

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?

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

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

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- 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