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Module 1: Prepare

Welcome!

You’re going to be a Crew Trainer! This is a new role for you. To learn your new role, you’ll follow the 4-Step Training Method. This is the same way you learned how to cook fries, or how to work in Drive-thru. This self-study workbook will guide you through your training.

Program Overview

How long will this course take? That depends on your schedule — and your coach’s schedule. Usually, you’ll be able to complete everything in 5-7 shifts. Here’s what you’ll do:

1 Prepare 30 – 45 minutes (Shift 1)

In this step, you will:
- Complete Module 1 in this workbook
- Spend some time with your coach, learning about your new role. That’s what you’re doing now!

2 Present 1-1/2 hours (Shifts 1 -2)

In this step, you will:
- Complete Module 2 in this workbook
- Take the Crew Trainer e-Learning course
- Ask questions!

3 Try Out 2-1/2 to 3 hours (Shifts 2-5)

In this step, you will:
- Complete Module 3 in this workbook
- Practice training the crew while your coach watches
  Your coach will give you feedback on what you’re doing right — and how you can improve.

4 Follow Up 2 hours (Shifts 3-7)

In this step, you will:
- Complete Module 4 in this workbook
- Train a crew member while your coach observes you and completes your Crew Trainer Verification
  When you pass the verification, you’ll be a Crew Trainer!
Roles and Responsibilities of a Crew Trainer

Following the modules in this workbook, you will learn to wear each of these hats:

As a ROLE MODEL, you are expected to:
- Perform correct procedures consistently
- Inspire crew to deliver McDonald’s Brand Promise
- Treat all guests and co-workers with courtesy and respect
- Adhere to all policies, procedures, and standards in the restaurant
- Take action without waiting for direction
- Wash hands at all required times
- Always arrive on time for work
- Maintain a neat and clean professional appearance

As a COACH, you are expected to:
- Encourage and support trainees
- Correct behaviors outside of training sessions
- Compliment procedures performed properly
- Encourage crew to smile

As a TEACHER, you are expected to:
- Use the 4-Step Training Method effectively
- Use Crew Development Program (CDP) tools and materials effectively
- Train crew to perform procedures correctly
- Help crew see how they contribute to the restaurant team
- Value and respect each crew member’s contribution

As an EXPERT, you are expected to:
- Know all station procedures
- Explain the why’s behind station procedures
- Be able to answer crew members’ questions on the job
- Perform and explain all station responsibilities
You’re the Role Model!

As a Crew Trainer, you are one of the first people that a new crew member meets. In many ways, you represent the restaurant. You’re the role model! Being a role model is important in all steps of crew training, so we’ll focus on it at the beginning.

In Step 1 of the 4-Step Training Method, Prepare, you prepare yourself for training, and you prepare crew for learning. You’ll learn more about this step when you take the e-Learning course in Module 2 — and when you practice in Module 3. For now, put on your Role Model hat!

McDonald’s Brand Promise

“Provide simple, easy enjoyment by creating a food experience that is effortless, delightful, and differentiates McDonald’s in a way that people will love.”

As a Crew Trainer and a role model, you’re the person who shows new crew how to achieve the McDonald’s Brand Promise. In each restaurant, two key factors determine whether crew will deliver the Brand Promise:

- Crew need to feel good about themselves and working at McDonald’s
- They need to be able to deliver outstanding QSC&V — Quality, Service, Cleanliness, and Value.

As a Crew Trainer, you will influence both of these factors. Let’s look at how:

How to Achieve McDonald’s Brand Promise

Crew Satisfaction + Quality, Service, Cleanliness & Value = McDonald’s Brand Promise

Crew Satisfaction

To make our guests feel welcome, crew need to project a positive attitude. To feel good about themselves, crew need to be confident while they are learning new station skills. They need to feel part of a team. To feel good about McDonald’s, they need to feel treated with respect and valued as individuals.

Remember your first day? Think about how you felt. Were you afraid you would make a mistake? Were you afraid you wouldn’t be able to work fast enough? Were you overwhelmed by everything there was to learn? Crew will look to you for help in the beginning.

They need reassurance that everyone started the same way. Your encouragement can make their first days exciting and positive. Becoming part of the team is an important process for all crew. We all want to feel like we fit in, and feel like we belong to the team.

