

Session 2

S.H.I.N.E.

Hospitality Coaching

- I. **Shine Hospitality Experience. (What, Why, How).**
- II. **S.H.I.N.E**
 - A. Smile, Host (Not serve), I am Not Rude, Names (Yours & Theirs), Execute as Designed.
- III. **B.L.A.S.T.**
 - A. Believe the Customer, Lesion (No interruptions), Apologize (Paraphrase), Solve (Make It Right), Thank (Show Appreciation for the opportunity to handle the issue ourselves.)
- IV. **Insure Accuracy (3 Cs)**
 - A. Clarify (Back to basic order Taking), Confirm (Did you have the order with?), Complete (Present, Anything else?, Thank & Farewell)
- V. **Brand Fan, Food Fan, People Person, McDonald's Personality.**
- VI. **Voice Survey.**
 - A. Where / How to get & use reports.
- VII. **Feel Good Language (How we Say it)**
 - A. LY's, Flip the Negative, 3 F's (Feel Felt Found)
- VIII. **Congratulations!**
- IX. **Home Work**

hello!

Welcome to SHINE
Hospitality
Experience

Coaching Session



By the end of this coaching session, you should...

What?



Know what
SHINE
HOSPITALITY
Experience is.

Why?



Understand
the importance
of SHINE
HOSPITALITY
Know why it
matters.

How?



Be clear on the
vital role you
play in delivering
a fantastic
SHINE
HOSPITALITY
EXPERIENCE to
our customers.



What?

Is SHINE HOSPITALITY EXPERIENCE?



SHINE



HOSPITALITY EXPERIENCE incorporates **every touchpoint** customers have with our brand. From seeing and engaging with our teams of crew and managers who work to **PROMOTE** our incredible brand. To the physical and digital **PLACES** customers experience the brand in the restaurant, (**Mobile Order, Curbside, McDelivery, Drive-Thru** etc.)

And of course, when they eat & drink our delicious **GOLD STANDARD PRODUCTS**. Whenever they encounter **SHINE HOSPITALITY** done right by **our WELL-TRAINED PEOPLE**. Our **CUSTOMERS FEEL** welcomed, hosted, and valued by our entire restaurant! **SHINE EXPERIENCE** is about **EVERYTHING** that we **DO!**



SHINE



HOSPITALITY EXPERIENCE incorporates
every part of our BUSINESS...



**Promoting
Our Amazing
Brand.**



**Providing a place/platform
to experience the Brand.**



**Preparing & presenting
the most delicious
product.**



**Positively
engaging with people.**

**SHINE is at the heart of every interaction a
customer has with our brand.**

Why?

It is important to make sure our customers receive an excellent SHINE HOSPITALITY experience, Every visit, every day, from every member of the team.





At GBS, we are focused on delivering a great experience to our customers.



It's how we stand out from the competition.



It makes it more likely more customers will visit us more often.



It's really good for business and helps to drive sales.

Our McDonald's global brand vision, what we all should strive to achieve every day is to...

**Make
delicious
feel-good
moments
easy for
everyone**



How?

do you play a part in
delivering a fantastic
SHINE
HOSPITALITY Experience?



Your role is absolutely vital in making sure our customers receive a fantastic **SHINE HOSPITALITY EXPERIENCE**.

You **make delicious feel-good moments easy for everyone** every time you work a shift.

You represent the Mc Donald 's brand through how you look, what you say and what you do.

You have a direct impact on whether customers come back and see us again.



Our **S.H.I.N.E Customer Commitment** is the way we can all make sure we are constantly delivering a fantastic SHINE HOSPITALITY EXPERIENCE to our customers every day.

The **S.H.I.N.E Customer Commitment** was designed to meet the needs and wants of our customers.

Input from crew, restaurant managers, supervisors, directors, and our franchise owners all helped to develop our customer commitment.

S°H°I°N°E

CUSTOMER COMMITMENT

pledge.



S · H · I · N · E ·



customer commitment

S.H.I.N.E

customer commitment

Smile, when on stage!

