yahoo.com

Cell: 812-276-6333

Store Phone: 812-988-4452

National Store #: 21002

McDonald's Floyd Knobs

600 Lafollette Station

Floyd Knobs, IN 47119

General Manager: April Cherry

Store Phone: 812-923-9278

National Store #: 35578

McDonald's Bedford

3302 16th St

Bedford, IN 47412

General Manager: Bridget Davis

lsadoraduncan70@gmail.com

Cell: 812-797-7164

Store Phone: 812-275-4605

National Store #: 4632

McDonald's Mitchell

Hwy 37 & 60

Mitchell, IN 47446

General Manager: Jessica Manues

jmanues@hotmail.com

Cell: 812-653-2540

Store Phone: 812-849-6800

National Store #: 12127

McDonald's Georgetown

1051 N Luther Rd

Georgetown, IN 47122

General Manager: Katie Leidolf

Store Phone: 812-923-2814

McDonald's Salem

603 S Main St

Salem, IN 47167

General Manager: Emily Morgan

Emorgan4302@gmail.com

Cell: 812-620-9921

Store Phone: 812-883-1976

National Store #: 6326

McDonald's West Baden Springs

8333 IN-56

West Baden Springs, IN 47469

General Manager: Kim Gates

kigates19@gmail.com

Cell: 812-791-7491

Store Phone: 812-936-3800

National Store #: 35583

McDonald's Seymour East

427 Stevens Way

Seymour IN 47274

General Manager: Mary Jones

Mj188833945@gmail.com

Cell: 502-457-6347

Store Phone: 812-523-3866

National Store #: 2233

McDonald's Seymour West

913 E Tipton St

Seymour, IN 47574

General Manager: Ian Mills

ibmills2001@gmail.com

Cell: 812-697-8404

Store Phoner: 812-522-3868

National Store #: 15568

McDonald's Charlestown

100 IN Hwy 60

Charlestown, IN

Asst General Manager: Angela Deweese

angladeweese98@gmail.com

Cell: 502-396-9337

Store Phone: 812-256-3712

National Store #18833

McDonald's North Vernon

1473 N St Street

North Vernon, IN 47265

General Manager: Bethany Griffin

griffinbethany@yahoo.com

Cell: 812-767-07

Store Phone: 812-346-400

National Store # 5520



INTRO TO McDONALD'S

Welcome to McDonald's.

We're here for a purpose- to make delicious feel-good moments easy for everyone. This handbook tells you what you need to know about working with us in a Leadership Role from your first day of leading onwards. It gives you a heads-up on how we do things, the kind of support you can expect and what we expect from you in return. Some parts of the handbook are contractual, that means together with your contract of employment they are part of your terms and conditions. We will let you know what is contractual by a yellow highlight.

What's in this section?

- Our history
- Good food
- Good neighbor
- Good people
- Our vision, purpose and promise

“ Leadership is being your best and helping others see and reach their highest potential to be their best too ”

This handbook is for all leadership roles including Manager in Training, Shift Manager, Kitchen Department Manager, Assistant GM, GM, Support Staff and Leadership Team. To keep up with the law or if we decide to do something different those changes will be updated and available on our website.

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Our History

In 1984, the first Stieglitz Family McDonald's began offering our customers fast, accurate & friendly service in Indiana.. Spanning over 40 years now, the legacy of our McDonald's restaurants began with Gerry and Betty Stieglitz, who together, built the foundations of our family-owned business. In 2018 Micheal Stieglitz became a second-generation operator and grew the business our current 12 locations.

Micheal and Gerry continue to build upon the foundations of the Stieglitz Family brand. With a people first mindset, commitment to their team and working together with their dedicated leadership, in partnership with McDonald's cooperation they work hard to deliver shining hospitality and a strong business results. With Stieglitz Family McDonald's your future is bright! All of our people in leadership roles started as crew members and we believe growth and development opportunities for all is the recipe for generations of success!

Our customers tell us that the main reasons they visit us is for great taste, value, service and convenience.

Good food



We are dedicated to delivering quality food and great service at every visit, every day for our customers. We trust our talent development and leadership training programs to ensure that you and all our future leaders will commit to excellence in Quality, Service and Cleanliness. Your role in leadership can be summed up in a few words: Coach our teams to Cook, Clean and Serve with a heart for the customer and mind toward earning the reinvestment dollars needed to build opportunities in the future to enable success be in reach of all our employees.

Good neighbor

Our community-focused approach is a key part of our success. Since 1984 we have committed to giving back to each community we are a part of. Our organization holds Family Nights weekly in each of our stores to offer fun activities and \$3 Happy Meals for our customers. In addition we host Digital Fundraisers, McTeachers Night to support local schools. We

In 2024, we also helped celebrate the 40th anniversary of our partnership with local Ronald McDonald House Charities. This year we are on track to raise over \$127,000 for families in need who stay at Indianapolis or Louisville Ronald McDonald Houses. We also sponsored the first "Celebration Bell" in 2022 at the Louisville RHMC house to honor and memory Jennifer Stieglitz who was the daughter of founding owners Gerry and Betty Stieglitz. Gerry and Betty and the Stieglitz Family know from personal experience the support and comfort that comes during a stay at Ronald McDonald House.

Good people

Today, we employ over 830 people across central and southern Indiana. Our people are key to our success and are the face of McDonald's for thousands of customers every day. We couldn't do what we do without you, and that's why we put so much effort into making sure you enjoy your work.

All of our people are different, with a range of reasons for doing the job they are doing. But no matter who you are, what you need or where you're going, we strive to create a job that works for you. Did you know that 100% of our current managers and leaders started with us as crew members and all of our executive leadership team started their career in a McDonald's restaurant?

At our McDonald's, you can expect to be valued and invested in...Each year we invest over \$180,000 in training to develop our people, leaving them better equipped to succeed in whatever their future careers take them on to do.

We're also focused on creating the right culture for our people to thrive in, as it really influences the way we interact with each other, how we support operations and how we interact with our customers, franchisees and suppliers. We have three cultural pillars at McDonald's- 'Better Together', 'Committed to Lead' and "Customer Obsessed". [Click here for more info.](#)

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Our vision, purpose and values



At Stieglitz Family McDonald's, our vision is simply **"Working hard to be our communities best-loved restaurant company"**. Our Roadmap to Best-Loved is our operations plan which provides strategic focus and direction to our business, which helps us remain customer-obsessed and puts our people first.

The below shows our Purpose, Mission and our Values. At McDonald's, our values are incredibly important to us and everything we do. Our McFamily lives by these values across the world every day, from our teams working in our restaurants right through to the farmers in our supply chain. For more information, [click here](#)

Our Purpose

Feed and Foster Community

Our Mission

Making Delicious, Feel-Good Moments Easy for Everyone

Our Values



Serve

We put our customers and people first



Inclusion

We open our doors to everyone



Integrity

We do the right thing



Community

We are good neighbors



Family

We get better together

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WORKING AT McDONALD'S

Whether you've just joined us, or you've been with us a while and need a quick refresh, this section will give you all the basic info you'll need to find your way at work.

Remember, if you have any questions your team, your manager and the People Services Helpdesk will all be happy to help!

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“ It's a great place to work! I work in a great team where there are a lot of opportunities to learn and grow ”

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Our Current Locations & Acquired Date
Martinsville
1990

Nashville
1998

Bedford
2018

Mitchell
2018

Salem
2018

West Baden Springs
2018

North Vernon
2022

Seymour East
2022

Seymour West
2022

Charlestown
2022

Floyd Knobs
2024

Georgetown
2024



Where we work

We work in well-equipped and well-maintained stores. We provide great Quality, Service and Cleanliness to our customers. In addition we have an Office & Training Center next to the Mitchell, IN McDonald's which includes our training room, office supply hub, small wares, cleaning supplies and meeting rooms. We are dedicated to getting the job done well, no matter where we are performing our job duties.

How we work

At McDonald's, leaders we work a full shift daily to meet the needs of the business, with a 30 minute unpaid break for lunch. Many of our stores are open 24/7 and we need leaders to staff every shift, so open availability is encouraged, promoted and rewarded with our pay scale. To meet the needs and be fair to everyone on the team we also require our leaders to work weekends. Please take a read of your job description and speak to your General Manager.

We focus on outputs rather than just the numbers of hours you are putting in, that's why we believe in our people working flexibly. Whether you work part-time or full time we want you to work hard on the floor and work hard alongside your team. We expect our leaders to lead by example, be available during peaks in our business and on weekends, We also want all employees to enjoy their time away from work. When all of us give a little time on evenings and weekends it helps each one to also achieve time off on these dayparts. We recognize that giving you these opportunities helps you achieve a healthy work life balance that's right for you. As leaders we should not add crw onto the schedule or change a crew persons schedule without the knowledge of your GM or Supervisor. Please speak to your General Manager if you'd like to find out more.

In some seasons you may need to work overtime from time to time. Where this is the case, you should be sure to take time off also. Please don't work overtime without letting your General Manager know beforehand. We must all be there for our crew and each other when they need us most, while also taking time off to rest and refresh each week.

Dress for your day

We want you to feel your most productive and most creative at work- and we understand that in order to do that, being a little more comfortable with what you're wearing is a must. So we suggest you 'dress for your day' when working in our stores. Leaders dress for success and look like leaders to our customers and crew. Wearing their required clean uniform: polo shirt, black pants, slip resistant black shoes, belt, name badge and properly restrained hair, including hat in production area. There may be special T-shirt days, but those will be announced and limited time only. There are, however, a few items we ask that you leave out of your work wardrobe, such as flip flops, regular shoes, blue jeans, yoga pants, seat pants, track suits or any non-approved apparel. As leaders you must also enforce crew uniform policies.

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Atmcd.com

McDonald's [intranet](#) site is a one-stop shop, providing you with a ton of info as well as highlighting new promotions and initiatives. Our teams, franchisees, salaried restaurant teams and operations leaders all have access to atmcd.com. Our leaders have their own part of the intranet which can be found [click here](#).

[GBSRestaurants.com](#)

is our company website which can be accessed by all of our people. It is updated daily with store records, resources, training accomplishments of our restaurant teams. It also hosts competition results, a photo gallery and a link to [McDPerks](#) our national employee discounts site.