We know that if we treat crew with respect, they will treat our guests with respect. If you smile at the crew, they will smile at our guests. They will pass on to guests exactly what they are experiencing. That’s where you come in — you are their positive role model.
QSC&V — Quality, Service, Cleanliness, & Value

A big part of the Brand Promise is delivering QSC&V to our guests. Our guests expect:

- **Quality**: Hot and fresh food
- **Service**: Fast, accurate, and friendly service
- **Cleanliness**: A clean restaurant, with neat and clean managers and crew
- **Value**: Giving the customer their money’s worth—quality food at an affordable price, served with a smile, in an inviting atmosphere

As a Crew Trainer, you will help deliver QSC&V by being a role model. You will set an example by everything you do. Crew will imitate what they see you doing. If you cut corners, they will too. As a role model, your job is to know and uphold quality standards. If it’s not right, don’t serve it.

As a role model, you will consistently perform all procedures correctly. And during rush periods? Here’s where your skills will definitely show! It takes time and lots of practice to learn how to do station skills fast.

Experience means not panicking, and focusing on the task at hand. By staying calm in a crisis, you will be a role model for the crew. No matter how busy it is, what the guest expects is great food, served fast and with a smile.

**Why Is it Critical that We Deliver the Brand Promise?**

When we satisfy our guests by being the best, we create guests who are loyal to McDonald’s. And loyal guests help increase the restaurant’s sales and profits. How?

- They leave with a smile
- They come back more frequently
- They tell friends

**Meeting Guest Expectations**

McDonald’s has quality, service, cleanliness, and value standards to ensure that each guest’s experience is the best possible. That’s why we make sure that sandwiches are served hot and fresh. That’s why guests receive their food within 90 seconds (3 minutes, 30 seconds total experience time). That’s why we provide a clean restaurant environment. Our guests expect the best from us.

**Measuring Progress**

Because we want and intend to meet our guests’ expectations, sometimes we need to focus on specific targets. We do this to make sure everyone in the restaurant is working together. For example, over half of McDonald’s guests come through the Drive-thru. To increase Drive-thru speed, your restaurant may set a target and measure progress to improve guests’ service time.

Or, your restaurant may want to focus on French fries to make sure each guest receives fries that are hot, fresh, properly salted, and in a full box or bag.

You may need to check how often the oil is filtered and skimmed. You may need to make sure that no one pulls the fries before they are fully cooked. Are they being properly salted? Not held more than 7 minutes? Both production and service teams need to work together to achieve the right result. After all, it’s what guests expect!
Let’s Practice!

What did I learn?
1. Who are your role models?

2. Why is it important to be a role model to achieve QSC&V in your restaurant?

3. Read the Role Profile & Leadership Behaviors document. Pick 1-2 roles and behaviors you are going to work on during your Crew Trainer training. Write them down. Be prepared to discuss these with your coach.

4. What is the Brand Promise formula?

________________ + _______________ = _____________

5. Name 2 reasons why it is critical that we deliver the Brand Promise to all guests.

____________________________________________________

____________________________________________________
With your coach

Schedule 10 minutes with your coach to go over this page together.

6. Share the 1-2 roles and leadership behaviors that you will work on during your Crew Trainer training. Explain why you chose these roles and behaviors.

__________________________________________________________________________________________

__________________________________________________________________________________________

7. What is our restaurant focusing on to meet our guests’ expectations?

__________________________________________________________________________________________

__________________________________________________________________________________________

8. What are our current times for Drive-thru and front counter?
   Drive-thru   ________ seconds
   Front Counter ________ seconds

9. If current service time is over 90 seconds, how is this affecting guest expectations?

__________________________________________________________________________________________

__________________________________________________________________________________________

Coach’s signature ____________________________________________

Date __________________________________________________________
Module 2: Present

In this module you’ll learn how to perform Step 2 in the 4-Step Training Method, Present. In this step, you:

• Show the trainee the e-Learning course
• Stay with trainee until he or she feels comfortable
• Be sure you’re available to answer questions
• Ask the trainee what questions they have about the e-Learning course

To do this step, put on your Coach hat!

You’re the Coach!

In order to guide other crew, you will need to be a coach. A coach is a person who guides others towards specific goals. In the restaurant, as a Crew Trainer, you will guide the crew member to become skilled as soon as possible.

Your role as a coach is to:

• Encourage and support trainees
• Correct behaviors outside of training sessions
• Compliment procedures performed properly
• Encourage crew to smile

In the Present step, the main presentation will usually be done with e-Learning course. That makes your job easier!

