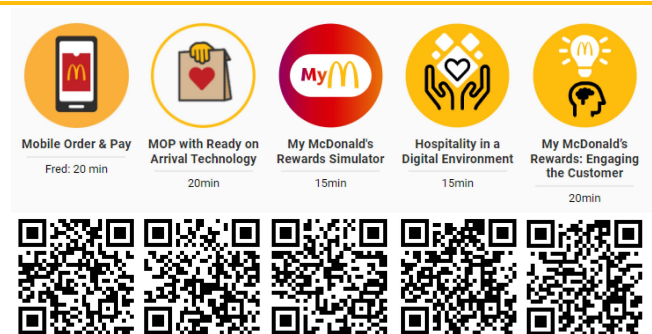


## Education



## 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

This is an optional resource for franchisees. Franchisees are independent employers and each franchisee and each franchisee restaurant is unique. 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, 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

## 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