Calls, Email, Text and TimeTree

In our organization, we use email and text groups to talk to each other... along with face to face and phone calls of course. As a leaders, we answer and communicate. In addition we use [TimeTree Calendar App](#) to communicate and coordinate all of our Leadership Calendars, Training Classes, Equipment care and other key dates. If you've not used any of these channels before, speak to your GM who can get you up to speed.

How you'll hear from us

We have a team of dedicated leaders at our organization who let you know important info via a number of different channels including:

Supervisor meetings with Owners and Leadership

At the monthly Supervisor meetings Supervisors share insight into how the business is performing and looks at upcoming initiatives and discuss their action items and plans for improving Profit, PACE, People, Shift Leadership and Operations with our team. Supervisor meetings are held prior to the end of the month in order to give Supervisors an opportunity to meet with their GMs and prepare them for their own upcoming GM Meetings that are held the first week of every month.

General Manager meetings with Owners and Leadership

We hold Monthly Leadership Panel GM Meetings with General Managers and our Leadership team.. It's a great opportunity for you to get to know some familiar faces across the business and be the first to hear what our stores will be working on from our GMs directly. GMs will be sent the dates our GM Leadership meetings through a calendar invite, Once the GMs have had their monthly GM meeting they share the information to their restaurant teams.

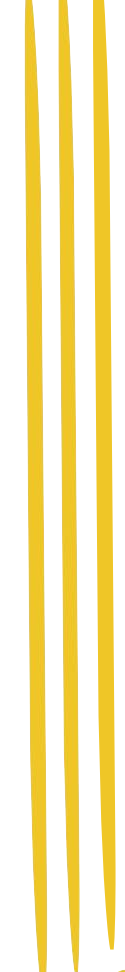
NABIT ([click here for NABIT](#))

This stands for the Nuts and Bolts Integration Team and it is delivered in a number of parts:

- **NABIT Seed Store** – face to face training session for all of our restaurant teams. These are usually twice a year
- **NABIT Updates** – a digital booklet about food promotions for restaurant teams. These are usually once a quarter
- **NABIT Webcast** – Ten times a year NABIT Update
- **NABIT Target and Train** – an on the floor training for restaurant teams usually 20-30 minutes long before each food promotion

How we talk

When you start working for us, you'll soon find that there are lots of words and phrases that are unique to McDonald's. By using the McDonald's Acronym List given during new manager training class and by asking questions you will soon learn the McLingo.





Your Learning Period

To make sure that everything is going well for you within your role, when you start working with us you will have a learning period. This is usually three months from the date you start. We know there is much to undertake in each role and we are here to help. If you have any questions, please reach out to our your boss or anyone our leadership team or see your job description for more information.

Our grading

All Shift Leaders receive many hours of training and development to ensure that they are ready and qualified to run shifts at our multi-million dollar business. To verify that the training and development programs currently in place are effective we require all new leaders to undergo Shift and Area Manager Verifications from their GM and additionally from their Supervisor. These and other requirements in order to be a Certified Shift Manager

Expenses

Whilst at work you may incur expenses, whether you've paid for them personally or on a company credit card (GM, Supervisor only). These should be reclaimed by turning in valid receipts to your GM. 'All expenses are reconciled monthly and must be accompanied by proper receipts. We expect you to be careful with your expenses, spending decisions should be made in the best interest of our organization. All expenditures must be approved before purchase, if you have questions please contact your boss.

If you want to learn more about our expenses policy, [click here](#).

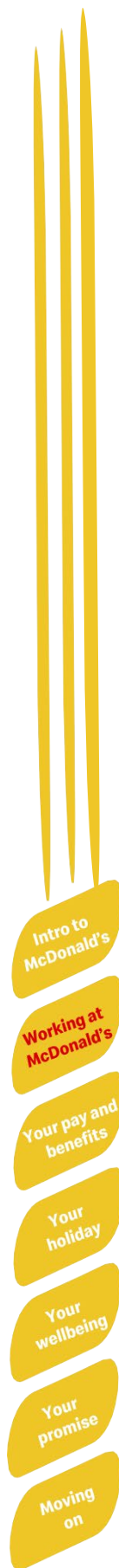
Travel and staying away

If you need to book travel and accommodation for company business, you should let our Chief People Officer know so she can approve and book for you. Please travel to training in groups when possible. The managers who drive to travel to and from McDonald's Leadership Transitions class in Greenwood, IN may be given gas money in addition to their food budget..

You are responsible for travel cost between your home and work. No employees are paid travel time between stores daily. Your paid shift only includes the time you are in-store or at the office for meetings or training. For example, if you start your day in one location and work 4 hours and then drive to another location and work 4 hours there you are paid for 8 hours that you are in the store working and not for the time to travel in between. If you are asked to deliver product to a store that is on your way home you are not paid travel time to deliver that product.

Working in our restaurants

What better way to learn about our restaurants, than to go and work in one for a few days. Regardless of your role, we ask that if the needs of the business requires help at one of your sister stores, you consider helping a restaurant in need to support our One McFamily Culture. Our bet is that you will learn a lot from time spent helping each other. Travel time to that store is unpaid.





Your development

We recognize the importance of developing our people to ensure they have the right level of knowledge and skills to be able to shine. We have a whole team dedicated to learning and development, ensuring we develop the best talent, leadership and technical skills within McDonald's to achieve our business goals.

We help to develop our people in a number of ways, such as specific in-house development courses, external courses, webcasts, lateral career moves, working in our restaurants and further education such as degrees via archways and job shadowing.

You should be requesting frequent feedback about your development needs from different people across the business, so you can create a development plan with your manager in one of your check-ins.

[Click here](#) to find out what courses are currently on offer within the Hamburger University- which is the fancy name for our training facilities at McDonald's Head Office.



Your performance

Having regular performance conversations is a great way to make sure we're supporting you to do your very best. It's also a way to explore how you can develop for the future.

When you first start with us, you should set a few SIMPLE goals with your manager and add them to the performance section you're your tab in your stores. These goals will give you clarity about what you should focus on and will help you prioritize your time. You should update these as often as you need to, but we suggest that you write new ones at least every year in January. We have created a number of guides which give you tips on how to write specific, important and measurable goals, [check them out here](#).

Once you've set your goals, you should have regular check-ins with your manager to discuss how you're doing along with a career conversation at least once a year. These can be as often as you both agree but should be a two-way process.

Twice a year, you will have a more formal conversation about your performance, where you and your manager will look at your progress against your goals and the **BEST model**. We call these conversations your mid-year conversation and your year-end conversation and they tend to be around June and January time. Before you sit down for these chats, you should add a few points to discuss on the performance section of. Don't worry, you will receive a reminder of the timelines nearer the time via the office update.

During your year-end and mid-year conversations, your manager will share your performance rating with you. Your performance rating at year-end will determine the pay rise you may receive.

Check out the [motivating performance pages](#) on the intranet to understand more about our performance process. It's also worth having a read of the [pay and benefits](#) section of this handbook to understand how we pay for performance.

Performance ratings

4- Exceptional Performance

3- Significant Performance

2- Some Improvement Required

1- Unacceptable

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SHIFT MANAGER ROLE PROFILE & LEADERSHIP BEHAVIORS

Overview

Completing assigned responsibilities for shift is critical to being a great leader, as well as using the right leadership behaviors to get results.

Shift Leaders use specific leadership behaviors to lead their teams, serve their customers, and get great restaurant results.

To the right are the leadership behaviors critical to being a great Shift Manager. These are not all the things Shift Managers need to do to lead but are some of the behaviors that are most important at McDonald's.

By demonstrating these behaviors, the Shift Managers will set the right example and improve results.

Behaviors

BUILDS TEAMWORK

- Participates actively and willingly as a team member; volunteers to help others when it is important to the restaurant's performance.
- Addresses conflict in a timely manner; does not avoid dealing with situations that might impact crew or customers during the shift.
- Finds ways to work well with others, even when there are differences in approaches or viewpoints.
- Discourages "we vs they" thinking in the restaurant by providing coaching and team encouragement.

COMMUNICATES EFFECTIVELY & HONESTLY

- Uses a positive, high-energy tone when leading others.
- Speaks calmly and professionally with customers, employees, and vendors, even in situations where there is disagreement or conflict.
- Communicates "with" others, not down to them; shows empathy and understanding.
- Listens carefully to others' opinions and ideas during discussions; asks questions to help clarify others' point of view.
- Keeps the personal or private issues of others confidential.
- Accepts personal feedback professionally and nondefensively.
- Keeps the team updated on targets and results.

DEVELOPS CREW & MANAGERS

- Works to make sure training and development happen during the shift, even when things get hectic.

- Proactively coaches crew and other managers when they want to or need to learn something new.
- Acknowledges others' efforts and accomplishments daily.
- Delegates daily tasks and demonstrates trust in others' ability to perform them.

INFLUENCES BY EXAMPLE

- Influences by being credible; shows consistency in words and actions by following through on what he/she says.
- Keeps performance consistent, even when the restaurant environment is challenging.
- Influence's others to do things the right way by personally standing behind them; not by "blaming" other people or reasons for why things need to be done.
- Communicates expectations to others by explaining the "why" of them (not just the "what")

ORGANIZES THE WORK

- Prepares and organizes for work (e.g., completes shift prep and pre-shift checklist)
- Uses work routines consistently to keep self and others on track (e.g., travel paths, following up)
- Proactively addresses barriers during the shift to minimize disruptions.
- Creates a sense of urgency for achieving goals.
- Conveys clear expectations for assignments and follow-up to make sure there is understanding.
- Asks questions of his/her boss to clarify priorities when there are competing demands.

PLANS BEYOND THE SHIFT

- Shows an ability to think "beyond the shift" by reviewing past shift information to plan for the current shift (e.g., managers GroupMe)
- Records important information about the shift to help with planning for the next or future shifts (e.g., record the impact of promotions or community events in the store's GroupMe)

PUTS THE CUSTOMER FIRST

- Responds to all customers respectfully and professionally.
 - Makes self-visible and accessible to customers when on the floor by addressing them, responding to them promptly, resolving problems.
 - Is observant of customers in the restaurant so that he/she can improve a customer's level of service or prevent a customer from being dissatisfied.
 - Takes actions that clearly show a commitment to total customer satisfaction (e.g., holding doors, helping with highchairs, complimenting customers, refilling drinks)
 - Coaches others to provide high levels of customer service.
 - Follows up with customers to ensure problems are solved.
- #### SUPPORTS CHANGE
- Shows a positive attitude about change when being asked to do something new or when explaining new things to others.
 - Quickly picks up on and adapts to different or new things to others.
 - Explains to others why changes are important.