Still, it’s important to remember that people learn in different ways and at different rates. Not everyone is comfortable using a computer. If a trainee is not skilled with a computer, you may need to spend more time with them while they are taking the e-Learning course.

How do you know what kind of coaching a trainee needs? Ask open-ended questions. These are questions that cannot be answered by yes or no.

Examples of open-ended questions are:

• Which part of the e-Learning was most difficult?
• Which of the procedures would you like to know better?
• Why is it important to pull the chicken from the vat as soon as the timer sounds?

As a coach, display a positive attitude. Use phrases like these:

• “Great fries! You’ve got it.”
• “You’re doing fine! Everyone learns at their own pace.”

In the Crew Trainer e-Learning course, you’ll hear more examples of a positive attitude — and that’s what’s next!
Crew Trainer e-Learning

With your coach

Schedule time with your coach to get started on the Crew Trainer e-Learning course.

1. This is the Present part of your training. Your coach will show you how to access the Crew Trainer e-Learning course.

2. Your coach will also explain what you’ll do when you are doing the Present step with trainees.

3. Complete the course.

4. What questions do you have for your coach? List them here:

   ____________________________________________________________

   ____________________________________________________________

   ____________________________________________________________

   ____________________________________________________________

5. When you have completed the course, go over your questions with your coach.

   Coach’s signature

   Date
Communicating Effectively

Crew Trainers need to communicate well with crew, managers, and guests. Communicate to everyone in the restaurant as you want them to communicate with you.

- Crew
  - Provide consistent coaching feedback on the floor
- Crew Trainer
  - Provide exceptional customer service
- Manager
  - Provide status on trainee progress
- Guest

YOU
How to Communicate in the Restaurant

Communication includes words, gestures, attitude, tone, and manner. In the restaurant, you may work with people from different backgrounds. Crew Trainers need to communicate as clearly and respectfully as possible. Remember, crew will not only hear what you say, but will also hear how you say it.

Keep in mind the following points when you communicate in the restaurant:

| Keep all restaurant staff with courtesy and respect | • Engage the person when speaking  
• Keep the tone of your voice pleasant  
• Use appropriate body language |
|-----------------------------------------------|-----------------------------------------------------------------------------------|
| Speak clearly | • Pronounce words clearly  
• Do not use slang  
• **Never use profanity**  
• Use terms everyone will understand and explain McDonald’s terms such as “backroom” or “reach-in” |
| Listen actively | • Stay focused on the conversation  
• If you do not understand the response, ask the person to repeat it  
• Acknowledge all comments and contributions made to the conversation |
| Be patient in your communication | • Speak calmly and slowly  
• Give others time to think about what you are saying  
• Do not “rapid fire” questions, responses or statements |

Here are things you can do to successfully communicate with crew who speak different languages:

| During training | • Point to the trainee’s language on the station guide  
(Spanish and English are available.)  
• Use Training SOCs and Follow-up SOCs written in the trainee’s language  
• Show them as you tell them |
|-----------------|-----------------------------------------------------------------------------------|
| When you coach | • Learn key words for the station in the trainee’s language  
• Speak clearly and slowly with no slang  
• Use gestures |
Giving Feedback

One of the key responsibilities of a Crew Trainer is to give feedback to the crew. It is important that you understand how to communicate during a coaching session. The key to effective feedback is to focus on the behavior of trainees, not personalities. Statements should be focused on what trainees do, not who they are.

There are two kinds of feedback that Crew Trainers must use in the restaurant: appreciative and constructive feedback. Effective feedback uses appreciative and constructive feedback together.

### Effective Feedback

<table>
<thead>
<tr>
<th>Appreciative Feedback</th>
<th>Constructive Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Appreciative feedback is based on giving positive compliments to a person on what was done well. It is used when a crew member is performing a procedure or following a policy correctly.</td>
<td>Constructive feedback is used when a crew member is not performing a procedure or following a policy in the correct way. Constructive feedback corrects behavior in a positive way.</td>
</tr>
</tbody>
</table>

### Examples of feedback:

**Appreciative feedback:**
- “The way you shake the fry basket is great! None of the fries are sticking together.”
- “I have noticed you always wear a clean uniform. That’s very good!”
- “Congratulations, you are keeping the lobby very clean by cleaning the tables as soon as guests leave!”

**Constructive feedback:**
- “The meat should be placed on the grill from front to back.”
- “Be sure you thank each guest.”
- “You need to drain the fries for 5 seconds before emptying the basket into the dump tray.”

