

Defining Hospitality, Hospitality Standards

- Discuss hospitality and why it is so important.
- Review the Make it Promise.
- What do customers expect from McDonald's?
 - Make their meal correctly every time
 - Make their experience special
 - Prepare everything for them in a short amount of time
- Focusing on Hospitality requires you to be aware of 3 things:
 - Yourself
 - The Restaurant
 - Customers
- How does a clean uniform impact Hospitality?
- How does a clean restaurant impact Hospitality?
- Describe what Guests want and how it's important to look at it from the Guests viewpoint (or be in "their shoes").
- What can you do proactively to ensure the restaurant environment is clean and ready for customers?

Importance of Attitude

- How does your body language and positive attitude impact Hospitality and help create a great first impression?
- Name two actions you can take to influence the customers attitude.
Always be polite, don't rush customers, listen to the full order before clarifying orders, and handle special requests with a smile.
- Customer recovery from Ow! to Wow! What can you do to turn a customer complaint around?
Listen, apologize, solve, thank
- Demonstrate ways to Make it Right.
- Demonstrate ways to Make it Special
- Demonstrate ways to Make it Fast.
- Demonstrate warm and friendly behaviors to connect with customers.
- What are some examples you can do proactively to create meaningful moments for customers?
- What are some common customer complaints that you should be able to handle?
 - Providing a missing food item
 - Correct a wrong order
 - Replace a cold food product
 - Fix a sandwich if it was not prepared correctly
 - Offer to replace a spilled beverage

This is an optional resource for independent franchisees who choose to use it. Independent franchisees are exclusively responsible for creating, disseminating, and enforcing their own employment-related policies and practices. Franchisees are independent employers and each franchisee and each franchisee restaurant is unique. Franchisees may choose to use all, some, or none of this resource in operating their McDonald's restaurant(s)

If you work for a franchisee organization, please check with your franchisee, or the person designated by your franchisee (for example your General Manager), to determine whether and which of these resources your franchisee has chosen to use, if any.

The Fundamentals of Quality

- Define QSC&V. Discuss what each term means at McDonald's.
 - **Quality** = Delivering hot, fresh food accurately
 - **Service** = Treating customers like valued guests
 - **Cleanliness** = Keeping yourself and the surroundings spotless
 - **Value** = giving customers their money's worth
1. **Clean.** *There is no visible debris on counters, tables, equipment, floors. Environment is neat and free of harmful levels of contamination.*
 2. **Quality.** *Product is always at the right temp, is fresh, and is cooked, warmed, or chilled properly and perfectly.*
 3. **Accurate.** *Food is assembled exactly as ordered, order contains all items and condiments, napkins, straws.*
 4. **Friendly.** *Greet guests, eye contact, smile, be sincere, personal touch, "Kids are the stars," anticipate needs.*
 5. **Fast.** *Order takers stay in position, FC and DT work together to get guests orders quickly, teamwork to assemble perfect orders quickly, attentive to guests' needs and assist quickly.*
- Explain Product life, Shelf Lives, and your responsibility to support Food Quality
 - Show & explain the importance of Prep, stock and production charts

Importance of Food Safety

- What are the 5 areas within our Scale For Good commitment?
- When should you apply a new shelf life to a food item?
- If you see a food item with a primary and secondary shelf life, which do you use?
- In what instances are you required to waste a product?
- What is the purpose of eProduction?
- Name the eProduction Monitors.

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Food Safety & Bacteria

- What is food safety?
Effective procedures that ensure food is free of harmful bacteria, viruses, or other harmful substances.
- What are bacteria?
Microscopic organisms found everywhere.

Food Storage Temperatures

- Explain why it is important for food to be maintained at the proper temperature. What are the storage temperatures for frozen, refrigerated, and hot products?
Bacteria can grow on food that isn't kept below 40°F

Hygiene

Hand Washing

- Explain proper hand washing and why it is so important. Explain how hourly handwashing works in your restaurant.
- List three instances when hands need to be washed. Demonstrate how to properly wash hands

Basic hygiene practices

- List three basic hygiene practices

Using blue disposable gloves

- List two instances when blue disposable gloves need to be worn

Using clear or white disposable gloves

- List two instances when clear or white disposable gloves need to be worn

Removing and discarding gloves

- Describe when disposable gloves need to be removed and discarded

Contamination

Cross Contamination

- Describe how to avoid cross contamination
- Using the correct glove and hand sanitizer procedures
- Using clean/sanitized towels properly
- Using proper utensils, i.e. using the yellow Hutzler spatula only to break yolks on round eggs

Chemical Contamination

- Describe how to avoid chemical contamination
- Store food at least 6 inches off the floor
- Follow instructions on cleaning products
- Keep chemicals in designated storage areas
- Keep chemicals in properly labeled containers

Physical Contamination

- Describe how to avoid physical contamination
- Keep foreign objects out of food
- Cover food properly before storing
- Keep food cases off the floor
- Don't remove carton flaps from the meat cases when storing them in the grill side freezer

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Preventing Fires

Using your head to prevent fires

- Describe three precautions you can take to prevent fires in your restaurant
Keeping filters in place and the exhaust fan on; Keep ansul nozzles in place and covered with red caps; fill vats with oil before unit is turned on; cleaning up any oil that is on the floor before operation; be alert for gas odors or frayed electrical cords
- Show where these extinguishers are in your restaurant (In case of a grease fire, cover the vat & notify a manager immediately)

Preventing Falls & Lifting Safely

Preventing falls

- Describe three ways to prevent falls. Why are shiny floors dangerous?
 - Keep the floor clean and dry; clean up spills right away; use caution signs; clear away snow & put melting substance on ice
 - Always wear slip-resistant shoes

Keep lifting simple and painless

- Demonstrate proper lifting technique

Chemical Safety and PPE

Use chemicals carefully

- Why is it important to read the labels on cleaning chemicals?

Basic Security Procedures

Pay attention to security/money procedures

- Is giving food away really considered theft?

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Confidential and Proprietary Information – For Internal Use by McDonald's System Only
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- What you should do during a robbery
 - *Remain calm; do exactly what you are told; don't argue or hesitate; give the robbers what they want; don't do anything that would put you or anyone else in danger & study the appearance and the actions of the robber*
 - *How to identify a counterfeit bill: it doesn't have small red/blue fibers woven into the paper; doesn't have a strip you can see by holding it up to the light (on bills larger than \$1; the printing is not clear and sharp; A security pen (if available) turns the bill black; the watermark doesn't match the face on the bill*

How to identify a short-change attempt

- Customer typically orders a single or \$1 item
 - They almost always use a \$20 bill, but occasionally a \$50 bill
 - Pays with a \$20 bill, then asks for it back – **DON'T DO IT!** If someone asks to switch the bill once your drawer has been opened, shut your drawer and the drive-thru window and call a manager for assistance.
- Why is loitering not allowed? Who's hanging around?

Handling Special Situations

Special situations

Describe your restaurant's procedures for the following: violence; restaurant evacuation; dealing with Media; handling fires

Personal Protection Equipment (PPE)

Discuss proper use of PPE and show where to find filtering PPE (face guard, heat resistant gloves, etc.)

- Review OSHA protocols