SHIFT MANAGER ROLE PROFILE & LEADERSHIP BEHAVIORS

Overview

A McDonald's Shift Manager is responsible for providing leadership to crew and other managers during a shift to ensure great QSC to our customers.

Shift Managers plan for each shift, monitor performance during the shift, take action to ensure the team is meeting McDonald's standards, monitor safety, security, and profitability, and communication with the next Shift Manager to help prepare him/her to run a great shift, too.

Shift Managers are also responsible for meeting targets during their shifts and for helping their team meet their goals.

Responsibilities

- FOOD SAFETY**
 - Complete and verify daily food safety is complete on tablet.
 - Monitor food safety procedures during the shift.
- INTERNAL COMMUNICATION**
 - Read messages from manager's communication log.
 - Communicate with manager on shift and identify sales trends/problems.
 - Communicate shift targets and goals to all areas.
 - Monitor and communicate progress toward targets throughout shift.
 - Communicate results and opportunities to the next manager.

SAFETY AND SECURITY

- Ensure cash controls are in place for shift (safe contents, skims, deposits, +/-)
- Check security equipment for proper operation.
- Maintain safety and security during the shift.
- Use staggered method for open and close.
- Enforce all applicable laws and policies.

TRAINING (CREW)

- Ensure training device is charged and ready for use.
- Review training needs for crew
- Monitor execution of training throughout shift.
- Assign training credit when necessary.

SERVICE

- Monitor and correct service procedures.
- Seek customer feedback during travel paths.
- Document customer complaints and take action as necessary.
- Follow BLAST recovery process when appropriate.

PRODUCTION

- Monitor and correct production procedures.
- Monitor E*Production levels.
- Monitor cabinet levels and make sure charts are followed.
- Monitor UHC for correct holding times and quality.
- Monitor finished food quality.

SCHEDULING (CREW)

- Review crew schedule for proper staffing
- Create and execute DSPT for each shift.
- Ensure labor/TPPH controls are in place each hour, each shift.

PLANNED & DAILY

MAINTENANCE & CLEANLINESS

- Identify and respond to equipment and physical plant failures and unplanned activity.
- Verify completion/follow-up on cleaning tasks.
- Verify completion/follow-up on PM tasks.

PERFORMANCE TARGETS

- Sales actual vs. projected
- Drive-thru car counts
- TPCH/TPMH Labor
- Cash +/-
- Raw and completed waste %
- Assigned Training, PM & Cleanliness tasks.
- KVS/DT/FC times
- Pre-shift checklists complete
- Travel paths complete



YOUR PAY AND BENEFITS

At McDonald's, we believe in rewarding our people for great work. As well as competitive salaries, we offer fantastic perks and recognition programmes too- including a **bonus scheme**, **sabbaticals** and **private healthcare**.

You may want to check out the **Paid time off** and **wellbeing** sections, as these show some of the other benefits you'll receive!

What's in this section?

- Your pay
- Pay review and bonuses
- Your discounts
- Your recognition and awards
- Your break

“ The company really looks after its people, you feel valued and supported by management and are rewarded for your efforts ”

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Location of your work

Sometimes in order to move up within the organization there is not a spot available in your current store. Do not worry! We'll do our best to match your leadership skills and talents with the needs of another location. That scenario often becomes a WIN-WIN for everyone!

Depending on the needs of the business, we may ask you to work at one of our locations other than the one you are based out of when you were promoted. With 12 locations there are varied circumstances and unforeseen events which occur that leave us with a gap in leadership. Fortunately, that also provides greater opportunities for your growth and development.

Pay reviews

We offer yearly pay reviews, the current percentage increases for these reviews range from 4% to 1% and based upon individual performance. Please be aware that these may change from year to year and there is no guarantee that your pay will increase above those percents. If you reach the maximum salary form your role their may be an opportunity for advancement to the next level for excellent performance. You will receive your pay every week. You have a choice direct deposit automatic

Your pay

transfer to your bank account or a paper check.

Our payday's are every Thursday of each week, but if it falls on a bank holiday you may receive your pay on the previous working day. On gbsrestaurants.com, you can to find our direct deposit forms.

We'll try our very best to make sure there aren't any problems with your pay, but if you think there is a issue, you should speak to your direct boss or our Chief People Officer, Joann Morgan at 812-844-5550 as soon as you find the error. We will work to correct any issues as quickly as possible. Joann Morgan, Telephone: 812-844-5550

If you have a change of address, tax information, email address or phone number or any other personal information please let your GM know so they can put it on our 1-off sheet for payroll and change it in reestarauant.

Pay reviews and bonus

As mentioned in [Working at McDonald's](#), each year you will receive a performance rating which will influence your bonus and pay increase. This means that our best performers will be rewarded with a higher bonus and a higher percentage increase to their salary. Employees must be in good standing to receive their monthly bonus.

Your performance will be classified as one of the four performance levels, however these may vary.

4- Exceptional Performance

3- Significant Performance

2- Some Improvement Required

1- Unacceptable Performance

PACE Target Bonus Plan for Leaders

How about putting \$1,200 per month in your bank account? That is the amount each Certified Shift Leader can earn by working with their restaurant team to achieve PACE goals every month, \$14.400 per year is yours to go get!

We believe in sharing business success with our people, we do this through monthly PACE Target Bonus Plan. The greater the business successes, the higher the value of your reward. The Target Incentive Plan framework follows the PACE Performance averages in each Co-Op. We have six stores in Greater Indianapolis Operators Co-Op (GIO) and six stores in Bluegrass Operators Association(BOA) each patch of stores in these Co-Ops are linked directly to business performance measured through your performance and contribution.

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PACE Performance

Discount site

So you can make your hard earned cash go further, we've got an exclusive discount site accessible via mcdperks.com or click here: [McDPerks](#)

There's money off supermarket essentials, high street treats, big days out for less and dream holidays – and these are just a few of the 1,600 offers available. The site is updated regularly, and fantastic new offers are added all the time

If you are new to McDonald's, you may yet be familiar with our store performance indicators known as Performance and Customer Excellence (PACE). Every Shift, Everyday each of our leaders should Strive to put the customer first! Every choice you make as a leader leaves a lasting impression our our most valued group of people, our internal and external customers. Your crew and your fellow managers hold the key you your success as a leader. It is up to you to inspire them to want to be a top tier performer, daily.

For for more information and lots of great resources please visit our [US PACE site](#).

If you want to know more about PACE and how to achieve your best please contact your boss or Our Chief PACE Restaurant Officer Greg Vilardo at 812-327-1225.

PACE DRIVERS

Greg and everyone on our team wants to help you put that extra \$14,400 per year in our pocket for you and for your families. Here are a few brief details of the measurement that our leaders impact in store level performance everyday:



- OEPE** ● Order End to Present End Time (without Park)
- R2P** ● Receipt to Present Time
- KVS** ● Kitchen Service Time per Sandwich
- O Sat** ● Overall Customer Satisfaction Score on VOICE
- EPB2B** ● Customer had a problem and gave you a score of 1-2 on the VOICE

PACE Internal and McD Visits

While we believe every leader can get their restaurant team working together and get into the top box on PACE, we understand the challenges of running great restaurants. We have chosen to include regular unannounced Food Safety Visits, Customer First Visits to ensure readiness and great execution by our Shift Leaders. Your store will also have McDonald's and Internal RGR Graded Visits multiple times a year to evaluate and build upon each stores Restaurant Systems and routines. Each store must pass all visits each month for their team to qualify for their monthly bonus. Visits ensure we are continually providing great QSC for every customer!



Your recognition and awards

Holiday World Tickets and other giveaways

We want all who work in a leadership role and as crew in our stores to feel valued and appreciated. Each year we hold various internal and Co-Op level contests and incentives to challenge our teams to achieve their best! We love to give shout outs and surprise blessings to those who are giving it their all!

McDonald's Mobile app

We offer all of our employees the opportunity to purchase their favourite McDonald's meal in their local restaurant at a discounted price, via the My McDonald's App.

All you need to do is register for the app using your @mcd.com email address.

The full range of discounts are shown on the 'deal' tab, but include fantastic offers like free fries or a buy one get one free offer.

As leaders we ask that you coach and train your teams to execute as designed at a high level will all of our orders, but this is especially important to our mobile app users.



At McDonald's, we like to recognize the amazing work our people do. We celebrate their achievements with the following awards:

Recognition & Awards

We celebrate continuous service by awarding our people with things like thank you notes, award certificates, sweet treats, gift cards. The recognition you receive depends on your performance.

To recognize our leaders, we also encourage our leaders to give kudos to their staff every day. We want you as leaders to build upon the culture of care that is at the core of our business success. We are a very competitive team, and we love to have fun! Calling another location and challenging them to a "service dual" builds connection and teamwork across our organization.

Customer Service Awards

We have a "Traveling Voice Trophy" that awarded monthly to the store with the highest Voice score. We also give many awards out each month to our teams. We also award the store with "Fastest Drive Thru" at our Annual Planning meeting each year.

.As our founder Ray Kroc once said 'You're only as good as the people you hire' and the wall is a lasting testament to their passion and commitment.

Annual Community Award

The Annual Community Award recognizes the store in our organization for their amazing contribution to McDonald's outreach and within their town. This is one of our favorite's to give!

Outstanding General Manager Award

This yearly award recognizes leaders and teams who have made a brilliant contribution to our McDonald's business. It recognizes one individual and their leadership team who have achieved significant and measurable business results that have contributed to our business, from market to the high success at the organization level.

Outstanding Shift Leader Award

This award recognizes a select group of Shift Leader employees on a yearly basis, who have achieved outstanding results through their vision, inspiration and leadership during an RGR visit and achieve a 100% score in RGR Shift Leadership.

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VACATION AND OTHER LEAVE

Even though most of us love our work at McDonald's, we all need time away . For most of us, this will just mean using our normal paid time off, but there may be times when you need leave for other reasons. We have different sorts of leave that you can apply for, such as family friendly leave, compassionate leave and .

Take a read of this section to find out more.

What's in this section?