### Appreciative Feedback + Constructive Feedback = Effective Feedback

The most effective feedback combines appreciative and constructive feedback. It is always better to give appreciative feedback before constructive feedback.

**Example of effective feedback:**
- “I see that you are pulling the patties off the grill in the correct order: that is good. I noticed you are not seasoning correctly: some patties have no seasoning at all. Let me show you the procedure again. We want each sandwich to be perfect for our guests.”

### Feedback Process

By following the “feedback process,” you will help trainees improve their performance.

**The feedback process:**
1. Observe the trainee while performing procedures.
2. Compliment the trainee on what was done well.
3. Describe any mistake with examples. Refer to the specific behavior that needs to be changed.
4. Explain how the mistake affects guests or other crew.
5. Demonstrate the proper way to perform the procedure.
Let’s Practice!

What did I learn?
1. Who do you know that is a good coach?

2. What makes that person a good coach?

3. What is it about you that will make you a good coach?

4. What concerns you about being a coach?

With your coach
Schedule 10 minutes with your coach to go over this page together.

Coach’s signature

Date
Module 3: Try Out

In this module you’ll learn how to perform Step 3 in the 4-Step Training Method — Try Out. In this step, you:

- Take the trainee to the station
- If the trainee is not ready to practice yet, demonstrate the procedures described in the Present step
- Observe and coach the trainee practicing at the station
- Let the trainee practice throughout the shift

To do this step, put on your Teacher hat!

(Now you’re wearing three hats! You’re a role model, a coach, AND a teacher.)

You’re the Teacher!

The training system used in McDonald’s restaurants is designed to give crew what they need, when they need it, and where they need it. Trainees will receive the information needed to perform specific tasks while they are working. As a Crew Trainer, you play a key role in this process.

McDonald’s understands that people learn differently, depending on their experience and levels of knowledge in the restaurant. The first day on a new station will be different for someone who has no experience versus someone that has worked in the restaurant for several months. Your encouragement and reassurance will help new crew feel more comfortable as they develop their skills.

The Training Toolbox

The following pages are your guide to the tools you’ll be using as a Crew Trainer.

- *The Crew Training Path* shows the recommended order for training crew. It shows which courses they should take, and when — depending on their assignment in the restaurant.
- *Crew Training Courses* is a list of all courses on the Crew Training Path. It shows which SOCs to use with each course, and who should take each course
- *Trainer’s Notes* describe the 4-Step Training Method for four kinds of training:
  - Foundation Training
  - Service Training
  - Production Training
  - Training without e-Learning
- *Training Tools and Tips* tells you which tools to use for each course, and what to focus on during your training. Courses are grouped just like the Crew Training Path:
  - Foundation Training
  - Service Training
  - Production Training for Breakfast Menu
  - Production Training for Regular Menu
- For a description of all training tools and how to use them, see: *Appendix: Training Tools*, in this workbook.
**Crew Training Path**

All crew training begins with an orientation, Foundation training, and *French Fries*.

### ALL CREW - ORIENTATION

- **Orientation**
  - The manager uses these training tools:
    - Orientation Coach’s Guide
    - Orientation Crew Guide
    - e-Learning courses

### ALL CREW – FOUNDATION + FRENCH FRIES

**Foundation Training**
- Guest Expectations
- Intro to Menu *(e-Learning only)*
- Coffee 101
- Food Safety
- Safety and Security
- Cleanliness

**Production Training**
- French Fries *(with Taste of Quality)*

After the basics, the training path depends on where and when crew is assigned:
- Service or Production
- If Production, Breakfast Menu or Regular Menu

### Service Crew

- Front Counter and Order Taking:
  - Front Counter
  - NewPOS: Order Taking
  - Advanced NP6 Order Taking
- Making McCafé Coffees
- Blended Ice Beverages
- Service Area Production
- Drive-thru
- Hash Browns *(Breakfast Crew only)*

### Production Crew

**Breakfast Menu**
- Eggs
- Breakfast Meats
- Breakfast Menu Assembly
- Q/Toast/Bake

**Regular Menu**
- Grilled Products
- Regular Menu Assembly
- Fried Products

**Open and Transition Service** *(SOC only)*
- or —

**Close Service** *(SOC only)*

Cross training

For each topic on the training path, Crew Trainers use the following training tools:
- **Step 1 — Prepare**: Read the Trainer’s Notes and Training Tools and Tips job aids.
- **Step 2 — Present**: Use e-Learning courses. For courses that do not have e-Learning, use Training SOCs.
- **Step 3 — Try Out**: Use station guides and service reminders to conduct training. Refer to Training SOCs when you need more details.
- **Step 4 — Follow Up**: Use Follow-up SOCs for verification.
**Crew Training Courses (listed in the order that crew usually complete them)**

This table below shows which SOCs to use with each course, and who should take each course.

