



CREW MEMBER

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
- Provide friendly, fast and accurate service



DELIVERING THE VITAL INGREDIENTS

- Prepare the customer's meal with care and respect – give your customers gold standard food and drink every time
- Make it special – 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 – give them 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
- Use initiative and confidence when interacting with customers
- Answer customer queries confidently and professionally – keep up-to-date with knowledge on our food and promotions
- 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