- Your Paid Time Off
- Family friendly leave
- Compassionate leave
- Other leave

“ All the teams work together towards a common goal and drive each other to achieve ”

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Your Paid Time Off



We know that if you take breaks from work, you will be more energized and more motivated. We offer the below PTO allowance, so you can take a break, switch off and relax.

Holidays

Along with your PTO allowance to the right, if you have 5 years tenure with us, you are entitled to the paid holidays each year. Dependent on your role, and as agreed by your manager, you may need to take days off in lieu of these holidays.

Holidays requests should be balanced to allow for holiday coverage at your store and allow you fellow team time away too.

Service required	1-4	5-9 Yrs	10 + Yrs	Holidays	Sick/ Bereave-ment
MIT (after 1 year)	1 week				
Shift Mgr	1 week	2 weeks	2 weeks		1 day
Assist	1 week	1 week	2 weeks	1 at 5 years	1 day
Kitchen Manager	1 week	2 weeks	2 weeks	1 at 3 years 2 at 10 years	2 at 3 years and above
Asst GM	1 week	2 weeks	2 weeks	1 at 3 years 2 at 5 years 3 at 10 years	2 at 1 year 2 at 3 years and above
GM & Sups	1 week	2 weeks	2 weeks 3 weeks at 15 yr	2 at 5 years 3 at 10 years	2 at 1 year and above

*Years are time in a leadership role of Certified Manager or above with Stieglitz Family or credit for previous experience discussed at time of hire. Unused PTO Days can be "cashed in" by requesting, in writing to Gerry, by Dec 15 of current year to be Paid by 12/24 of same year. Note: "rolling over" of unused benefits cannot exceed 1 yr.

Work part time?

If you work part time, your PTO and Holiday time will be based on average hours you work. (Ex If you average 34 hours per week during the previous year, then your PTO is 34 hours)

Other points to note about our holiday policy:

- We'd love you to take your paid time off when you want it most, however we ask that you present your PTO request to your GM or Supervisor 2 months in advance.
- Sick/Bereavement days must be documented by a doctor's note or a funeral notice note. Funeral must be for immediate family only
- Our PTO calendar works in line with the calendar year- 1st January to 31st December. If you have more than 1 week PTO, more than half your PTO time cannot be taken before April 15th
- We'd prefer it if you didn't take more than 1 weeks off at a time, however speak to your GM or Sup for special circumstances
- PTO hours are based upon average hours worked (up to 40 hours) from the previous year.
- Employees must be in good standing to take PTO

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Family friendly leave

We offer various leave schemes to provide real benefits to help you balance work demands with family needs. These leaves must be coordinated in advance working alongside your GM and Supervisor.

Maternity leave:

We know that having a baby is an important and exciting time for you if you're pregnant or a new mother. We support our new parents from the moment you tell us your good news to when you give birth – and beyond. You can take up to 6 weeks' unpaid maternity leave with documented request from your doctor.

Depending on how long you've worked with us, you may qualify to receive your accrued PTO time during part of your leave. We also offer short-term disability insurance. We recommend all employees take advantage of this offer at the time of hire, promotion or during open enrollment in the fall of each year.

We'll make sure you stay safe and healthy at work while you're expecting, and so you may need take paid time off to attend your antenatal appointments.

Baby Box to welcome your little one to our McFamily

Our Stieglitz Family chooses to celebrate life and additions to our McFamily. Once you know your scheduled return to work date please let your GM or Supervisor know. We would like to present you and your new baby with a very special gift upon your return.

Adoption or Paternity leave

If your partner is expecting – you'll know that having a baby or adopting a child is one of the biggest things that can happen in your life. We want to ensure that our people have the support and flexibility to spend time with their new family. This leave should be discussed with your GM or Supervisor and is limited to 1 week. Your paid time off benefits should be utilized.

Ronald McDonald Children's Charities

Should yours or a family member's children require care at a Children's hospital in Indianapolis, Louisville or surrounding areas please let us know. We have great contacts within the RMHC communities and would be blessed to help out.

Also, remember to share this information about RMHC with your crew if they or their family have a need

IVF and fertility treatment

If you are planning IVF or fertility treatment, we understand that you may need time off work to go to medical appointments. Tell your manager as soon as you find out that your treatment has been approved. They'll handle things in a sensitive way and treat it as confidential. If adjustments are needed while you're undergoing treatment, your manager will try to make sure that these are made.

Neonatal

We want to assist all our people who are parents of premature and sick babies who need to spend a prolonged amount of time in neonatal care following birth. If this applies to you as a parent, we understand your baby is facing very difficult circumstances and we want to support you. Please discuss needs with your GM or Supervisor at the time of occurrence.



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Other leave

Special Circumstances

Sometimes we choose to allow our people extended leave of absence. Each of these are handled on a case by case basis. Employees must be in good standing to be granted a special leave of absence.

Military leave

We value the contribution that members of the Reserve Forces make. Most importantly, you will never suffer any disadvantage for telling us that you are a Reservist. With the correct paperwork, we will allow you up to two weeks per year of time off work, where we will top up your pay to attend your annual camp training. This time is in addition to your holidays. For more information on our military service leave please plan this with your GM or Supervisor



Bereavement days

We know that the death of someone close can affect people in different ways and having the opportunity to grieve is essential. If an immediate relative dies, please let your manager know as soon as you can so they can support you during this hard time. You may also want to contact our human resources department for local resources to help with grief support. You can take a day's paid leave for the funeral, along with any further accrued bereavement days paid leave to help you grieve.

Jury duty

If you're called for jury duty, let your manager know straight away so we can make the relevant arrangements. We'll make sure that you are off to serve your duty, this time off is unpaid or you may use your PTO time.

Emergency leave

We get that life can be unpredictable, so whatever the situation, we'll always try and give you a reasonable amount of unpaid leave in an emergency. We trust that you'll only ask for emergency leave when you really need it. It's really important that you speak to your manager as soon as possible if you need to take emergency leave. And make sure you keep in touch with them so they know when to expect you back in work. Emergency leave is approved on a case by case basis,

Medical or dental appointments

Sometimes you may need time off work to go to a dental or medical appointment. Ideally these will take place outside working hours, but if that's not possible, speak to your manager to agree the time you need. Remember, if you're pregnant, you can take paid time off work to attend antenatal appointments.

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YOUR WELLBEING

Your happiness and health are really important to us. We care about your wellbeing – your physical health, mental health, and other things that are important to you like friends and family.

We'll make sure you get proper breaks and rest periods and we'll support you if you're unwell – including free private healthcare.

What's in this section?

- Looking after yourself
- If you're unwell
- Mental Health
- Private healthcare
- Your safety
- Reasonable adjustments

“ The culture here at McDonald's is by far the best, it's welcoming, committed and fair. ”

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If you are feeling unwell

Looking after yourself

It's really important to us that you try to look after yourself and have good self-care and hygiene.

We know that's easier said than done, but ensuring you have a good work life balance, regular days off, unpaid lunch breaks and catch ups with your manager really help.

Energy levels can be boosted by the right foods, mindfulness and exercise. We ask that you let us know any needed changes to your working hours due to personal circumstances.

We sometimes also ask that you participate in one on one check-in sessions with your boss about these topics.



If you're not well enough to work, you should call your manager as soon as you can and tell them what's wrong and when you'll be likely to return.

We understand that sometimes you may not be able to make the call yourself. If this is the case you should get a friend or family member to let your manager know. Make sure you keep your manager posted about how you feel and when you will likely return to work.

Do I need to show any evidence?

We may ask you to get a note from your doctor after the first day of your absence – but we'll only do this in exceptional circumstances. You or your manager should record all your sickness absence. As a leader repeated or excessive absences impact your team and their ability to deliver great QSC to our customers. Therefore, if you are off for a prolonged period of time you may be asked to step down a level from your current role. This is done on a case by case basis and is individual to the needs of the company at that time.

Will I be paid while I'm sick?

If you've passed your training period, have been a certified manager or above role for a year and have accrued sick days and you followed the above steps to communicate your needs appropriately we may grant you paid sick days. If you do not have accrued sick days and you are approved to return to work with food, but require light duty we may offer you to work in the back cash booth. This type of light duty is only made available on an individual case by case basis for a limited number of days. Your prolonged inability to perform required leadership job duties may result in a demotion and reduction in pay or termination of your position with us. We do all we can to accommodate requests but if you are not able to perform duties as described in your job description we may ask you to consider other roles within the store.

When you come back to work, we'll check in to see how you're doing

When you're well enough to come back to work, your manager will have a 'return to work' chat with you. It's a chance to talk about how you are, to catch up on anything you've missed, and to think about what we can do to help you stay well.

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Healthcare

Manager Eligibility

Leadership roles come with healthcare benefits. Federal laws require that you meet certain requirements to be eligible for company sponsored insurance coverage.

To save you time and for your piece of mind, we offer leaders private medical insurance at Levels 1-4 of coverage. To be eligible, subject following rules

- Must be 18 years of age or older
- Must work at least 30 hours each week
- If employee is out of work for a prolonged period they are responsible to pay the employee portion of their insurance premium by check, cash or money order.
- .Not only do you receive this coverage for yourself ,but you also have the option to cover your spouse and/or any dependent children up to the age of 26.

If you are a certified shift leader or above you will be eligible for company sponsored coverage with medical healthcare benefit. . You can receive full details of your options by going to the McDonald's Licensees and Ronald McDonald House Charities Health and Welfare Plan [click here for insurance benefit enrollment information.](#)

Insurance Benefit

Role	Covers	Employee Pays	We Pay
	Level 1		
Manager	Single	9.02% of wage	Remainder
In Training & Maintenance	Employee +1 Family	80% of premium 90% of premium	20% of premium 10% of premium
	Level 1		
Certified Shift Manager	Single Employee +1 Family	9.02% of wage 60% of wage 75% of premium	Remainder 40% of premium 25% of premium
	Level 1 or 2		
Assistant Manager	Single Employee +1 Family	9.02% of wage 60% of premium 70% of premium	Remainder 40% of premium 30% of premium
	Levels 1,2 or 3		
Kitchen & Assistant GM	Single Employee +1 Family	50% of premium 60% of premium 70% of premium	50% of premium 60% of premium 30% of premium
	Levels 1,2,3,4		
GM	Single Employee +1 Family	20% of premium 30% of premium 40% of premium	80% of premium 70% of premium 60% of premium
	Levels 1,2,3,4		
Supervisor	Single Employee +1 Family	10% of premium 20% of premium 30% of premium	90% of premium 80% of premium 70% of premium



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Emergency Procedures

We have an Emergency Plan for each store regarding loss of power, loss of water and weather related incidents. GMs and Supervisors are available to assist you if you encounter genuine, unexpected emergencies. They are your first call.