<table>
<thead>
<tr>
<th>Crew Training Course</th>
<th>Related SOCs</th>
<th>ALL Crew</th>
<th>Service Crew</th>
<th>Production Crew</th>
</tr>
</thead>
<tbody>
<tr>
<td>Orientation</td>
<td>• None (Manager uses Orientation materials)</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Guest Expectations</td>
<td>• Guest Expectations</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Intro to Menu</td>
<td>• None</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Coffee 101</td>
<td>• McCafé Coffees</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Food Safety</td>
<td>• Food Safety</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Safety and Security</td>
<td>• Safety</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Cleanliness</td>
<td>• Lot &amp; Lobby</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>French Fries</td>
<td>• French Fries and Hash Browns</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Front Counter and Order Taking</td>
<td>• Front Counter</td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Breakfast Meats</td>
<td>• Breakfast Meat</td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Breakfast Menu Assembly</td>
<td>• Assembly: Overview</td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Q/Toast/Bake</td>
<td>• Q/Toast</td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Hash Browns</td>
<td>• French Fries and Hash Browns</td>
<td>●</td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Grilled Products</td>
<td>• Grilled Products: Meat</td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Regular Menu Assembly</td>
<td>• Assembly: Overview</td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Fried Products</td>
<td>• Fried Products</td>
<td></td>
<td></td>
<td>●</td>
</tr>
<tr>
<td>Prepping Products</td>
<td>• Prepping Products: Prepping and Baking</td>
<td></td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Open and Transition Service (SOC only)</td>
<td>• Open and Transition Salads and Parfaits</td>
<td></td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Close Service (SOC Only)</td>
<td>• Close Service</td>
<td></td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Open and Transition Production (SOC only)</td>
<td>• Open and Transition Production</td>
<td></td>
<td>●</td>
<td>●</td>
</tr>
<tr>
<td>Close Production (SOC Only)</td>
<td>• Close Production</td>
<td></td>
<td>●</td>
<td>●</td>
</tr>
</tbody>
</table>
**Trainer’s Notes: 4-Step Training Method**

*Trainer’s Notes* describe the 4-Step Training Method for four kinds of training:

- Foundation Training
- Service Training
- Production Training
- Training without e-Learning

You can find this job aid in your Crew Trainer curriculum. It is helpful to both new and experienced Crew Trainers! Use this job aid after your training, on the job, whenever you train or cross-train crew members.

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**Trainer’s Notes Job Aid**

**4-Step Training Method for Foundation Training**

Follow these steps for each Foundation course.

1. **Prepare**
   - Crew Trainer preparation
     - Foundation training will prepare new crew to work in any area of the restaurant
     - Review the training tools and tips for the course
     - Clean, organize, and stock the areas you will be demonstrating
   - Trainee preparation (5 min)
     - Great the trainee
     - Talk to the trainee about how the foundation skills apply to working at any station: Examples:
       - Guest Expectations: How their work directly affects what guests expect. Quality, Service, Cleanliness, and Value
       - Intro to Menu: Why it's important to know what products we serve
       - Coffee 101: How McDonald's coffees are different from McDonald's premium roast coffee
       - Food Safety: How food safety depends on you, whether you're preparing food, serving it, or helping the restaurant clean
       - Safety and Security: What's important in an emergency — and why
     - Cleanliness: What cleanliness tasks they will be performing at their station

2. **Present**
   - Off-the-floor training (15-30 min)
     - Show the trainee the e-Learning course
     - Stay with trainee until he or she feels comfortable
     - You may perform other duties while the trainee is going through the course, but be sure you're available to answer questions
     - Before you go to the station, ask the trainee what questions they have about the e-Learning

3. **Try Out**
   - On-the-floor training (10-15 min) — Not required for Intro to Menu or Coffee 101
     - Take the trainee to the station
     - Have the trainee practice the specific foundation skills required at the station
     - Guest Expectations: Specific tasks that affect the guest experience
     - Food Safety: Hand washing
     - Coffee 101: How McDonald's coffees are different from McDonald's premium roast coffee
     - Food Safety: Food handling
     - Safety and Security: What's important in an emergency — and why
**Training Tools and Tips**

*Training Tools and Tips* tells you which tools to use for each course, and what to focus on during your training. Courses are grouped just like the Crew Training Path:

- Foundation Training
- Service Training
- Production Training for Breakfast Menu
- Production Training for Regular Menu

You can find this job in your Crew Trainer curriculum. It is helpful to both new and experienced Crew Trainers! Use this job aid after your training, on the job, whenever you train or cross-train crew members.

