

Lot & Lobby

Cleaning Inside

- Trash receptacles, windows, doors, floors
- Demonstrate the correct mopping procedures – including placing Wet Floor signs, using appropriate mop, 10x10 ft area, when to flip and dip mop, rinsing and emptying bucket
- Tables, chairs, table number tents and Kiosks all clean
- Stock and clean beverage area

Cleaning Restrooms

- Wear clear/white gloves
- Place Wet Floor signs outside of restroom door
- Clean mirrors, sinks, counter, fixtures, dispenser, hand dryer, toilet, urinals, baby changing, floors and walls
- Empty trash cans & fill stock
- Remove and discard gloves. Wash hands.

Cleaning Outside

- Clean and empty trash receptacles
- Pick up all visible trash and spills
- Clean sidewalk, shovel snow and apply ice melt when needed

Assisting Guests at the Kiosks & in Dining Room

- Demonstrate how to assist Guests with placing orders at Kiosks; Table Service and Mobile Order Pay/Loyalty transactions
- Explain how to assist Guests with disabilities
- Role model Hospitality with Guests

Clean & Sanitary: Additional Tasks

Getting Started

- What is the difference between clean and sanitary?

Preparing Clean Towel Buckets

- Use Station Guides
- Make & test sanitizer solution. Label 2-hrs.
- Mix 1pkt of KAY-5 Sanitizer and 2.5 gal of lukewarm water into a clean towel bucket.
- Prepare dirty towel buckets
- Place clean cloths in proper towel buckets
- How often should you exchange a towel for a clean one?

Washing Dishes and Wares

- All utensils should be switched out and washed at least every 4 hours
- What are the five steps in the sanitizing process for small equipment?
 - Scrape, wash, rinse, sanitize, and air dry.
 - Wash sink area
 - Set up sinks
 - Scrape
 - Wash
 - Rinse
 - Sanitize
- All surfaces of dishes must sit submerged in Sanitizer solution for 1 minute. Rotate dishes in solution as needed.
- Air dry—making sure dishes upside down or placed to let water drain

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

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

Front Counter Monitors

- Explain how to read the monitor and where to find: the register & order numbers, order timer, the number of additional orders pending, "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.

Greet the Guest

- Smile and greet the guest within 10 seconds. Use a pleasant tone of voice and a genuine greeting. Establish eye contact. In a friendly voice, ask "Welcome to McDonald's, will you be using the mobile app today?"
 - NOTE:** If the guest says "yes", then prompt them to scan their QR code or enter their 4-digit code. Acknowledge them by name and proceed to take their order. If the guest is redeeming points for a free item it will appear on the POS by the guest's name, confirm the item and enter it before taking the rest of the order.
- Ask if the order will be for here or to go. If eating in restaurant, provide the guest with a table locator.

Hospitality and Taking FC Orders

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- Discuss Hospitality and why it is so important. Review the **Make It Promise**, genuine welcome and thank you. Discuss how you might greet someone your own age and someone older differently.
- Take order in 25 seconds or less. Listen to the guest and enter the order on the point of sale (POS) register. Do not interrupt the guest. If necessary, clarify the order when guest has finished speaking. Follow back to basics order taking. Give the guest their total. Collect payment.
- Mobile Order/Loyalty: Ask if the order is for eat-in or take-out. If the order is a mobile order or there is a linked credit card attached, you can press the pay with the mobile app key. This will automatically charge the guest's payment method. If their payment is not linked, take payment as normal.
- Demonstrate the following: a cash transaction, a credit card, debit card, or Arch Card transaction, an Arch Card activation, reloading, balance check, redemption of a coupon, or gift certificate.
- Failed payments: POS moves to the tender screen, apologize to the guest, and accept new method of payment.
- Table Service: hand the guest the table locator with their receipt. Invite them to have a seat in the dining area and place the locator on table.
- Kiosk: guests will take their table locator to the table themselves. They can choose to pay at the counter or with credit card at the kiosk.
- Take out order: hand the guest the receipt. Show them and state their order number, printed on top of the receipt and direct them to the pick-up area.
- Explain the order number will appear on the Order Ready Board (ORB)

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Define Hospitality, Hospitality Standards

- Discuss Hospitality and the “Make It Promise”

Station Equipment Introduction

- Introduction to DT technology inside and outside; POS, monitors, cash drawer, headsets, menu board and Customer Order Display (COD).

