

# Station Training Aid: French Fries



## General

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### Stocking & Cleaning

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

## French Fries

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### Quality

- What are customer expectations for fries?  
*Hot, salted, and full bag or box. Hot and fresh. Light golden-brown exterior, interior texture is mealy, like a baked potato.*

### Basketing Using Frozen Fry Dispenser

- Open bag. Boxes of fries are stored in walk-in freezer. Fill dispenser sides with frozen fries.
- Set basket load size.

### Cooking Fries

- Demonstrate how to check the oil temperature setting for Fries. It should be 335°F.
- Demonstrate how to read the Fry monitor to make and maintain the correct quantity and holding level.
- Remove basket from fry dispenser. Place in oil, push timer (fries cook for 3 mins 10 secs).
- Question: Why is it important to lift & shake basket 3-4 times after Duty Timer sounds at 30 sec.?
- Remove & drain 5-10 seconds when timer sounds. Place cooked French Fries into dump tray and hang basket back over vat to drain. Question: Why is it important to not mix new fries with old ones?

- Salt: dispense using the Accu-Salt dispenser 8" above fries and toss.
- Insert scoop into fry box or bag. Fill with fries and tilt scoop. Place fry box or bag in fry ribbon front to back. Happy meal and small fries on front. Medium and large fries on back (ensure correct rotation). **NOTE:** To fill a box, hold the scoop in one hand and the box in the other hand. Do not squeeze the box. Tip the scoop toward you, so the fries slide into the bag or box. Do not squeeze the box out of shape. Too much pressure from front to back will keep it from filling completely, while pressure on the sides will allow it to overfill. Do not tap the scoop or force it into the bag or box; the result will be an overfilled bag or box.
- Describe why FIFO is important with McDonald's Fries in the fry ribbon.
- Question: Why is it important to stagger baskets in the vats?
- Describe the Quality Timer and when it is used.

## Station Maintenance

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### Oil maintenance

- Discuss oil care and maintenance.
- Question: How often should you skim the vats and filter the oil? Why is this important?

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## General

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## Hash Browns

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### Quality

- What are customer expectations for Hash Browns? *Hot, crisp outside, and golden brown.*

### Cooking Hash Browns

- Demonstrate how to check the oil temperature setting for Hash Browns. It should be 360°F.
- Describe how to use the Fry monitor to determine how many Hash Browns to make and maintain the correct quantity and holding level.
- Load baskets away from fryer, over a tray with wire float guard and place one Hash Brown in each slot.
- Place basket in oil. Push timer (Hash Browns cook for 3 minutes).
- Remove basket and drain when timer sounds - drain for 5-10 seconds over vat.
- Dump Hash Browns onto Hash Brown insert at Fry Station.
- Return and drain basket over vat for at least one minute.
- Package Hash Browns as needed (ensure correct rotation). Describe why FIFO is important with McDonald's Hash Browns?
- Describe the Quality Timer and when it's used.
- Question: Why is it important to stagger baskets in the vats?

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- Question: How often should you skim the vats and filter the oil? Why is this important?

## **Lot & Lobby**

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### **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**

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### **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

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### Hot & Cold Brewed Beverages

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- Demonstrate how to brew UNSWEETENED/SWEET Tea
- Demonstrate how to brew Premium Roast Hot Coffee
- Demonstrate changing OJ bag & how to dispense OJ
- Demonstrate how to make soft drinks (Automatic and Manual Beverage Systems)

### Reminder steps:

- Select requested cup size for appropriate product
- Demonstrate knowledge of different cup sizes for different products. Soft drink vs OJ
- OJ doesn't have ice
- Soft Drinks have ice, unless no ice is requested by Guest

## Frozen Desserts

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- Demonstrate how to make a Mcflurry, including correct amount of ice cream and appropriate mix-in  
*Ice cream should fill cup to 1 inch above the rim. Double tap on counter. Regular McFlurry: 3 scoops/dispenses of mix-in.*  
**Note: if peanut-containing mix-ins spill on the counter or lids of other McFlurry mix-ins, clean up the spill and sanitize the area immediately.**
- Demonstrate how to make a cone (3" above cone's rim)
- Demonstrate how to make a sundae
- Demonstrate knowledge of ice cream machine Heat-Treat cycle time and proper fill levels.