Host, not serve.

I am not rude.

Names, greet each customer using your name.

Execute service, as designed.

STEP ONE: SMILE!

S.H.I.N.E Customer Commitment

“Long after people forget what they’ve eaten they will remember how we made them feel.”

Smile, **What** when you are on stage, when greeting each customer!

Why?

The first 10 seconds of a customer’s visit are vital and set the tone for the rest of their experience.

How?

We clean & tidy the restaurant.

We look our best.

We smile.

We say hello first.

Great customer service triggers the same psychological reactions as feeling loved.



STEP ONE: SMILE!

SHINE customer commitment

“Long after people forget what they’ve eaten they will remember how we made them feel.”

What?

Smile, as you

acknowledge everyone.

People feel valued when they are seen.

How?

**We smile & say hello.
We never pass by (2m rule)
We say hi to the kids,**

Great customer service triggers
the same psychological reactions
as feeling loved.



STEP TWO: HOST, NOT SERVE!

SHINE customer commitment

“Long after people forget what they’ve eaten they will remember how we made them feel.”

What?

Host, not serve.

Why?

**People may be going through moments of joy or hardship.
Genuinely welcome, everyone! Prepare for their visit!**

How?

**We pay attention and get to know our
customers.**

**We focus on the details to make them feel
valued.**

We don’t underestimate the impact we have

We help customers with any issues (L.A.S.T)

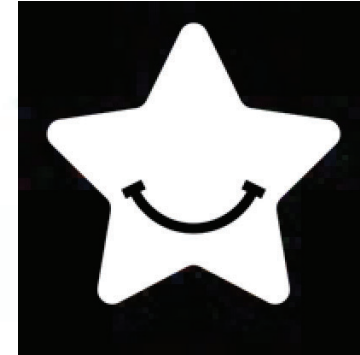
Great customer service triggers
the same psychological reactions
as feeling loved.



Do steps 1, 2, & 3 for great customer recovery

S · H · I · N · E ·

customer recovery & commitment



Believe the customer
No questions asked

Listen attentively to
the customer

Apologise while
demonstrating
understanding

Solve the problem.
Offer a solution

Thank the customer
for the feedback

STEP ONE: SMILE!

STEP TWO: HOST, NOT SERVE!

STEP THREE: I AM NOT RUDE



STEP TWO: HOST, NOT SERVE!

SHINE customer commitment

“Long after people forget what they’ve eaten they will remember how we made them feel.”

What?

Host, by showing you
care about the food

Why?

Our delicious food and drink is the primary reason customers come to us.

How?

We check the order (Clarify & Confirm).

We invite “to try” & make suggestions.

We prepare with care.

We present with pride.

If it’s not right, we don’t serve it.

We “Just say Yes!”

Receiving great customer service
triggers the same psychological
reactions as feeling loved.



Clarify, Confirm, Complete

There are specific behaviors and tasks that you will learn when you complete your station training - we call this Clarify, Confirm, Complete. This ensures our customers get the right order, with everything they ordered.



get it
right!

So, we
don't
have to



make it
right!



Getting the order wrong sends a message to customers that we don't care about them.

When it's wrong it doesn't matter who made the mistake, the order taker, the assembler, the kitchen crew or even the customer.

Every customer wants what they ordered and, in an environment where there are so many distractions, we have to be a little more patient to check that we have it right at each step of the process.

STEP TWO: HOST, NOT SERVE!

“Long after people forget what they’ve eaten they will remember how we made them feel.”

What?

Host, by assisting before being asked.

Why?

People feel valued and understood if we establish their needs and share helpful information.

How?

We open doors.

We ask how we can help.

We tell customers about the My Rewards App.

We tell customers what’s new, special, and different.

Great customer service triggers the same psychological reactions as feeling loved.



STEP FOUR: NAME

SHINE customer commitment

“Long after people forget what they’ve eaten they will remember how we made them feel.”

What?

Name, use your name when greeting customers.

Our actions and words have a **big** impact on whether the customer comes back to see us again.

