

Lot & Lobby

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

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

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.