

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

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.

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.