How?

"Hi! My name is..."

We show our appreciation.

We say, "Thank you, ____."

(Call customer by name too!)

We invite feedback, they know us!

Great customer service triggers the same psychological reactions as feeling loved.



**How else can you make sure you deliver
a fantastic S.H.I.N.E hospitality
experience?**



Are you a...

shine 
customer commitment

Brand Fan

You are a vital brand Touchpoint? A visual and audio representation of our brand purpose, personality and values.

Find 3 McDonalds facts that make you proud / excited.

Food Fanatic

Our Food & Drink is the leading reason customers visit.

Are you passionate about our product and take pride in its creation, promotion, and presentation.

Try something new from the menu and describe it's delicious taste.

People Person

Our brand is a people brand.

We have 100,000 people who make an impact on someone 560m times a year.

How many ways can you say Hello or Goodbye to a customer?

Do you know what our McDonald's personality is?



i'm lovin' it

fun

light-hearted

unpretentious

generous

warm

friendly

welcoming

Confidently Humble

Dependable

Playful



VOICE CUSTOMER SURVEY

We ask our customers to tell us about their experience through the Voice customer feedback website. We listen to what they say, find the things that are making them feel good or not and take action to improve.

Make sure you invite customers to tell us about their experience so we can work to make it a GREAT SH.I.N.E. EXPERIENCE.

@DT (Present)

Use the receipt.
As you hand over the last product Say...

We'd love to hear feedback on your experience today – here's a VOICE survey with the details. Thank you so much.

@DT (Parked Car)

Use the lanyard as you hand over the last product Say...

We'd love to hear your feedback. Simply go to the VOICE site on your receipt, it will take you straight to a short survey. Thank you so much!

Do you have your
CREW SHARE HOW TO
GET TO VOICE
CUSTOMER SURVEY?

Smile

Host,
not
serve

I,
am
not
rude

Make
Delicious
Feel Good
Moments
Easy for
Everyone

Name,
use to
greet.

Execute,
as
designed.



Most of the positive feedback we receive from customers is about...**YOU!** Customers tend to give us great feedback when they've had a good interaction with a crew person.



Let's create some more
GREAT SMILES like these!

Voice Customer Comments are a great way to recognize outstanding crew! Encourage them to show how they love what they do! Reward them by giving \$5 for every customer complement each week.

**See how many compliments
you can receive. And "Feel Good"!**

**Try it out! Use the following
cards to practice SHINE
HOSPITALITY**



Feedback Profile Activities

5 GATTON CENTRAL QLD

Multi-Channel

Additional Comments
Nope

Reason for 5 core
It was the best burger I've had from them in ages.

Issues Faced?

Fulfillment Delivery Behaviors

Order Accurate	Yes
Issues	No

shine
ACTIONS

Feedback Profile Activities

5 MORANDA QLD

Multi-Channel

Reason for Score
Great service by Paula
Lovely lady makes great coffee.

Issues Faced?

Fulfillment Delivery Behaviors

Order Accurate	Yes
Issues	No
Experience An Issue	No

shine
ACTIONS

Feedback Profile Activities

5 BURLEIGH HEADS QLD

Multi-Channel

Additional Comments
Wish it's the same every day. Gives a good start to the morning.

Reason for Score
Outstanding Customer service from the manager, greeted me with a smile, asked about my morning, even though few cars behind, he made sure I was not rushed once I received my food. Will be back.

Issues Faced?

Fulfillment Delivery Behaviors

Order Accurate	Yes
Issues	No

shine
ACTIONS

Feedback

Profile

Activities



MAITLAND EAST NSW

Multi-Channel



Additional Comments

I'm really happy with the service I received today. Everything was hot and fresh, and the service was quick and friendly.

Reason for Score

The crew member Tyler was very helpful with my order on the app that wasn't working.

Also viewed By:

Tyler Haddin, Jacob Rumble, Haylee Flett, Matthew Wenta, Rebecca Cooper, Lilly Findley

Issues Faced?

