

## 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

### Hot & Cold Brewed Beverages

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- Demonstrate how to brew Premium Roast Coffee (hot & iced)
- Demonstrate changing bagged milk for McCafé beverages & bulk cream
- Demonstrate making a McCafé drink (Latte, Cappuccino, Caramel Macchiato)
- Demonstrate how to make a Mocha, Caramel Mocha, Hot Chocolate
- Demonstrate how to make Espresso & Americano
- Demonstrate how to make Iced Latte, Iced Mocha and Iced Coffee

### Reminder steps:

- Select requested cup size & mark cup with slip
- Add ice & cream
  - Sm = 3 creamer shots, Med = 4 creamer shots, Lg = 5 creamer shots
- Add syrup if needed
  - **Hot beverages:** Sm = 4 pumps, Med = 5 pumps, Lg = 6 pumps
  - **Cold beverages:** Sm = 3 pumps, Med = 4 pumps, Lg = 6 pumps.
- Stir 12 times
- Cap beverage

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.

## Frozen Beverages

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- Demonstrate replacing product bag on Blended Ice Machine
- Demonstrate making a smoothie
- Demonstrate making a Frappe, including whipped cream and correct drizzle

## Quality

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- Great-tasting beverages need high-quality products. Always prepare & hold products to meet food safety & quality standards.