

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

Using the Monitors

- General Overview: Explain where to find the register, order numbers, order timer, and the number of additional orders pending. Explain the following: a green box around the order cell, a turquoise band, an up and down arrow, a red order cell footer, and a black pulsating arrow.
- Front Counter Monitors: Explain what the “Side” with an arrow, “Tray” or “Bag”, a red cell footer, and “Recall” with a purple order cell header and footer.
- Explain Delivery and Curbside orders.
- Explain how Grill orders are indicated.
- MOP and Table Service (via the app) display ****Mobile**** or “Tray” and 3 digit table marker.

Assembling the Order

- Read the FC monitor. Check holding time and quality. Fill and mark beverages. Use a beverage carrier for two or more beverages. Place napkins, condiments and utensils:
 - A bag – 1 to 3 items (2 napkins)
 - B bag – 4 to 6 items (3 napkins)
 - C bag – 7 to 9 items (5 napkins)
 - D/Breakfast bag – 1 to 3 platters (3 napkins)
 - Happy Meal – (2 napkins)
- Double check the order against the receipt/order number

- Do not overfill bags.
- Table Service Order Assembly Tips: first drink filled, fulfill order with Pick Ticket to ensure accuracy.
- Delivery Order Assembly Tips: bags, stickers, Pick Ticket, ketchup (if fries ordered), condiments, napkins, utensils (if required) and mark the bag(s).
- Curbside Order Assembly Tips: Bump off the order before delivery to guest and attach Pick Ticket to bag.
- Assemble orders in this sequence:
 1. Drinks. Start with hot drinks and finish with cold drinks
 2. Entrée’s/Platters
 3. Fries/Hash Browns, get them hot and fresh (after all sandwiches/entrees are added to the bag/tray)
 4. Condiments
 5. Ice Cream
 6. Napkins/Utensils

Presenting the Order

- Serve and scan or bump the order off.
- Table Service delivery - double check order number, order accuracy and check back.
- Digital guests – Use the guest’s name when presenting the order

Presenting Curbside – follow safety guidelines if crossing the parking lot. Wear a safety vest, condiment apron with common condiments (ketchup, sauces), and ask the guest if they have everything they need before returning to the restaurant.

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.