Fulfillment Delivery Behaviors

Order Accurate Yes

shine

ACTIONS

Feedback

Profile

Activities



MILPERRA ACT

Multi-Channel



Additional Comments

The manager was very friendly. Cass at the front counter was awesome while at the same time teaching / helping another staff member learn kiosks and customer service.

The guy in the dining room was always busy keeping clean and often stopped to talk to customers.

Reason for Score

The store was very clean. The staff were friendly, helpful and wonderful and the food was fantastic.

Issues Faced?

Fulfillment Delivery Behaviors

Order Accurate Yes

Issues

Order Accurate Yes

shine

ACTIONS

Feedback

Profile

Activities



GREGORY HILLS NSW

Multi-Channel



Additional Comments

Bailey is outstanding, a very hard worker, all staff are helpful and friendly.

Also viewed By:

Bianca Dunn

Issues Faced?

Fulfillment Delivery Behaviors

Order Accurate Yes

Issues

Order Accurate Yes

shine

ACTIONS

How?

Can the words you use make you feel more confident, credible and have an even more positive impact on customers?



There are some easy tips and tricks you can try to make it more likely that you will be more successful when helping customers.

The words you say not only have a big impact on customers but also on your own mindset.

It's important that you be you so you should practice and find what works best for you as an individual.

How to
shine



S.H.I.N.E “Feel Good” language

shine



feelgood language.

What we say

‘LY’ Words

Flip the negative

The 3 F’s

How we say it

Confidently, Knowledgeably

Genuinely, Sincerely, Respectfully

Warmly, Kindly, Cheerfully

Energetically, Enthusiastically,

Politely, Courteously, Graciously

Timely, Clearly, Carefully

Intently, Positively, Proudly

Thoughtfully, Sincerely, Considerately

Mindfully, Compassionately, Appropriately

S.H.I.N.E “Feel Good” language.

‘LY ’ Words

**Flip the
negative**

3 F’s

shine



feel good language

“Feel Good” Language

‘LY’ Words

“Surprisingly, if you start a sentence with a word ending in LY, then what follows is regarded as the truth”.

It’s more confident, credible and adds
“weight” to what you say.

“Feel Good” Language

shine 
feel good language.

‘LY’ Words

I’ll **definitely** make sure that it gets sorted...

I **absolutely** can / will

I can / will **certainly** help you...

That is **exactly** right...

I **completely** agree with you...

I will **quickly** run through this with you...

You **certainly** are...

It would **definitely** be ideal / a good idea if...

I **highly** recommend...

“Feel Good” Language

shine 
feel good language.

Flip the negative

Positive mindset for crew & positive impact on the customer. Use more positive words and eliminate negative words from our vocabulary.

Sometimes we use negative words even when our intention is to say something positive.

If we flip the language we use to be more positive we will generally get better outcomes in whatever we are doing.

“Feel Good” Language

shine



feelgood language.

Flip the negative

Sorry for the wait

> Thank you for your patience

No problem.

> My pleasure / Happy to help / Certainly

Don't forget.

> Please remember.

You won't be able to / You Can't

> When you <__> you'll be able to / If we__

I don't know

> I'll find out right away.

You shouldn't be seeing that error

> That's definitely an unusual error, let's get that sorted right away.

“Feel Good” Language

shine 
feel good language.

Flip the negative

The <shake /sundae machine> is broken.

- > The <machine> is being cleaned.
May I offer you an alternative?

I can't

- > I'm going to take care of this.

The <product> isn't ready, pull forward and I'll bring it out when it's ready.

- > We're making your <product> fresh. It will be <time>. I'll bring it directly to you at DT bay Slot ____.
Thank you for your patience.

The <frozen coke machine> isn't working.

- > Our frozen coke machine is undergoing daily maintenance. May I offer you an alternative?

“Feel Good” Language

shine 
feelgood language.

Flip the negative

What are you waiting on?

> What are we making for you today?

We don't have any <product> / We've run out of <product>

> The <product> has been so popular today.
May I offer you an alternative?