In the event of an emergency you are the leader and the first step is to remain calm and take steps to secure physical safety of your employee and secure the building.

[Click here](#) to find out more info on Safety. And here for [Security Practices](#).



Our safety

Your safety really matters at McDonald's and we are committed to minimizing the risk of injury or ill-health to our people. We have a duty to you, and your visitors, to ensure that our stores are a safe place to work .

As you know, we've got 12 different stores in Indiana and they all have their own unique layout and safety plans. Please see your GM for the Health and Safety Evacuation plans for your location. Above all as the leader in the store you must remain in the store, visible and accessible to your customers and team. Leaving the store unattended at any time is unacceptable and against our safety policy. Managers on break must remain inside the store, All staff should follow Safety and Security procedures regarding staggered open and close, cash, deposits, door locks, window locks, safety of minors and what to do in the event of an emergency.

Workplace violence

We're committed to providing a working environment that is safe and free of physical threats and violence of any type. We aim to ensure that all our people are treated and treat others with dignity and respect.

Click [here](#) for our **Workplace violence prevention policy**.

First aid

If your crew or customer have an accident or feel unwell whilst working, be sure to give aid and fill out appropriate incident forms. These forms are located in your office and must be called in to our insurance company within 24 hours. You should also inform your direct boss when if an incident occurs.

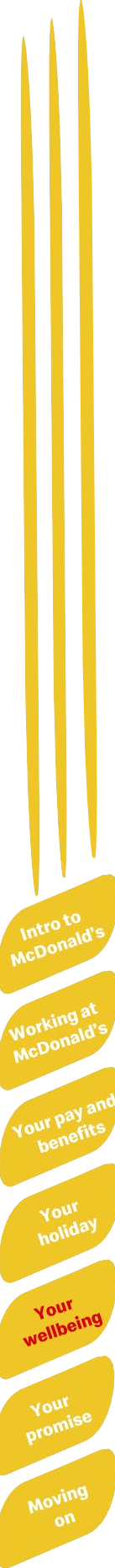
Fire evacuations

Every store has a unique plan, above all as a manager you must ensure the safety of customers and crew during a fire. Call your direct supervisor immediately after calling 911 and getting everyone to safety, so that they can provide assistance and direction of next steps.

Reasonable adjustment

We want to ensure that employees who have a disability are treated fairly and have access to the same opportunities as everybody else.

We are committed to ensuring that employees are not disadvantaged at work because of a disability, so talk to your manager to make sure you get the support you need.





“YOUR PROMISE TO US”

At McDonald's, we don't expect everyone to be perfect – but we do expect you to take pride in your work and treat each other with respect. We trust that you'll want to always meet the high standards of conduct we expect of you. But if your conduct falls below our expectations, we'll discuss the issue with you in a fair way.

Wherever we can, we'll try to resolve problems in the workplace informally but if it is serious or repeated, we'll need to take formal action

What's in this section?

- Standards of Business Conduct
- No Retaliation Policy
- Grievances
- Informal action
- Formal disciplinary action



A great leader encourages others to 'put your hand up' and encourages you to grow as an individual

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Conflicts of interest

A conflict of interest can happen when you have a relationship or outside activity that could be damaging to the company, such as working for a competitor or taking part in activities that involve our competitors.

You are responsible for disclosing any actual or potential conflict of interest situation to both our Chief People Officer and your manager. If you're not sure there's a conflict, talk to your manager or our People hotline at 812-844-5550.

Receiving gifts

Some outside contractors or suppliers of goods and services & customers may give small gifts to you at Christmas and other times to say thank you.

You may accept small token gifts in these situations if such gifts comply with our **gifts, favors and business entertainment policy**.



Standards of Business Conduct

At McDonald's, we have a global Standards of Business Conduct guide to the ethical and legal responsibilities that we share as members of the McDonald's family. This is not a complete rulebook that addresses every ethical issue that might arise, and is not a summary of all laws and policies that apply to McDonald's business. It is not a contract, and it does not replace good judgment. Rather, the Standards give us guidance and direct us to resources to help us make the right decisions.

You can access the full [Standards of Business Conduct here](#).

As part of McDonald's commitment to the highest standards of ethical and legal conduct wherever we do business, you will need to certify electronically, periodically that you have read the Standards of Business Conduct. You will need to confirm that you will live up to the responsibilities and expectations described in the Standards.

We have highlighted some headlines from our business conducts over the next couple of pages, but please read the full guide [here](#).

You may also want to take a read of our [public disclosure policy](#) and our [human rights policy](#).

Managing close relationships at work

McDonald's is focused on having a professional and safe workplace for all our people. For this to work out, we're all responsible for maintaining such an environment. Due to the amount of people that we employ along with the amount of time we spend at work, it's not surprising that some of our people may have a close personal relationship with a colleague.

While there's usually no problem with that, we do need to make sure that these relationships don't cause any issues at work, such as favoritism or perceived favoritism or conflict.

We've put together a [managing close relations at work policy](#), just so that everyone knows what to expect when it comes to employing, working with someone you're related to or being in a relationship at work. [Check it out here](#).

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Outside business interests

We all have personal interests we enjoy and causes we believe in. Whilst working for McDonald's, you may not, without the consent of the company, engage in or be interested in any other occupation or business.

The only exception is if you are a holder of shares or other securities of any company where such securities are at the time being quoted on any recognised Stock Exchange and where their interest in them does not exceed 1% of the aggregate amount of such security.

If you are considering taking on any work outside the company, you must have written approval from your manager. This is so we can make sure it doesn't affect your work for us or put you over the maximum working hours allowed by law.

Any questions should be discussed initially with your manager.

Inclusion

At McDonald's, we strive to promote and sustain a working environment, which is free from unlawful discrimination, harassment, victimisation and bullying .

A respectful workplace encourages us all to feel safe at work, enjoy what we do and get more satisfaction and enjoyment out of being at work. No-one wants to be worried or concerned about coming to work or have less enjoyable working relationships, so creating a respectful, inclusive environment is everyone's responsibility.

We aim to make sure that no job applicant or employee is treated less favourably because of their sex, age, marriage/civil partnership, sexual orientation, gender reassignment, disability, pregnancy or maternity, race, religion or belief (these are known in law as "Protected Characteristics") and that no-one is disadvantaged by conditions, requirements or practices which cannot be shown to be just and fair.

The way we recruit and work should ensure that employees are selected, promoted and treated according to their ability and that everyone has an equal opportunity to receive training and development.

We are committed to being an inclusive employer and will therefore always consider ways, within reason, of overcoming difficulties at work due to an employee's disability or chronic medical condition or other personal circumstances. This could involve, for example, adopting different working patterns or making other workplace adjustments.

If you experience or witness any inappropriate behavior, don't feel like you have to put up with it. Talk to your manager as soon as you can who will listen to your concerns and take appropriate action.

For more information click here for our [respect in the workplace policy](#), [anti-bullying and harassment policy](#) and our [diversity and inclusion policy](#).

Confidentiality

We all have a responsibility to protect the business and keep company information confidential. Whether it's about our ingredients and processes, our franchisees and suppliers, or internal discussions and documents, you must not share any information from the business with anyone, even if you leave McDonald's.

If you have any documents relating to the company and its business, you must give these back to us when you leave or make sure they are permanently deleted.



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Solicitation

We do not allow solicitation of any kind. If you receive written or mail materials please lay it aside and give it directly to your GM or Supervisor.

Social media

Social media is a great way for us to keep in touch with friends, talk to our colleagues and network on sites such as LinkedIn. But we need to be careful. Everything that is on the internet, whether that's on Twitter, Facebook, forums, blogs or even on LinkedIn, could be seen by journalists, competitors, suppliers and our customers.

We ask that you think about what you say, and remember our values. Never cause offence or harm to anyone when you're online and don't speak on behalf of McDonald's or do anything that might hurt our reputation. Never post illegal material (words or images) jokes or derogatory comments about another person, or anything that could embarrass, offend, bully or harass them.

We know that some teams use groups such as WhatsApp. These groups aren't overseen or managed by McDonald's and your participation is voluntary- please don't feel like you have to join if you don't want to.

To have a read of our full social media policy, [click here](#).

Media

Requests & Scams

As you'd imagine, McDonald's attracts attention from newspapers, TV and radio stations for information or interviews.

If the media gets in contact with you, situations like this a call to your direct boss, who is available 24 hours for any emergency situation. Call Ops Officer Sonny Morgan at 812-620-1600 if you cannot reach your boss.

You shouldn't divulge any information to the media, even harmless comments can be taken out of context.

Be aware of scam calls and alert your direct boss if concerned.

Using the internet and IT devices

Dependant on your role, you may use a laptop or other IT Device. A list of approved compatible devices may be found in full [here](#).

- **Software:** You should only use McDonald's approved software on any McDonald's device or system, unless you have approval from your manager or IT
- **Internet:** Access to the internet from McDonald's devices is for business use. Reasonable personal use is permitted, as long as it does not interfere with your job and that all use is in line with the policy. Do not share passwords.
- **Email:** You should not send inappropriate emails from your McDonald's device. Email is the most common method for viruses to attack our systems, so in order to protect McDonald's, do not open emails or attachments from addresses you do not recognize, and report suspicious activity to IT
- **Laptops:** Do not share McDonald's laptops or other devices without the approval of the IT department
- **USBs:** Avoid using USBs except where necessary, as it is mor



Contractual

Sections highlighted in yellow are contractual

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Work events

We're always pleased to see our people having fun off the clock as a well-earned reward for their great work.

Celebrations are important to us and we encourage the use of work dos as a way to help motivate and engage with each other. If you're at a work event, rules around your conduct and behaviour do still apply even if you have been drinking.

Ahead of these events, take a read of the business entertainment section of our [expenses policy](#) and our [anti-bullying and harassment policy](#).

Someone In Crisis

If you feel that a crew member, co-worker or customer is in need of immediate help please contact your General Manager.