### Training Tools and Tips Job Aid

#### Foundation Training

All new crew members should take these Foundation courses (and French Fries) during their first three shifts.

<table>
<thead>
<tr>
<th><strong>Guest Expectations</strong></th>
<th><strong>Intro to Menu</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SOC:</strong> Guest Expectations</td>
<td><strong>SOC:</strong> none</td>
</tr>
</tbody>
</table>

**During all training steps, focus on these topics with crew:**

- How you can deliver on the McDonald’s promise of simple, easy enjoyment
- How you can handle difficult situations
- When you need to involve your manager
- How teamwork has a positive effect on the way our guests feel when they visit McDonald’s
- Guests expect: Quality, Speed, Accuracy, Friendliness, Cleanliness, and Value

**The purpose of this course is to introduce new crew to the McDonald’s menu. The training focuses on core menu items that are served at all McDonald’s restaurants.**

All crew should take this course during their first or second shift.

For this course, do only the Prepare and Present steps. There is no SOC for this course.

<table>
<thead>
<tr>
<th><strong>Coffee 101</strong></th>
<th><strong>Food Safety</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>SOC:</strong> McCafe Coffees</td>
<td><strong>SOC:</strong> Food Safety, Clean and Sanitary</td>
</tr>
</tbody>
</table>

**The purpose of this course is to introduce new crew to McDonald’s McCafe Coffees.**

For this course, do only the Prepare and Present steps.

**Focus on these topics:**

- The difference between McCafe coffees and McDonald’s Premium Roast coffee is in the beans.
- McDonald’s offers these McCafe Coffees.

**During all training steps, focus on these topics with crew:**

- Food safety depends on you!
- Personal hygiene: how and when to wash hands
- Use of gloves
- Contaminants: germs, chemical contamination, and physical contamination
Let’s Practice!

What did I learn?

1. In your own words, what is a Foundation course?

2. When should Foundation training be completed?

3. Which Production course does every new trainer learn during their first shifts?

4. Briefly describe each step in the 4-Step Training Method.
   Prepare

   Present

   Try Out

   Follow Up
5. As a Crew Trainer, how will you use each of these training tools?

   e-Learning

   Station Guides

   Service Reminders

   SOCs

   *Trainer’s Notes for the 4-Step Training Method*

   *Training Tools and Tips*
6. Where are crew training materials kept in this restaurant?


7. Who do you go to when new materials need to be ordered?


8. Who do you know that is a good teacher?


9. What makes that person a good teacher?


10. What is it about you that might make you a good teacher?


NOW it’s your turn! With your coach . . .

- Schedule time with your coach for your first on-the-floor practice session
- You may practice training your coach before training your first crew person on a station
- You will conduct a training session at the _________________________ station
- Your coach will observe and coach you as you practice Steps 1, 2, and 3
- For this first session, you won’t need to complete the SOC in Step 4. You’ll learn and practice that in Module 4.

After the training session . . .

Schedule 10 minutes with your coach to go over this page together.

1. During the training session, what were your strengths? What did you do well?

_____________________________________________________________________

_____________________________________________________________________

2. How can you get better as a teacher?

_____________________________________________________________________

_____________________________________________________________________

3. What questions do you have for your coach?

_____________________________________________________________________

_____________________________________________________________________

Coach’s signature

Date
Module 4: Follow Up

In this module you’ll learn how to perform Step 4 in the 4-Step Training Method — Follow up.

In the Follow Up step, you:

- Observe the trainee
- Complete the verification checklist on the SOC
- Explain the results of the SOC to the trainee. If the trainee is not successful, ask him or her to practice the points that were missed.
  - If one or two points were missed, verify only these points within the next shift
  - If more points were missed, provide feedback and repeat the SOC checklist during the next shift
- When the trainee is successful, tell him or her that they’re ready to work at the station
- Use your restaurant’s recognition system to record and reward the trainee’s success
- Inform your manager of the results
- Continue to follow up with feedback as needed
  - Be polite and specific
  - Compliment them on what they’re doing well

To do this step, put on your Expert hat!