Cheese Burger Plain! (The product being the first thing said to the customer)

> Hi there, here's your <product>

Sorry, those are the only Happy Meal Toys we have

> These are our current Happy Meal toys.
We update them regularly and you're welcome to bring yours back to swap!

“Feel Good” Language

shine 
feelgood language.

Flip the negative

We don't do that anymore.

> The <product> was a special, limited time promotion. It's come to an end now but keep an eye out for our next promotion. May I offer you an alternative suggestion?

You're waiting 3 minutes on McChicken patties for your order.

> We're cooking fresh McChicken patties for your order. They should be ready in approximately <time>. I'll bring your order over to you when it's ready.

“Feel Good” Language

The 3 F’s

Useful when dealing with issues in the restaurant. Demonstrates empathy to the customer, that you understand where they’re coming from. Puts you and them against the problem.

“Feel Good” Language

The 3 F's

I completely understand how you **FEEL**.

A couple of other people have **FELT** the same.

However, what they've **FOUND** is ...

“Feel Good” Language

shine 
feelgood language.

More
useful
language
when
dealing
with
issues.

- Yes, that would certainly frustrate me too.
- What I would do in this situation is ...
- How do you feel about...?
- I know when other customers have been in this situation,
- what we did to successfully help them was...
- What would be the best scenario for you?
- Absolutely, I can certainly fix that for you.
- I really appreciate you bringing this to our attention.
- Definitely, you are making perfect sense.
- I can assure you that this will absolutely happen.
- We / I will help you to get this issue e resolved.

“Feel Good” Language

shine 
feelgood language.

More
useful
language
when
dealing
with
issues.

- That’s totally fine, I understand.
- To clarify and so I can help you efficiently, the problem is...
- What I can do for you is ...
- That does sound frustrating, let me see what I can do to help.
- I would feel the same, we will sort this out.
- I appreciate how difficult it can be to___.
- We are / I am really keen to resolve this.
- May I ask what happened / for some more details
- Can I pass some feedback?
- How can I make this right for you?

Time for you to share a story...

Think about the most recent customer issue you had to deal with in the restaurant.

What did you say (try to remember as specifically as possible), what did the customer say? Work through the entire issue. Discuss with your crew coach.

Now, go back and use the 'LY' words, Flip the Negative and /or 3 F's and see how you could change the scenario into a more positive one for you and the customer.



feelgood language.

S.H.I.N.E “Feel Good” language

‘LY’ Words

I’ll **definitely**...

I **absolutely** agree...

I can **certainly**...

That is **exactly** right...

I **completely** agree ...

I’ll **quickly /immediately**...

Flip the negative

Sorry for the wait

> Thank you for your patience.

No problem

> My pleasure

Don’t forget.

> Please remember.

You won’t be able to

> When you ___ / you’ll be able to

3 F’s

I **completely understand** how you **FEEL**.

Some other people have FELT the same way.

However, what we’ve FOUND is that...

Genuinely, Kindly, Confidently

Try it @The DT



Learn to do S.H.I.N.E Hospitality



Now, watch the “Creating Feel Good Moments” video in FRED and role play the service greeting procedure.

Think about the S.H.I.N.E Customer Commitment and “Feel Good” Language” and have a go at the Drive Thru yourself with some customers.

Try it out at the different stations, with the usual procedure and some of the common DT scenarios.

Ask your crew coach for feedback on how you did and talk about what felt most comfortable for you and seemed to have the best impact on the customer.

It will definitely take some practice, so stick with it!

S.H.I.N.E hospitality experience

Make Delicious Feel-Good Moments Easy for Everyone



PROMOTION



PLAC E /
PLATFORM



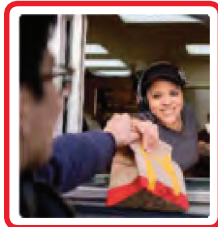
PRODUCT



PEOPLE

S · H · I · N · E · 
customer commitment

S · H · I · N · E · 
feel good language.



