



# CUSTOMER CARE

## WHAT I DO

- Use The 'Vital Ingredients' to deliver hot fresh food, in a clean and friendly restaurant, giving customers a great experience each visit, every time
- Consistently deliver the highest standards of quality, service and cleanliness in the restaurant
- Act as a host; be approachable, friendly and anticipate customer needs



# CUSTOMER EXPERIENCE

- Make it special – act as a role model – be welcoming, personalise your comments and connect with your customers
- Make it genuine – give the customer your full attention, smile, use eye contact and body language that is enthusiastic and energetic
- Adapt to each customer's needs – be customer confident and provide an individual experience that exceeds their expectations, e.g.:
  - o Be patient with customers who need help, offer to explain the menu
  - o Get to know regular customers and treat them individually
  - o Use positive gestures, e.g. offer to clear trays, help parents with pushchairs or make a child's visit special, direct queues during busy periods
  - o Support in store events with enthusiasm
- Use initiative and confidence – approach and interact with customers
- Answer customer queries confidently and professionally – keep up-to-date with knowledge on our food and promotions
- Monitor food quality being consumed by customers
- Treat all customers and colleagues with courtesy and respect
- Work as a supportive team member



# QUALITY, SERVICE AND CLEANLINESS

- Complete tasks and activities in line with training/SOCs, company guidelines and management direction
- Adhere to McDonald's standards of quality, service and cleanliness
- Follow all workplace safety, security and food hygiene procedures
- Follow the 'Fix Up, Work Sharp' guidelines and take pride in your personal appearance
- Take responsibility for your training in all areas; look for opportunities to improve and develop

