

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.