The DT



McDelivery



McCafe



The Dining Room



The Kitchen

S · H · I · N · E

Congratulations!

You've completed your
**SHINE HOSPITALITY
EXPERIENCE**
coaching session for today.

Continue to practice what you've learnt, ask for
feedback from your coach, have fun and Feel Good!





1. Pass Drive Through Area Leader Verification.
2. Pass Service Area Leader Verification.
3. Practice Table Touches.
4. Practice Using LY, Flip the negative, the 3 F's.
5. Practice Printing & Sharing Voice Comments.
6. Practice using the Customer Recovery Process.
7. Coach Accuracy (3 C's) Procedures.



Drive-Thru Area Leader Verification Form

Passed: Y / N

Name: _____ Coach: _____ Date: _____ Time: _____

Total: _____

Purpose

- To determine if the area leader can lead the area successfully.
- To assess the area leader on what is working well and what would work even better by:
 - Setting performance expectations
 - Reinforcing standards of operations
 - Applying basic people practices

Targets

Determine 2-3 targets to measure, and set the goals for the shift:

Target:	Goal:	Actual:
_____	_____	_____
_____	_____	_____
_____	_____	_____

Plan for the shift	Y/N
1. Communicates with previous/current Shift Leader about successes and opportunities	
2. Completes Drive-thru travel path and DT Pre-Shift Checklist	
3. Sets and communicates targets and expectations	
4. Restaurant safeguards are in place in the Drive-thru and being used properly (masks, gloves, protective panels, PED paddles, safety+ signage, etc.)	
5. Positions according to DSPT and Pull Forward Runner Identified	
6. Communicates secondary duties and promotional information	
7. Ensures equipment is functioning properly and being used <ul style="list-style-type: none"> Headset batteries charged Coin changer Scanner & printer Contactless payment – PED paddles in use 	

Step 1. The Coach and Area Leader

- Review the document to understand the behaviors of a successful area leader. **Critical behaviors are highlighted.**
- Set and record area targets.

Step 2. The Coach

- Observes pre-shift, leading the area, and post-shift tasks.
- Complete points assessment for all three sections. Each question is worth one point.

Step 3. The Coach and Area Leader

- Determine the result by totaling the points scored across all 3 sections.
- Discuss the shift and summarize what the area leader did well, and what they could do better next time.
- Review the results with the area leader to identify needs for performance improvement.
- Develop an action plan.

Leading the Area	Y/N
8. Positioned to focus attention on entire Drive-thru area	
9. Observes and provides feedback to ensure correct procedures: <ul style="list-style-type: none"> Pull forward/Roll forward (Why/Wait/Where) Back to Basics Order Taking Split functions Contactless operations (including PED paddle) MOP 	
10. Identifies, prioritizes, and solves problems/blockages effectively (uses DT timer where applicable)	
11. Maintains positioning according to DSPT, repositions to meet customer demand, and ensures social distancing positioning	
12. Maintains shift cleanliness/sanitation inside and outside	
13. Model and coach to elevated hospitality behaviors to ensure customer satisfaction throughout the shift	
14. Follows customer recovery process when necessary	
15. Monitors and communicates progress toward targets throughout shift	
16. Prioritizes to eliminate any potential risk to customer or crew safety	
17. Follows security and food safety procedures	

Post shift Analysis	Y/N
18. Compares results to targets and identifies strengths and opportunities	
19. Determines plan to address opportunities and blockages	
20. Discusses successes and opportunities with Shift Leader and seeks feedback	
21. Provides appreciative and/or constructive feedback to the Drive-thru Team	
22. Resolves or communicates outstanding issues before leaving shift	

Total Critical: ____ out of 12 **Total Answered Yes:** ____

Verified:

- Area lead must have scored **18** or more **AND**
- Area lead has **100%** of the **critical** behaviors
- ➔ Coach recognizes area leader for successfully completing the verification

More Steps Required to be Verified:

- Area lead scores between **16-17** points **AND**
- Area lead has **100%** of the **critical** behaviors
- ➔ Area lead can work with their coach to correct remaining behaviors and sign off when complete

Schedule Another Verification:

- Area lead scores between **0-15** points **OR**
- Area lead misses **1 or more critical** behaviors
- ➔ Area leader to review feedback from verification and practice demonstrating missed behaviors

Feedback: _____

Coach Signature: _____

Learner Signature: _____



In-Restaurant Service Area Leader Verification Form

Passed: Y / N

Name: _____

Coach _____

Date: _____ Time: _____

Total: _____

Purpose

- To determine if the Area Leader can lead the area successfully.
- To assess the Area Leader on what is working well and what would work even better by:
 - Setting performance expectations
 - Reinforcing standards of operations
 - Applying basic people practices

Targets

Determine 2-3 targets to measure, and set the goals for the shift:

Target:	Goal:	Actual:
_____	_____	_____
_____	_____	_____
_____	_____	_____

Plan for the shift	Y/N
1. Communicates with the Shift Leader about problems/issues	
2. Complete travel path and Pre-Shift Checklist	
3. Sets and communicates targets	
4. Restaurant safeguards are in place at the front counter and being used properly (masks, gloves, protective panels, safety+ signage, etc.)	
5. Positions according to DSPT, maintains social distancing positioning	
6. Communicates secondary duties and promotional information	
7. Ensures Guest Experience Safety and Sanitation Leader is in position	
8. Ability to demonstrate procedure for product outage	
9. Ability to demonstrate how to troubleshoot all EOTF equipment	

Instructions

Step 1. The Coach and Area Leader

- Review the document to understand the behaviors of a successful Area Leader. **Critical behaviors are highlighted.**
- Set and record area targets.

Step 2. The Coach

- Observes pre-shift, leading the area, and post-shift tasks.
- Complete points assessment for all three sections. Each question is worth one point.

Step 3. The Coach and Area Leader

- Determine the result by totaling the points scored across all 3 sections.
- Discuss the shift and summarize what the Area Leader did well, and what they could do better next time.
- Review the results with the Area Leader to identify needs for performance improvement.
- Develop an action plan.

Leading the Area	Y/N
10. Monitors/Communicates progress toward targets	
11. Observes and provides feedback to ensure correct procedures, including contactless operations	
12. Identifies, prioritizes, and solves problems effectively	
13. Creates Feel Good Moments with guests and employees	
14. Ensures the GESSL is maintaining cleanliness and sanitation and engaging with guests	
15. Follows customer recovery process when necessary	
16. Table touch backs (after food has been delivered)	
17. Maintains positioning according to DSPT and repositions to meet customer demand, maintains social distancing positioning	
18. Prioritizes to eliminate any potential risk to customer or crew safety	
19. Positioned to focus attention on entire Service and dining area	
20. Gives appreciative feedback and recognition	
21. MOP executed effectively	
22. Maintains shift cleanliness/sanitation	
23. Responds to danger zones accordingly to ensure a positive customer experience	
24. McDelivery executed according to standard	

Post shift Analysis	Y/N
25. Communicates with Shift Leader and seeks feedback	
26. Compares results to targets	
27. Resolves or communicates issues before leaving shift	
28. Gives feedback and recognition to Service and Dining area team	

Total Critical: _____ out of 12 Total Answered Yes: _____

Verified:

- Area Leader must have scored **23** or more **AND**
- Area Leader has **100% of the critical** behaviors
- ➔ Coach recognizes Area Leader for successfully completing the verification

More Steps Required to be Verified:

- Area Leader scores between **20-22** points **AND**
- Area Leader has **100% of the critical** behaviors
- ➔ Area Leader can work with their coach to correct remaining behaviors and sign off when complete

Schedule Another Verification:

- Area Leader scores between **0-19** points **OR**
- Area Leader misses **1 or more critical** behaviors
- ➔ Area Leader to review feedback from verification and practice demonstrating missed behaviors

Feedback: _____

Coach Signature: _____

Learner Signature: _____