

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.