

## Overview

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### 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

### Front Counter Monitors

- Explain how to read the monitor and where to find: the register & order numbers, order timer, the number of additional orders pending, "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.

### Greet the Guest

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- 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 prompt them to scan their QR code or enter their 4-digit code. Acknowledge them by name and proceed to take their order. If the guest is 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.
- Ask if the order will be for here or to go. If eating in restaurant, provide the guest with a table locator.

### Hospitality and Taking FC Orders

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.

- Discuss Hospitality and why it is so important. Review the **Make It Promise**, genuine welcome and thank you. Discuss how you might greet someone your own age and someone older differently.
- Take order in 25 seconds or less. Listen to the guest and enter the order on the point of sale (POS) register. Do not interrupt the guest. If necessary, clarify the order when guest has finished speaking. Follow back to basics order taking. Give the guest their total. Collect payment.
- Mobile Order/Loyalty: Ask if the order is for eat-in or take-out. If the order is a mobile order or there is a linked credit card attached, you can press the pay with the mobile app key. This will automatically charge the guest's payment method. If their payment is not linked, take payment as normal.
- Demonstrate the following: a cash transaction, a credit card, debit card, or Arch Card transaction, an Arch Card activation, reloading, balance check, redemption of a coupon, or gift certificate.
- Failed payments: POS moves to the tender screen, apologize to the guest, and accept new method of payment.
- Table Service: hand the guest the table locator with their receipt. Invite them to have a seat in the dining area and place the locator on table.
- Kiosk: guests will take their table locator to the table themselves. They can choose to pay at the counter or with credit card at the kiosk.
- Take out order: hand the guest the receipt. Show them and state their order number, printed on top of the receipt and direct them to the pick-up area.
- Explain the order number will appear on the Order Ready Board (ORB)