

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

Hot & Cold Brewed Beverages

- 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

- 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

- 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.

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.