If it is an emergency situation call the police. And then contact your General Manager or your Supervisor. Do not take it upon yourself to intervene. Remember, as a leader in our organization you are responsible for your employees and the safety of your customers and for maintaining a safe and secure restaurant.

Recipe for Success



1955 McDonald's
Hamburger Build

Toasted Bun Heel
Love
Care
Happiness
Listen
Sympathy
Being There
Toasted Bun Heel

1955 McDonald's
Hamburger Build

Toasted Bun Heel
Love
Care
Happiness
Listen
Sympathy
Being There
Toasted Bun Heel

Mental Health

In the fast-paced role as a leader at McDonald's we know that it requires a strong focus on your job duties and on your teams performance every shift. Leadership roles require expected leadership behaviors. If you are in crisis and cannot perform with a high level of accountability in your leadership role this may affect your mental health and ability to perform your assigned job duties. If you are struggling and we receive reports of concerning behavior that is inconsistent with our Safe and Respectful Workplace and Workplace Violence prevention policies this may affect your role and your employment status with us.

Criminal acts

Criminal offences outside of work can harm McDonald's reputation and undermine our trust in you.

If you've been charged with a criminal offence, you must tell us about it straight away. We'll look at all the facts and decide what to do. We might suspend you without pay until your case is heard or we might progress to a disciplinary hearing which could lead to your dismissal, depending upon the nature of the allegations.

If you're convicted, there's a stronger chance you'll be dismissed once we've investigated the issue and considered all the facts. If you're found not guilty, you can't claim back any pay you've lost while suspended.

Convictions for criminal acts which occur outside of work and which are relevant to your employment (e.g. shoplifting, fraud, assault, sex offences or anything that is detrimental to the company, especially having regard to our nature as a family orientated business.

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No Retaliation Policy

If, in the unlikely event you have concerns, we ask that you voice them as early as possible. You can raise them via your manager, via People Brand Standards Stop Sign Reporting Concerns process or by calling our Chief People Officer at 812-844-5550 . For further information, have a read of Safe and Respectful Workplace Policies.

Our people are often the first to know there may be something wrong within our business such as theft or fraud. However, they may not speak up because The aim is to provide a rapid mechanism under which genuine concerns can be raised internally.

If you have questions please see our [anti-retaliation policy](#).

Substance Abuse Policy

We are committed to providing a safe and healthy workplace for all employees and customers. For this reason, we adopted a zero tolerance policy against on the job substance abuse, whether alcohol, illegal drugs or abuse of prescription medicine us any leadership employee. The details of the policy are:

- Employees may not possess, sell trader or offer for safe alcohol, illegal drugs or other controlled substances on the job.
- Employees may not report to work undue the influence of alcohol, illegal drugs, or other controlled substances, or be undue such influence at ay time during their shift or on the property.
- Notwithstanding the above, employees may properly take properly prescribed prescription medication while on the job as long as the medicine will not adversely affect their ability to safely perform their job duties. Prior to reporting to work employees should consult their prescriber as to any adverse side effects of the medicine and let their GM know the response of their prescriber. Management staff will them make the determination as to whether the employee can independently perform require duties or should be sent home.
- This policy applies to managers, if you feel a crew employee may be abusing substances while at work you have a duty to notify your GM.

Drug Testing

We reserve the right to request drug testing of any leadership employee, at any time. This test will be conducted by our People Department or your GM or Supervisor. A positive result, not reflecting a valid prescription shall render the employee terminated. A positive result may also jeopardize any worker's comp claims. The results will be kept confidential.

Any employee refusing a drug test will receive disciplinary action, likely termination



Grievances

From time to time, our people may have problems or concerns about their work, working environment or working relationships that they wish to raise and have addressed.

The first thing you should try is talking to your manager to see if they can help you sort the problem. But if that doesn't work, you can raise a formal grievance.

The formal grievance procedure is outlined [here](#). Don't worry all grievance proceedings and documentation will be kept confidential.

Disciplinary procedure for performance

If the issue is to do with performance rather than your conduct, we'll follow the Performance Improvement Process. If your manager has any concerns about your performance, they'll raise this with you in your catch ups, then follow the Performance Improvement Process- details of this procedure can be [found here](#).

Informal disciplinary action

We all make mistakes and sometimes it's not appropriate for you to be formally disciplined, especially if it's the first time your conduct is not what is expected. On these occasions, we'll usually give you a caution, write up some actions and support you to improve.

Formal disciplinary action

If an issue is serious or your manager thinks it's not appropriate to use informal coaching and advice, we'll move into a formal disciplinary process.

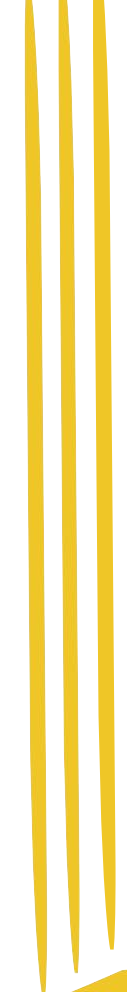
The disciplinary procedure comprises two phases, the investigation meeting and the disciplinary meeting. You may be suspended whilst the investigation takes place.

The purpose of the investigation meeting is to gather all of the information, but not to come to any conclusions or make any decision. The purpose of the disciplinary meeting is to review all of the information, possible disciplinary outcomes and make a decision.

Depending on the outcome of the disciplinary , the seriousness of the behavior and whether you already have a live disciplinary warning, there are various levels of action we can take:

- **Caution / Reprimand**
- **First Written Warning**
- **Final Written Warning with Demotion or Suspension**
- **Dismissal**

To read our full disciplinary procedure, [please click here](#). This also includes examples of misconduct which may lead to disciplinary action.



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IF YOU WANT TO MOVE ON

We hope you like working at McDonald's and want to stay, but we understand that sometimes people want to move on.

This section will give you all the information you need to know if you consider leaving the company.

What's in this section?

- Notice period
- Garden leave
- References
- Holiday pay
- Other

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“ The opportunities to learn more about the wider business and move into different roles is great! ”

References

To get a reference, you'll need to contact the People Services Helpdesk.

The reference will be based on the facts of your employment – position held on leaving, length of employment and reason for leaving .

Garden leave

After notice has been given by either party, McDonald's may at its discretion ask that you take paid 'Garden leave'.

This means that for all, or part of your notice period, we may ask you to carry out different or no tasks. We may also ask you not to talk to suppliers, customers, employees, agencies or representatives of the company.

Any accrued but unused holidays or paid time off cannot be taken during any period of Garden Leave.



Notice period

If you do decide to leave, unless your contract says otherwise you will need to work the below notice periods, which may be given by either party in writing:

Period of continuous service	Notice required
Probationary period	1 week
Beyond 1 year of Service	You must work out your posted schedule time

McDonald's also reserves the right to terminate your employment without notice, and is not required to pay full payment of the salary you would have expected to receive if you worked your notice period. If we have to dismiss you for gross misconduct, we won't give you any notice or payment in lieu.

You will have 90 days from leaving to request copies of payslips and other personal information. This will be via your personal email address. We also ask that you return all items lent to you by the company, such as computers, binder, uniforms, soon as possible, along with updating your LinkedIn or Facebook profile to let people know that you no longer work with us.

Paid time Off

If you leave, and have only worked for part of the calendar year, you will not be entitled to paid time off because it is pro-rated to the number of complete calendar weeks worked and often not all time owed is fully accrued until the later part of the year.

If you have taken more or less holiday than the holiday you've accrued, an adjustment (based on your normal rate of pay) will be made in your final salary payment. If you have taken more holiday, a deduction will be made. If you have taken less holiday, you will receive an additional payment calculated on a pro-rata basis.

If you are dismissed for gross misconduct, resign without notice, or have unauthorized absence and fail to return despite formal company communication, you will only be entitled to actual amount of hours worked. Any additional holiday given is non-contractual.

You cannot take holiday or PTO pay after notice has been given by either the employee or the company, unless this has been agreed by human resources at the time..



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Leadership
Resources**

Readiness for Advancement Checklist

(Used to evaluate readiness of crew for promotion to Shift Leader)

Candidate Name: _____

Payroll ID: _____

Manager Name: _____

Date: _____

Minimum Qualifications

Check YES/NO for each statement

- Crew member is at least 18 years old (or will be by time of promotion).
- Availability meets restaurant needs (nights, weekends, holidays).
- Shows up on time and comes in when scheduled.
- Verified on ALL Crew stations and can model performance standards.
- Performance appraisal ratings meet or exceed standards.
- Has transportation to make bank deposits or deliver/pick-up products (optional).

YES on all continue to next section

YES	NO

Fundamentals

Check ALMOST ALWAYS or NEVER/RARELY for each statement.

PEOPLE

- Modifies own behavior and approaches to situations with sensitivity based on others backgrounds (ethnicity, gender, age, etc).
- Keeps team members informed with relevant information.
- Demonstrates behaviors of a coach.
- Trains other crew using the 3-step method and proper training tools (i.e. FRED)
- Presents a Hospitality First mindset and puts the Guest first.
- Handles complaints calmly and effectively; is friendly to guests and crew under difficult working conditions.

Almost Always	Never/Rarely

SAFETY/SANITATION

- Keeps safety at the forefront of all work activities and motivates others to follow safe work practices.
- Maintains critical standards for raw and finished product quality, cleanliness and sanitation.
- Properly manages and executes all food safety and sanitation requirements and practices.

SELF-ACCOUNTABILITY

- Maintains a professional appearance.
- Follows through on tasks.
- Displays confidence in ability to perform job.
- Completes work without requiring close supervision.
- Able to receive an act on developmental feedback.

DECISION RULES

- If all 14 fundamentals checked Almost Always proceed to Realistic Job Preview.
- Any item scored Never/Rarely must be addressed before proceeding.



