

## 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.

This is an optional resource for independent franchisees (who choose to use it). Franchisees are independent employers and each franchisee and each franchisee restaurant is unique. Therefore, Franchisees may choose to use all, some, or none of this resource in operating their own McDonald's restaurant(s).

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