

Overview

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

Using the Monitors

- General Overview: Explain where to find the register, order numbers, order timer, and the number of additional orders pending. Explain the following: a green box around the order cell, a turquoise band, an up and down arrow, a red order cell footer, and a black pulsating arrow.
- Front Counter Monitors: Explain what the "Side" with an arrow, "Tray" or "Bag", a red cell footer, and "Recall" with a purple order cell header and footer.
- Explain Delivery and Curbside orders.
- Explain how Grill orders are indicated.
- MOP and Table Service (via the app) display ****Mobile**** or "Tray" and 3 digit table marker.

Assembling the Order

- Read the FC monitor. Check holding time and quality. Fill and mark beverages. Use a beverage carrier for two or more beverages. Place napkins, condiments and utensils:
 - A bag – 1 to 3 items (2 napkins)
 - B bag – 4 to 6 items (3 napkins)
 - C bag – 7 to 9 items (5 napkins)
 - D/Breakfast bag – 1 to 3 platters (3 napkins)
 - Happy Meal – (2 napkins)
- Double check the order against the receipt/order number

- Do not overfill bags.
- Table Service Order Assembly Tips: first drink filled, fulfill order with Pick Ticket to ensure accuracy.
- Delivery Order Assembly Tips: bags, stickers, Pick Ticket, ketchup (if fries ordered), condiments, napkins, utensils (if required) and mark the bag(s).
- Curbside Order Assembly Tips: Bump off the order before delivery to guest and attach Pick Ticket to bag.
- Assemble orders in this sequence:
 1. Drinks. Start with hot drinks and finish with cold drinks
 2. Entrée's/Platters
 3. Fries/Hash Browns, get them hot and fresh (after all sandwiches/entrees are added to the bag/tray)
 4. Condiments
 5. Ice Cream
 6. Napkins/Utensils

Presenting the Order

- Serve and scan or bump the order off.
- Table Service delivery - double check order number, order accuracy and check back.
- Digital guests – Use the guest's name when presenting the order

Presenting Curbside – follow safety guidelines if crossing the parking lot. Wear a safety vest, condiment apron with common condiments (ketchup, sauces), and ask the guest if they have everything they need before returning to the 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).

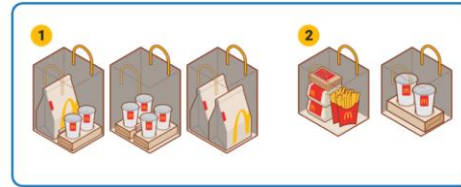
If you work for a franchisee organization, please check with your franchisee, or the person designated by your franchisee (for example your General Manager), to determine whether and which of these resources your franchisee has chosen to use, if any.

Shift Preparation

- 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
- Locking windows/card reader secure
- Hi-visibility vest worn when running parked orders
- Keep station clean and stocked throughout shift
- Demonstrate how to deal with Customer Complaints: L.A.S.T. (Listen, Apologize, Solve the Problem, Thank the Guest)

- D/Breakfast bag – 1 to 3 platters (3 napkins)
- Happy Meal – (2 napkins)

- Do not overfill bags and remember napkins and straws
- McDelivery order:** Assembly tips (bags, stickers, pick ticket, marking bags, ketchup -if fries ordered-, condiments & napkins)



Station Equipment Introduction

- Introduction to DT technology inside and outside: POS, Monitors, cash drawer, headsets, Menu boards & Customer Order Display's (COD)
- Explain Delivery orders (Delivery partner name on order) and Curbside orders (Car icon on order)

Assembling the Order

- Demonstrate the role of the Runner
- Assemble orders in this sequence for Drive Thru and in-store (Front Counter, Table Service, Kiosk) and to-go orders:
 1. Drinks
 2. Entrée's
 3. Fries
 4. Condiments
 5. Ice Cream
 6. Napkins & Straws
 - A bag – 1 to 3 items (2 napkins)
 - B bag – 4-6 items (3 napkins)
 - C bag – 7 to 9 items (5 napkins)

Presenting the Order

- Demonstrate the role of the Presenter:
- All DT orders - Smile and greet the guest. Digital orders, use the Guest's name (from pick ticket). Verify you have the correct order with all the requested items. Present bagged items first, stating the first food item that is part of the order to assure the customer this is the correct order. Present beverages with the straws visible to the guests, using a drink carrier for 2 or more drinks.
- Pulling Guests forward, use the **3 Ws**: Explain to guest **why** they are waiting, **what** is the wait time and **where** to Pull Forward
- Smile, thank the Guest, and have a sincere, personalized good-bye (including Delivery couriers)
- Delivery DT orders – follow Delivery procedures and check order matches courier for accuracy



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.