SHIFT MANAGER COACHING PLAN FOR SHIFT MANAGER TRAINEES

General Managers YOU are now THE COACH of each future LEADER in your store

SHIFT MANAGER'S NAME:		NATIONAL STORE #	
GENERAL MANAGE COACH:		SUPERVISOR:	
DEPARTMENT MANAGER ASSISTANT COACH:		DEPARTMENT MANAGER ASSISTANT COACH:	
<p>GENERAL MANAGER COMPLETES PREREQUISITES ONE WEEK PRIOR TO SHIFT TO THE NEXT LEVEL CLASSES:</p> <ul style="list-style-type: none"> <input type="checkbox"/> MIT is Crew Trainer Verified and has completed Crew Training Program. <input type="checkbox"/> Readiness for Advancement Interview with Supervisor. <input type="checkbox"/> Email is Verified correct in E Restaurant <input type="checkbox"/> Coded 648 (CT) in eRest <input type="checkbox"/> Has eID <input type="checkbox"/> Completed Campus: Intro Journey to Shi Leadership Module on FRED (5 minutes) <input type="checkbox"/> Approved for STTNL by Supervisor <input type="checkbox"/> Shi Leader Role Profile reviewed with GM/Supervisor 			
<u>Seng Expectations: GM completes following tasks with MIT</u>		<u>Verified/Reviewed & Acon Needed (if any)</u>	
Teach MIT how to log in to FRED & review required coursework and this training plan with them			
STTNL Prework (30 min) Ensure MIT can pull and read: Daily Activity Report (Put app on their phone), DT/FC/MFY/Sales Reports, Give Discounts, Promo, Emp Meal Policy and process on POS.			
STTNL Prework (60 min) BOS: Log In, Time Punch Edits, Transfers, DSPT Coaching: How to pull & overview, Entering waste, Post Shi			
STTNL Prework (30 min) How to read and adjust E Production, How to read Zoom Timer, How to read Leader Board, Add to Group text w/guidelines on how, when and what to communicate in group			
STTNL Prework: (30 min) GM give MIT STTNIL Class schedule dates, Uniform and proper shoes required for STTNL, No missing class, Attend and participate, be ready, do homework, be kind to fellow classmates. Be on me. Hat required for in store classes. Set up dates MIT with meet 1:1 with GM bi weekly during STTNL			
MIT reviews "Shift Leader Role Profile" with GM and/or with Supervisor. GBS Leadership Behavior expectations. Requirements and availability are discussed			

Work with MIT to Verify them on all Crew Stations and verify that Crew Training Roadmap modules are complete on FRED.	
After MIT is Crew Trainer Verified, schedule them to conduct training for 3 New Hires on their shifts over the next week.	
Review "Session 1: Intro to Management" section of GBS Restaurants Shi Leader Training Guide" with MIT so that you know what training they will do during in STTNL Class and Homework required.	
Equipment Expert List: GM Schedules Equipment Training with GM or DMs, 1:1 Coaching and Training is completed using "Equipment Expert" (list on Page 30 in STTNL book) This should be planned and conducted over a 1-week period. Then GM should VERIFY that the transfer of training knowledge is complete. DO NOT SKIP this essential step in MIT training. They need to know how to clean, troubleshoot, do Planned Maintenance and care for all equipment. GM and MIT should sign page 30 once MIT is verified.	
GM discusses "Leading Talent Development" questions with MIT (Page 16 in STTNL Guide)	
GM reviews requirements to attend Leadership Transitions Class GM assigns and assists in setting up ServSafe account and instruct on how to access 10 ServSafe modules (using QR Code in STTNL book)	
MIT discusses areas of interest in future learning and development opportunities with GBS & their role in assisting team to achieve goals	
MITs discuss "People Practices system map" with GM. GM discusses "Restaurant Listening Action Plan" People Scorecard and Retention goals with MIT.	
MIT reviews "Shi Leader Role Profile" with GM and/or with Supervisor. GBS Leadership Behavior expectations are discussed	
GM and MIT complete Session 1 Activity: Competencies 8 Leadership Behaviors. (Begin on Page 24 of STTNL Book)	
Have MIT log in to fredatmcd.com and show you their progress on "Shi Leadership" Modules (You will need to do this step each week)	

Shi Leadership Trainee (MIT)

General Manager

Session 1 Coaching Complete Date _____

Shi Leader:	Coach:
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SHIFT LEADER ROLE PROFILE

OVERVIEW

A GBS Shift Leader is responsible for providing leadership to crew and other managers during a shift to ensure great QSC to our guests.

Shift Leaders plan for each shift, monitor performance during the shift, take action to ensure the team is meeting McDonald's standards, monitor Safety, Security, and Profitability, and communicate with the next Shi Leader to help prepare him/her to run a great shift, too.

Shift Leaders are also responsible for meeting targets during their shift and for helping their assigned departments meet their goals.

RESPONSIBILITIES

FOOD SAFETY

- Complete and verify Daily Food Safety Checklist •
Monitor Food Safety procedures during the shift.

INTERNAL COMMUNICATION

- Read messages from managers communication group messages, manager meeting store goals.
- Communicate with manager on shift and identify sales trends/problems; Coordinate with Area Leaders during shift
- Communicate shift targets and station expectations to all; Coach into position
- Monitor and communicate progress toward targets throughout the shift
- Communicate results and opportunities to the crew and to next manager; Coach out of position Thank team

PEOPLE PRACTICES

- Check crew appearance
- Coordinate breaks for team
- Enforce all applicable labor and employment laws and McDonald's policies. Minor safety and guidelines are priority
- Say "Thank You" Be Kind. Give recognition to all team members. Be fair and consistent to all on the team

INVENTORY MANAGEMENT

- Maintain stock levels for 24/2
- Receive products by checking order accuracy, quality and condition.
- Track raw and completed waste each shift before leaving

SAFETY & SECURITY

- Ensure cash controls are in place for each shift (safe contents, skims, deposits,+/-)
- Check security equipment for proper operation
- Maintain safety and security during the shift
- Use staggered method of open/close
- Enforce all applicable laws and policies

TRAINING (CREW)

- Ensure training device is charged and ready for use
- Review training/cross- training needs for crew
- Monitor execution of training on each shift

SERVICE

- Monitor and correct service procedures
- Seek guest feedback during travel paths
- Document customer complaints and action taken in managers communication
- Follow customer recovery process when appropriate

PRODUCTION

- Monitor and correct production procedures
- Monitor cabinet levels
- Monitor UHC for correct holding times and follow correct waste procedures
- Monitor finished food quality

SCHEDULING (CREW)

- Review crew scheduling for proper staffing
- Ensure labor controls are in place each hour, each shift
- Fully complete DSPG and maintain Peak Hour Readiness according to Best Positioning Principles and Kitchen Efficiency Tool

PLANNED AND DAILY MAINTENANCE/CLEANLINESS

- Identify and respond to equipment and physical plant failure/unplanned activities
- Verify completion/follow- up on all cleaning tasks
- Verify completion/follow- up on all Planned Maintenance tasks

PERFORMANCE TARGETS

- Sales actual vs. projected Assigned Training, PM & Cleanliness tasks, Shi Cleanliness
- Drive-thru car counts OEPE/KVS/R2P & DT/FC SERVICE metric
- Pre-shift checklists complete TPCH/TPMH Labor Accountability
- Travel Paths complete Cash +/- Raw and Completed waste %

GBS Leadership Behavior includes:

- Building trust and gaining respect
- Understanding your impact as a leader
 - o Using emotional intelligence to improve you and your team's ability to perform
- Motivating and engaging each individual on your team
- Understanding how behavioral styles impact performance
- Delegating
- Connecting positively with all those you come into contact with
- Understanding the difference between feedback and coaching and how/when to use

In signing I agree that I have read, reviewed and understand the requirements for entering Shift Leader Training Shift to the Next Level Classes. Also, GBS Shift Leader expectations, Role Profile and 8 Leadership Behaviors have been reviewed with me and I commit to do my best to meet these expectations. I will attend class, work shoulder to shoulder with my coaches. I understand that 70% of my learning happens on the floor, 20% is learned from my coach in on the floor training and feedback and 10% is classroom time. All of these learning experiences combine to give me the tools and skills needed to run great shifts. At the end of my required program, the company will have invested over \$10,000 in development for my Shift Leadership Training. I agree that the Stieglitz Family and Leadership Team is choosing to invest in me. I fully realize that my future opportunities depend upon my dedication and commitment to GBS learning program. I understand that as a Shift Leader at this organization I must be willing and able to travel to or transfer to any location in need. I agree that will participate, fully engage myself and will give and receive feedback in order to grow every step of my journey to success.

Shift Leader Signature

Date GM/Supervisor Signature Date

New Leader Coaching Plan

Shift Leader:	Coach:
Shift Leadership Set up for Success: On the floor Coaching Session 1 Time required: 1 Hour Who: MIT and GM	Verified/Reviewed & Acon Needed (if any)

<u>SHINE Hospitality Role Model: On the floor Coaching Session 2</u> Time required: 1 Hour Who: MIT and GM	<u>Verified/Reviewed & Acon Needed (if any)</u>
Work with MIT to Verify them on all GEL Station and verify that Crew Training Roadmap modules are being completed on FRED.	
Aer MIT attends SHINE STTNL Session 2, they should be scheduled at least 2 hours to work with GELs to improve execute as designed in the restaurant. All omni-channels should be coached and feedback given	
GM: Ask the Shi Leader MIT what “Golden Moments” they have created in the last week	
GM and MIT review current VOICE SCORES on SMG site. Read comments together and discuss “How the customer should have been treated differently” regarding 1s & 2s	
Go to PACE Results: Review standings in OSAT, OEPE, R2P, KVS, EPB2B GM discusses OEA visits, VOICE, Customer 800 Concerns, Service Department Acon Plan and speak to MIT about how store could improve on SERVICE: Accuracy, Fast, Friendly, Execute as Designed,	
GM evaluates Shi Leader MITs Focus on Service Report from QSR So. GM Runs this weekly and DMs and GM give feedback to MIT GM discusses how DSPT and Best People Practices can help improve PACE and Shi Leader should plan in advance to execute great SERVICE.	
MIT discusses areas of interest in future learning and development opportunities with GBS & their role in assisting team to achieve goals	
MITs discuss “People Practices system map” with GM. GM discusses “Restaurant Listening Acon Plan” People Scorecard and Retention goals with MIT.	
MIT reviews “Shi Leader Role Profile” with GM and/or with Supervisor. GBS Leadership Behavior expectations are discussed	
GM and MIT complete Session 1 Activity: Competencies & Leadership Behaviors. (Begin on Page 24 of STTNL Book)	
Have MIT log in to fredatmcd.com and show you their progress on “Shift Leadership” Modules (You will need to do this step each week)	