You’re the Expert!

As a Crew Trainer, there are two parts to being an expert:

1. Knowing what to do at a station
2. Evaluating the skills of a trainee at that station

As an expert, you’re the person who decides when a trainee is doing things right — and what they can do to get better.

At McDonald’s, an expert is someone who is expected to:

- Know all station procedures
- Explain the why’s behind station procedures
- Be able to answer crew members’ questions on the job
- Perform and explain all station responsibilities
Completing the SOC

Follow-up Station Observation Checklists (FSOCs) are used to verify performance. Both knowledge and skill are measured.

When you’re completing an FSOC, accuracy is important. Tasks should always be performed as they are described on the station guides or in the Training SOCs.

As a new crew trainer, you may choose to use either the Training SOC or the Follow-up SOC to verify a trainee.

- The TSOC has more details, and it will help you make sure you’re not missing anything.
- The FSOC is shorter. It contains only the checkboxes, questions and answers to the questions. After you have been training for a while, you will probably choose to use the Follow-up SOC.

Here’s an example of an FSOC:

<table>
<thead>
<tr>
<th>Performance is measured in several areas:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- <strong>Overview</strong></td>
</tr>
<tr>
<td>- Quality</td>
</tr>
<tr>
<td>- Prep</td>
</tr>
<tr>
<td>- Food Safety (if available)</td>
</tr>
<tr>
<td>- <strong>Cooking</strong></td>
</tr>
<tr>
<td>- <strong>Station Maintenance</strong></td>
</tr>
</tbody>
</table>

---

### Fried Products

#### Production

<table>
<thead>
<tr>
<th>Fried Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicken McNuggets</td>
</tr>
<tr>
<td>Load basket. How many McNuggets constitute a full basket? Up to 2 bags in a 4-segmented basket.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>McNuggets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Load basket. What is the maximum number of McNuggets per basket? 60 lbs of 8.5 oz UNH tray maximum.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>McNuggets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer to station, start timer 36 minutes maximum holding time.</td>
</tr>
</tbody>
</table>

---

### Cooking Fried Products

<table>
<thead>
<tr>
<th>Chicken McNuggets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Load basket. What is the maximum number of Chicken McNuggets per basket? 60 lbs of 8.5 oz UNH tray maximum.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>McNuggets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer to station, start timer 36 minutes maximum holding time.</td>
</tr>
</tbody>
</table>

---

### Station Maintenance

#### Oil Maintenance

<table>
<thead>
<tr>
<th>Oil Maintenance</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chicken McNuggets</td>
</tr>
<tr>
<td>Oil should be at least 1 inch from the basket.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>McNuggets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oil should be at least 1 inch from the basket.</td>
</tr>
</tbody>
</table>

---

### Cleaning

<table>
<thead>
<tr>
<th>Cleaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>McNuggets</td>
</tr>
<tr>
<td>Clean fried products station.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>McNuggets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Clean fried products station.</td>
</tr>
</tbody>
</table>

---

### Stocking

<table>
<thead>
<tr>
<th>Stocking</th>
</tr>
</thead>
<tbody>
<tr>
<td>McNuggets</td>
</tr>
<tr>
<td>McNuggets should be stocked in a clean area.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>McNuggets</th>
</tr>
</thead>
<tbody>
<tr>
<td>McNuggets should be stocked in a clean area.</td>
</tr>
</tbody>
</table>
Let’s Practice!

**NOW it’s your turn! With your coach . . .**

- Complete the SOC for a trainee.
  - If the trainee from your first training session is scheduled, complete the SOC for that trainee.
  - If that trainee is not scheduled, work with a different crew member.

**After the training session . . .**

Schedule 10 minutes with your coach to go over this page together.

1. During the **Step 4 - Follow Up** training, what were your strengths? What did you do well?

   ____________________________

   ____________________________

2. What questions do you have for your coach?

   ____________________________

   ____________________________

**Crew Trainer Verification**

- NOW it’s time to put it all together
- Your coach will use the Crew Trainer Verification to test your skills as a Crew Trainer
- Schedule time with your coach to:
  - Review the guidelines on the following page to see how you will be verified
  - Determine your training assignments
- Access the Crew Trainer Verification tool from the Crew Trainer curriculum
Appendix: Training Tools

Orientation

The Orientation Crew Guide is used to welcome new crew to McDonald’s. Crew members are given the crew guide to keep so they can refer to it in the future. An Orientation Coach’s Guide outlines the orientation process and provides a step-by-step guide to ensure that new crew members have a positive orientation experience.

