

Overview

Prep Basics

- Demonstrate understanding of product holding times, Tempering, First-in, First-out (FIFO) rotation system & secondary shelf lives

Stocking & Cleaning

- Wash hands and role model good hygiene
- Check and maintain stock levels during shift
- Station & floor cleanliness during shift
- Use the Station Guide as a visual during training

Shelf Life & Holding Times

- Bulk Ketchup and Mustard (24 hrs once opened)
- Mayonnaise, Mac & Tartar Sauce (24 hrs)
- Dehydrated Onions (24 hrs refrigerate & prep table 4 hrs)
- Regular Pickles (24 hrs in brine & prep table 6 hrs)
- Crinkle Cut Pickles (30 days & chilled rail 4 hrs or prep table 2 hours)
- Lettuce (24 hrs refrigerated & prep table 2 hrs)
- American Cheese (72 hrs prepped in container refrigerated & prep table total 4 hrs)
- Roma Tomatoes (24 hrs & prep table 2 hrs or 4 hrs in chilled rail)
- Squeeze Bottle Sauces and Glazes (7 days once bottled & room temp 4 hrs)
- Burrito Mix (Thaw time: Minimum 24 hrs & 24 hrs once assembled)

FIFO Squeeze Bottles

- Clean and sanitize area & remove sauce from storage areas.
- Pick the correct caps and identification rings.
- Fill empty squeeze bottle – NEVER mix new sauce with old product.
- Cover and cap bottles.
- Cover opening with plastic wrap (until ready to use) and screw on correct cap.
- Label bottles with expiration date and time.
- Temper sauces at least 4 hours before use.
- At close, remove caps and ID rings to be washed, rinsed, and sanitized.
- Cover with plastic wrap and put on new cap and ID ring. Store squeeze bottles in walk-in fridge or reach-in cooler. Use first the next day.

Practice Prepping Products

- Dress table products
- UNSWEETENED/SWEET tea & Iced coffee
- Assemble Burritos & any other products needed for your restaurant

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.

Safety

- Walk new Crew through things to look out for such as spills, unsafe conditions, or items in need of repair
- Look out for food safety hazards
 - Wear blue gloves when handling raw proteins and loading the basket
 - Use dedicated tools for the fryer station
 - Ensure all items in reach in freezer are solidly frozen (temp should be maintained at or below 0 to -10F)
 - Look out for undercooked product – **If a product does not look cooked, do not serve it**
- Be careful when loading baskets.
 - Load **AWAY** from the oil
 - **NEVER** load baskets over a vat
 - Wait at least 30 seconds before lowering another basket in the same vat

Stocking & Cleaning

- Wash hands and role model good hygiene
- Check and maintain stock levels during shift
- Station & floor cleanliness during shift
- Use the Station Guide as a visual during training
- Check temperature settings, oil levels & quality, eProduction UHC Monitor and discuss how to discard expired product

UHC and eProduction

- Familiarize new Crew with the UHC and eProduction monitors
- eProduction
 - Explain that the UHC monitor indicates how much product is to be cooked and held at any given time and is the

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.

production system for UHC management

- UHC
 - Review UHC holding time, temperature, as well as maximum quantity in the tray
 - Vertical Cabinet Management (VCM) - All the items in the UHC should be set up vertically to show how many slots are dedicated to each ingredient.
 - The waste bin for expired products, when and what it is used for

The Frying Process

- Walk new Crew through the fryer process
- Follow eProduction UHC monitor levels for each product
- Prepare the fryer by selecting the correct basket and setting
- Cook the product by placing into the assigned vat – once submerged in oil, start the cook cycle by pressing the button
- Once the timer sounds, remove the basket from the vat, drain for 5-10 seconds, and place into dedicated UHC tray
- Place cooked product into an empty UHC slot and start the timer
- Maintain oil quality by skimming the vats every 30 minutes and more often through peak periods – **Do not skip auto filtering**

Cleaning

- Walk new Crew through Clean As You Go (CAYG): vats, oil, area floor

Station Training Aid: Fryer



- ❑ Fryer equipment
 - 4-Step Sanitization (wash, rinse, sanitize, and air dry) of fryer tools and UHC trays
 - The skimmer can

NOTE: By washing equipment every 4 hours, it removes both debris and bacteria. Making it safe and hygienic. **Safety tip** – Let items dry thoroughly before returning them to the vats to prevent water from getting in oil

Oil Quality

- ❑ Oil can affect the color, texture, and taste of our fried products
- ❑ To extend the life of oil, protect it from the 6 enemies of oil: water, air, heat, carbon, salt and soap

**This is a resource to use in addition to the Crew Academy Fryer [Crew Trainer/Coach Guide](#) and the PQRG.*

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.

Safety

- Walk new Crew through things to look out for things such as spills, unsafe conditions, or items in need of repair
- Look out for food safety hazards
 - Wear blue gloves when handling raw items at the grill
 - Use dedicated tools for the grill station
 - Do not use expired food – Look for “Best Before” date on the frozen boxes and containers of fresh beef patties
 - **If a product does not look cooked, do not serve it**
 - You should not see pink meat or juices in a burger when it’s cooked
 - Internal temperatures of beef should be above 155°F (69°C) - During **Food Safety runs**, 10:1 patties are removed from the grill **after seasoning**. Once the correct temp has been verified, use the onion shaker to apply onions to the patties in the UHC tray, then move to UHC

Stocking & Cleaning

- Wash hands and role model good hygiene
- Check and maintain stock levels during shift
- Station & floor cleanliness during shift
- Use the Station Guide as a visual during training
- Scraping/squeegeeing/wiping platens and grills every 15 minutes.
- Platens should be clean and in down position when not in use.