Greeting the Guest: Order Taker

- Smile and greet the guest within 10 seconds. Use a pleasant tone of voice and a genuine greeting. Establish eye contact. In a friendly voice, ask “Welcome to McDonald’s, will you be using the mobile app today?”
 - NOTE:** If the guest says “yes”, then enter their 4-digit code via the MyMcDonald’s Rewards key on the register. Acknowledge the guest’s name and proceed to take their order. If redeeming points for a free item it will appear on the POS by the guest’s name, confirm the item and enter it before taking the rest of the order. After taking their order, ask the guest to pull forward.
- Role model Hospitality and back to basics order taking. Take order in 25 seconds or less. Listen to the guest, do not interrupt, and clarify order if needed. Ask the guest if the order is correct on the screen. After guest confirms order, state the total and ask them to pull forward. Store the order after the car has passed the merge line.

- Review how to recall all types of order and how to enter a multi-order.
- If Delivery courier is in the DT, follow Delivery steps.

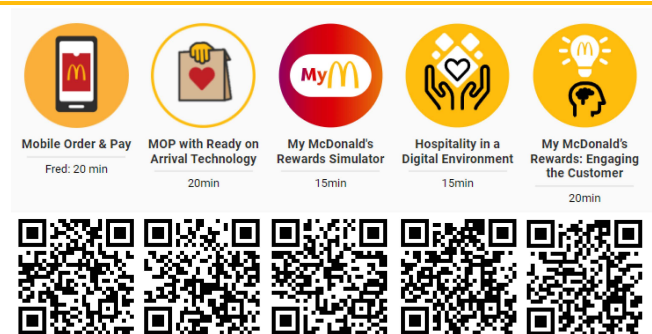
Receiving Payment: Cashier

- For side-by-side DT layouts, look at the color of the car on the POS and select the appropriate color car so that the right order appears on the screen and is ready to be cashed out.
- Smile and greet the customer immediately when the guest reaches the cash window. If guest used the app, greet them by name and repeat one item specific to that order. State the total amount to the guest.
- Mobile Order/Loyalty: If the order is a mobile order or there is a linked payment attached, you can press the pay with mobile app key. This will automatically charge the guest’s payment method. If their payment is not linked, take payment as normal.
- Demonstrate: cash transaction, credit card payment, and Arch transaction, activation, reloading and balance check. As well as redemption of a coupon or gift certificate, redeeming a MOP offer and linked payment transaction.
- Demonstrate: the correct procedure for a cash payment. 1. Entering amount into POS, 2. Place customer’s cash across the cash drawer until change is made, 3. Making the correct change, 4. Placing the cash given by the customer into the cash drawer with large bills (\$20 and higher) under the tray.
- Refunds for all MOP orders are to be done at the restaurant by the manager (using L.A.S.T.). **NOTE:** Delivery order refunds directed to 3PO delivery partner.

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Education



Mobile App

- Ensure you have experience using the mobile app
- Go through the app navigation
 - How to use Deals & Rewards
 - How to enable/disable Linked Payment
 - How to find your restaurant & how to cancel an order if needed
 - How to place a mobile order



McDonald's

Table Service

- Tray assembly includes filled soda if ordered
- Present order at the table using the customers name
- Locate customers by identifying table tent/marker
- Check-in "Table Touches"
- Keep the lobby clean and ready for customers
- Have a stocked condiment apron/caddy/cart/tray/ vest

Order Assembly & Take Out

- Show how to prepare a takeout order
 - Attach pick-ticket to front of bag
- Call out order correctly:
 - "Customer NAME, your order is ready" OR
 - "Now serving (order number)"
- Present order and thank customer or place in pick up area for unassisted pickup, including correctly sealed bag

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Hospitality

- Provide friendly greeting, guide customer to order point when they enter the restaurant. Tailor your approach to customer needs.
- Smile, be personable, let your smile shine through
- Fulfill the customers' requests, make sure they have everything they need
- Thank the customer, let them know they are appreciated

Curbside

- Customer experience standards are in place
 - Use the customers name
 - Ensure order is correct
 - Confirm the customer has everything they need
 - Have condiments and most commonly used items available in stocked condiment apron/caddy/cart/tray/vest (i.e. ketchup, straws, napkins)
 - Friendly greeting and farewell

McDelivery

- Demonstrate how to assemble McDelivery orders
 - Properly seal the bag with 3 tamper evident stickers and label "bag 1 of xx"
 - Explain the ketchup policy
 - How to manually enter McDelivery orders
 - How to use Staging Station and ROA equipment

Kiosks

- Show customers how to navigate the kiosk and help them if they have questions
 - MyMcDonald's rewards check-in to earn points
 - How to customize items
 - How to take cash payments
 - How to use special functions