CDP Binder

The CDP binder is used to store and organize the Training SOCs and Manager’s Guide to the CDP. It should be kept in a place where it is accessible to all crew for reference. If you have access to McDonald’s Connection, all of these materials are available online, and this binder is optional.

e-Learning Training Courses

The e-Learning training courses are delivered via computer on McDonald’s Connection. Each course provides the trainee with information about how to perform restaurant procedures and the reasons why they are important.
Training SOCs

The Training Station Observation Checklist (Training SOC) is used in situations where trainees have special needs or preferences that make it difficult for them to use an e-Learning computer. A Training SOC can be given to the trainee after a training session for further study and reference.

The Training SOC contains information about how to perform restaurant procedures and the reasons why they are important. The Training SOC is used as a crew training tool, and can also be used by new Crew Trainers to test the crew’s knowledge. An experienced Crew Trainer will probably choose to use the Follow-up SOC to test a crew member’s knowledge.

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Eggs

**Overview**

- **Customer expectations**
  - What are the customer expectations for eggs?

- **Check grill product selector setting**
  - Check the product selector setting before each run.
    - Infinite gap stovetop grills: select the product on the built-in timer. This automatically adjusts the height of the top plate. For production-specific settings see the following page.
    - Taylor manual-setting grills: with the grill closed, push the standby button, lift and rotate the selector knob clockwise on the side to desired setting. Repeat for the other side of the grill. Be sure that all four selectors point to the same product.
  - Eggs will overcook or undercook if the grill is not properly set.

- **Clean hands and good personal hygiene**
  - When washing your hands, wash hands for 20 seconds, rinse, and dry with paper towels. Hands should be rinsed as needed, with a minimum of once per hour. Practice good personal hygiene by not touching hair or face while preparing food or serving customers.

**Check cabinet management chart**

- Refer to your restaurant’s cabinet management chart to determine how many eggs need to be cooked as each shift begins.

---

**Food safety**

- How would you store the egg yolks? The egg shells?

**Production**

- **Use the yolk breaker only for breaking the egg yolks and removing shell pieces from round eggs.**
- **Use the egg yolk only for measuring pasteurized whole eggs (PYW).**
- **Store the yolk breaker and egg shell in the Grill Tool Organizer (GTO) raw module out of contact with other utensils.** Store the egg shell on the side. Keep them separated from utensils used for cooked products to prevent cross-contamination.
  - For restaurants using the raw breakfast tool organizer store the yolk breaker and egg shell in the raw breakfast tool organizer. Store the egg yolk in a separate compartment.
- **Store the whole super spatula, white plastic spatula, and white long-handled hotdog spatula, and egg fork separately in the grill food organizer.**
- **Keep utensils in utensil holders or stored on clean trays when not in use to keep them sanitary.**
- **Wash, rinse, and sanitize all breakfast utensils and utensil holders at least every 4 hours.**

**Universal holding cabinet (UHC) trays**

- **When tray liners are required, always use clean tray liners.**
- Never mix old and new product in the same tray.
- **Wash, rinse, and sanitize all UHC trays at least every 4 hours.**

**Discard expired products**

- Why is it important to discard expired products promptly when the time counts?
  - Always discard product when the expiration date is reached. This ensures hot, fresh, quality product for our customers.
  - Record discarded products on the waste sheet.
Service Reminders

Service reminders are used as just that – reminders of the basic service steps for crew in Drive-thru and at the front counter.

Station Guides

Station guides are a visual reference for procedures crew need to perform. They hang at the station in a visually prominent position for easy reference.

Photos provide a visual reference for quality targets and guest expectations.

Pictures and translations help overcome language barriers.

Step-by-step instructions provide basic procedures.

Follow-up SOCs

Follow-up Station Observation Checklists (Follow-up SOCs) are used to verify performance. Both knowledge and skill are measured. For more information, see Module 4 in this workbook.

Recognition System (optional)

When crew members receive 100% on an SOC, they are given a reward sticker for that station. The sticker may be placed on the name badge and/or the Crew Recognition Chart. Crew can earn up to 17 reward stickers. In addition, there is a Crew Trainer sticker that recognizes crew who get 100% on the Crew Trainer Final Verification.
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