UHC and eProduction

- Familiarize new Crew with the UHC and eProduction monitors
- eProduction
 - Explain that the UHC monitor indicates how many 10:1 patties are to be cooked and held at any given time and is the production system for UHC management
- UHC
 - Review UHC holding time, temperature, as well as maximum quantity in the tray
 - Vertical Cabinet Management (VCM) - All the items in the UHC should be set up vertically to show how many slots are dedicated to each ingredient
 - The waste bin for expired products, when and what it is used for

Grill Monitor

- Familiarize new Crew with the Grill monitor and remind them that cooked 4:1 patties are **never** held in the UHC
- Provide detail on how to use the Bump Bar with the Grill monitor



- Share that the top row of the Grill monitor shows the grill orders (i.e. no-onions, no seasoning) for 10:1 and the bottom row shows the number of 4:1 fresh beef patties to cook.

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.

Station Training Aid: **Grilling Regular Menu**

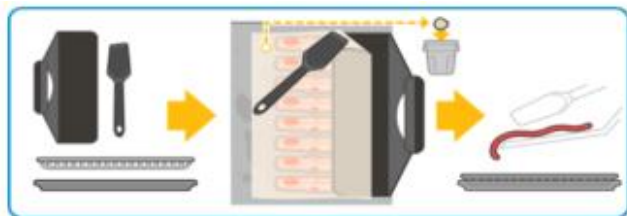


- ❑ Explain the concept of Look-Bump-Cook-Serve
 - **Look:** to determine how many grill order patties are needed
 - **Bump:** the order off the Grill monitor
 - **Cook:** the patties
 - **Serve:** the ribbon off the screen (**Note:** The ribbon lets you know what side of the prep table the 4:1 is for.)
- Wipe down release sheets with a damp grill cloth at least every 15 minutes
- Inspect Grill equipment, tools, and release sheets looking for signs of wear and tear – notify management if anything needs maintenance or replaced

**This is a resource to use in addition to the Crew Academy Grilling [Crew Trainer/Coach Guide](#) and the PQRG.*

Bacon

- ❑ Demonstrate how to cook and remove bacon



- ❑ Label tray with a 4-hour holding time and place on the bacon rack
- ❑ Explain FIFO and proper rotation

Cleaning

- ❑ Walk new Crew through Clean As You Go (CAYG): grill, grill tool organizers, area floor
- ❑ Grill equipment
 - Wash, rinse, and sanitize grill tools and UHC trays every 4 hours
 - Empty and clean grill troughs daily
 - Steam cleaning the grill surface - grill surfaces should be cleaned before and after peak hours, and at least 4 times per day. Explain this prevents the carbon buildup that happens over the regular course of cooking on the grill.

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.

Overview

Quality

- What are the customer expectations for toasted & steamed buns?
- Review eProduction, holding times & how to waste product.
- Review utensils and prep table product secondary code dates.

Stocking & Cleaning

- Wash hands and role model good hygiene.
- Check and maintain stock levels during shift.
- Station & floor cleanliness.
- Ensure the toaster belt is clean.
- Use the Station Guide as a visual during training.

Toasting Buns

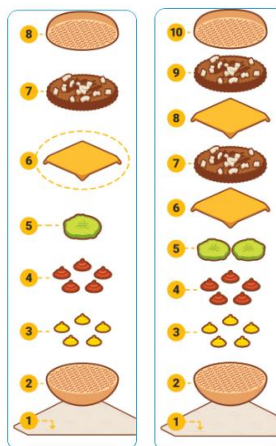
- Select correct bun and insert in toaster. Place the cut side of the bun against the heated platen.
- Place buns on wrap or in box, toast-side up. Attach grill slips, if appropriate.
- Dress and build sandwich until the assembler pulls the product & bumps the order.

Steaming Buns

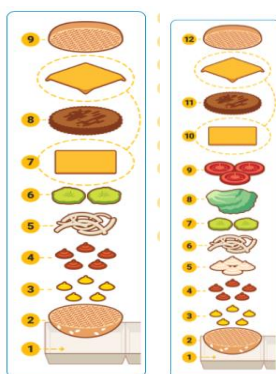
- When Filet-O-Fish appears on the KVS, place 2 buns, both crown and heel, cut-side down on spatula or directly onto steamer.
- Press start.
- When buns are fully steamed remove.
- Dress sandwich.

Sandwich Assembly Practice

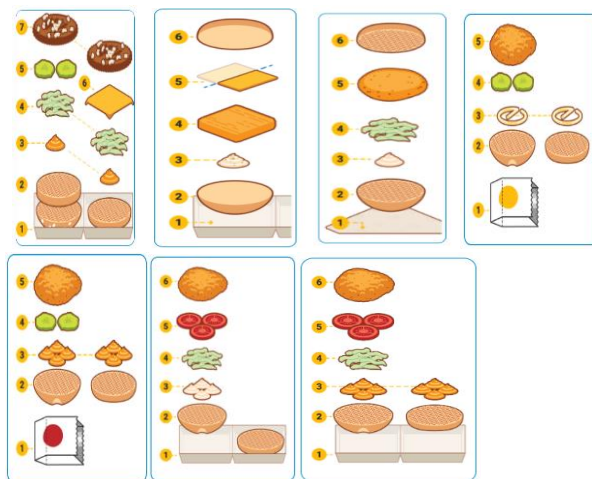
- Hamburger, Cheeseburger, McDouble, Double Cheeseburger



- Quarter Pounder, Double & Deluxe



- Big Mac, Filet-O-Fish, McChicken, and McCrispy, Spicy McCrispy, Deluxe McCrispy, Deluxe Spicy McCrispy



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.