Shi Leadership Trainee (MIT)

General Manager

Session 2 Coaching Complete Date _____

<u>Shift Leader:</u>	<u>Coach:</u>
<u>Production Leadership: On the floor Coaching Session 3</u> Time required: 1 Hour Who: MIT and GM or Kitchen DM	<u>Verified/Reviewed & Acon Needed (if any)</u>
Work with MIT to Verify them on all Production stations and verify that Prod Crew Training Roadmap modules are completed on FRED.	
Aer MIT attends PLX STTNL Session 3, they should be scheduled at least 2 hours to work as Prod Leader to improve execute as designed in the res All omni-channels should be coached and feedback given	
GM: Ask the Shi Leader MIT what “Gold Standard Quality”, “GBS Food Safety” and “GBS Food Cost” expectations are	
GM and MIT review current VOICE Quality, Accuracy and Clean SCORES on SMG site. Read comments together and discuss “How the customer should have been treated differently” regarding 1s & 2s	
Go to PACE Results: Review standings in OSAT, OEPE, R2P, KVS, EPB2B GM discusses OEA visits, VOICE, Customer 800 Concerns, Service Department Acon Plan and speak to MIT about how store could improve on Production Quality, Accuracy, Fast, Friendly, Execute: Gold Standard	
GM evaluates Shi Leader MITs Focus on Service Report from QSR So. GM Runs this weekly and DMs and GM give feedback to MIT GM discusses how DSPT and Best People Practices can help improve PACE and Shi Leader should plan in advance to execute great Quality, Food Cost and Speed to keep engine of Kitchen running	
MIT discusses areas of interest in future learning and development opportunities with GBS & their role in assisting team to achieve goals	
MITs discuss “Production system map” with GM. GM discusses “Food Cost Acon Plan”, “CFV and Food Safety Visit results TTM”, Targets for PAC, KVS, OEPE, Park % and Production Team Retention goals with MIT. GM coaches MIT on their production area leadership & ebi	
MIT reviews “Production Leader Role Profile” with GM and/or with Supervisor. GBS Leadership Production expectations are discussed: Food Safety, eProd, Kitchen Efficiency Tool, DSPG. Coaching, Prep Follow Up, Clean, & Equip care, PM all On-the-floor in Prod Area	
GM and MIT complete Session 3, Post PLX Acon Plan from MIT STTNL Book and schedule follow up meeting to discuss progress	

Have MIT log in to fredatmcd.com and show you their progress on “Shi Leadership” Modules (You will need to do this step each week)	
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Leadership Trainee (MIT) _____ Shift
 Complete Date _____ General Manager Session 3 Coaching

<u>Shi Leader:</u>	<u>Coach:</u>
Pre-Shi Planning: On the floor Coaching Session 4	Verified/Reviewed & Acon Needed (if any)
Time required: 1 Hour Who: MIT and GM	
Work with MIT to Verify them on all Equipment and verify that Journey to Shi Leader modules are being completed on FRED.	
Aer MIT attends Pre Shift Planning Session, they should be scheduled at least 1 hour per day to conduct and plan for Pre-shifts/Post Shi evaluators; And receive coaching from GM/DMs	
GM: Walks with the MIT Shfti Leader to show and discuss Pre-Shi Expectations in all areas, inside and outside	
GM and MIT review current VOICE Quality, Accuracy and Clean SCORES on SMG site. Read comments together and discuss “How the customer experience could have be different if Pre-Shift and station expectations were communicated to the team” regarding 1s & 2s	
Go to PACE Results: Review standings in OSAT, OEPE, R2P, KVS, EPB2B GM discusses OEA visits, VOICE, Customer 800 Concerns, Service Department Acon Plan and speak to MIT about how store could improve on Production Quality, Accuracy, Fast, Friendly, Execute as Designed by using Pre-Shi, Coaching, Expectations, DSPT and Targets in preparing for Running Great Shifts	
GM evaluates Shi Leader MITs Focus on Service Report from QSR So. GM Runs this weekly and DMs and GM give feedback to MIT GM discusses how DSPT and Best People Practices can help improve PACE and Shi Leader should plan in advance to execute Planning	
MIT discusses areas of interest in future learning and development opportunities with GBS & their role in assisting team to achieve goals	
MITs discuss “Shift Management system map” with GM. GM discusses “Store Acon Plan”, “CFV and Food Safety Visit results TTM”, Targets for PAC, KVS, OEPE, Park % and Crew Training Plan on shift,GM coaches MIT on their Planning for Pre-shift 24 hrs ahead, Stock, Product, DSPG effectiveness, Labor Tracking, Targets, etc	

MIT reviews stores TTM Pace Goals, How MIT can help improve results and Planning for Success each day, Execute Pre-Shi Planning Excellence: Prioritizing 1, 2, 3.4 & Post Shi Hand off routines	
Have MIT log in to fredatmcd.com and show you their progress on “Shi Leadership” Modules (You will need to do this step each week)	

Trainee (MIT) General Manager

Session 4 Coaching Complete Date _____

<u>Shift Leader:</u>	<u>Coach:</u>
<u>Production Leadership: On the floor Coaching Session 5</u>	<u>Verified/Reviewed & Acon Needed (if any)</u>
Time required: 1 Hour Who: MIT and GM	
Work with MIT to Verify them on Service and Production Area Managers Verifications and verify that Journey to Shi Leader modules are being completed on FRED.	
GM Reviews Safety and Security maps, Discusses Foundations Crew Training: Food Safety, Safety, Security and SRIW. they should be scheduled at least 4 hour per day to run Shis with GM or DM as their coach and plan for Shift Manager evaluations	
GM: Walks with the MIT Shi Leader to show and discuss During the Shi Expectations in all areas, inside and outside: Travel paths, Coaching, Managing Danger Zones	
GM and MIT review current Shi Results (using Shi Mgr Summary on QSR), VOICE Quality, Accuracy and Clean SCORES on SMG site, Customer 800 or in store recovery opportunities seen. Read comments & QSR result reports together and discuss “How the customer experience could have be different if Shi Management excellence was happening” regarding 1s & 2s, Also discuss Root Causes using 5 Whys, Now/Future Actions, Frequent Feedback, Table touches and Crew Training and Recognition might prevent 1s & 2s	
Go to PACE Results: Review standings in OSAT, OEPE, R2P, KVS, EPB2B. GM discusses CFV visits, VOICE, Customer 800 Concerns, Department Acon Plan and speak to MIT about how Shi Manager MIT could improve on Production, Quality, Accuracy, Fast, Friendly, Execute as Designed by using Coaching, Expectations, DSPT and Targets when Running Great Shifts and what they are excelling at too	
GM evaluates Shi Leader MITs Focus on Service Report from QSR So. GM Runs this weekly and DMs and GM give feedback to MIT. GM discusses how Shi Manager MIT communication impacts shift and teamwork	

GM reviews "Customer Facing Visits" with MIT and Schedules announced and unannounced CFV visits on MIT within 1 month. MIT must pass these in order to move forward to running shift alone.	
MITs discuss "Shift Management system map" with GM. GM discusses "Store Acon Plan", "CFV and Food Safety Visit results TTM", Targets for PAC, KVS, OEPE, Park % and Crew Training Plan on shifts, GM coaches MIT on their Planning for Pre-Shi 24 hours ahead, Stock, Product, DSPG effusiveness, Labor Tracking/Actual %, Targets, etc, GM Reviews "Shift Manager Verification" with MIT and Schedules MITs Shift Manager Verification	
Have MIT log in to fredatmcd.com and show you their progress on "Shi Leadership" Modules (You will need to do this step each week)	

Shift Leadership Trainee (MIT)

General Manager

Session Coaching Complete Date _____

<u>Shift Leader:</u>	<u>Coach:</u>
<u>Food Cost, Cash and Food Safety: Coaching Session 6</u> Time required: 5 Hours/week Who: MIT and GM	<u>Verified/Reviewed & Acon Needed (if any)</u>
GM/DMs work with MIT to Verify them on all Equipment and verify that Journey to Shi Leader modules are completed on FRED. Schedule Servsafe for MITs	
GM completes Food Cost Audit (On the Floor) with MITs. Then MIT discusses how coaching, and expectations can correct food costs. GM covers QCR components with MITs	
GM: Walks with the MIT Shi Leader to conduct "Unannounced Food Safety Visit" discusses opportunities and how to stay ready for these and Eco Sure visits. Shows MIT where all documents are kept and why each are essential.	
GMs conduct shoulder to shoulder Daily Food Safety Checklist training with MIT. MIT then does another Daily Food Safety Checklist and GM verifies that the MIT demonstrates knowledge and understanding confidently.	

GM coaches MIT on Food Safety during shifts, over 2 weeks me. Gives feedback. Checks completion and conducts knowledge checks.	
GM conducts “Daily Food Safety Audit” with MIT shoulder to shoulder to train, then schedules and assigns them during MITs shifts.	
GM discusses Cash, Refunds, Profit and Labor results with MIT and their role in those results.	
GM evaluates Quality, Food Safety and Food Costs during MITs Shifts, on the floor for 2 weeks & schedules feedback	
GM verifies OTP 1 Training is complete and conducts Tech walk thru with MIT	
Have MIT log in to fredatmcd.com and show you their progress on “Shi Leadership” Modules and review Learner Journal on FRED and answers any questions.	

Shift Leadership Trainee (MIT):

General Manager:

Session 6 Coaching Complete Date _____

<u>Shift Leader:</u>	<u>Coach:</u>
<u>MIT verification successful:</u> Time required: 1 Hour/week Who: MIT and GM	<u>Verified/Reviewed & Acon Needed (if any)</u>
Area Leader Verifications: Service, Production and GEL	
Food Safety Unannounced Visit	
Food Safety Daily Checklist Completed	
Shi Manager Verification Internal (verified by GM)	
Shi Manager Verification External (Completed by Supervisor)	
OTP 1 Certified	
ServSafe Certified	
Passed CFV (completed by GM)	
FRED Journey to Shift Leadership 100%	

Leadership Transitions Graduate	
Post LT Acon Plan Complete	
MIT is eligible for Bonus and wage increase: Change code in eRestaurant from 739 to 647	

Congratulations Shift Leader and GM!

Shift Leadership Trainee (MIT)

General Manager

MIT Coaching Complete Date _____