## Cookies and Pies

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- Demonstrate how to handle and serve Cookies. Must cool for 6 min or 3 min in higher altitudes. Hold time 4 hours.
- Demonstrate boxing and labeling of pie boxes. Hold time 3 hours.

\*Boxing must be done immediately when pies are removed from oven.

## Quality

- Great-tasting beverage & dessert items need high-quality products. Always prepare & hold products to meet food safety & quality standards.

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### Hot & Cold Brewed Beverages

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- Demonstrate how to brew Premium Roast Coffee (hot & iced)
- Demonstrate changing bagged milk for McCafé beverages & bulk cream
- Demonstrate making a McCafé drink (Latte, Cappuccino, Caramel Macchiato)
- Demonstrate how to make a Mocha, Caramel Mocha, Hot Chocolate
- Demonstrate how to make Espresso & Americano
- Demonstrate how to make Iced Latte, Iced Mocha and Iced Coffee

### Reminder steps:

- Select requested cup size & mark cup with slip
- Add ice & cream
  - Sm = 3 creamer shots, Med = 4 creamer shots, Lg = 5 creamer shots
- Add syrup if needed
  - **Hot beverages:** Sm = 4 pumps, Med = 5 pumps, Lg = 6 pumps
  - **Cold beverages:** Sm = 3 pumps, Med = 4 pumps, Lg = 6 pumps.
- Stir 12 times
- Cap beverage

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## Frozen Beverages

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- Demonstrate replacing product bag on Blended Ice Machine
- Demonstrate making a smoothie
- Demonstrate making a Frappe, including whipped cream and correct drizzle

## Quality

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- Great-tasting beverages need high-quality products. Always prepare & hold products to meet food safety & quality standards.

## Overview

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### Stocking & Cleaning

- Wash hands and role model good hygiene
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### 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

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- 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)

## Overview

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### Stocking & Cleaning

- Wash hands and role model good hygiene
- Check and maintain stock levels during shift
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- 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

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- 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

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- 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.

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- Wash hands and role model good hygiene
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### Define Hospitality, Hospitality Standards

- Discuss Hospitality and the “Make It Promise”

### Station Equipment Introduction

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

### Greeting the Guest: Order Taker

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- 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

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- 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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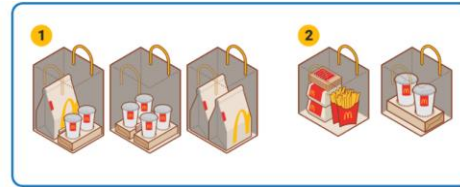


## Shift Preparation

- 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

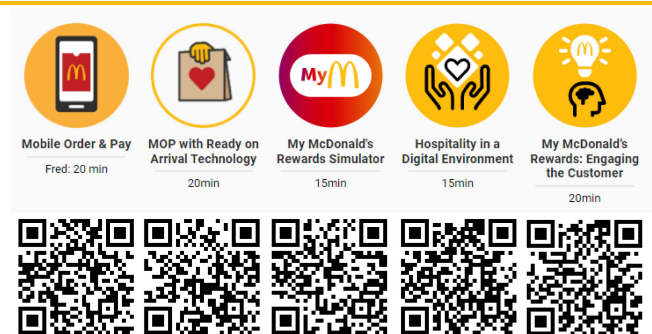
- Demonstrate the role of the Presenter:
- All DT orders - Smile and greet the guest. Digital orders, use the Guest's name (from pick ticket). Verify you have the correct order with all the requested items. Present bagged items first, stating the first food item that is part of the order to assure the 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



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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