



SHIFT MANAGER

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
- Lead the BEST shifts to consistently deliver the highest standards of quality, service and cleanliness, upholding the McDonald's Brand
- Take accountability of business results, Roadmap to best- loved metrics and the running of a reputable restaurant in line with ROIP



DELIVERING THE VITAL INGREDIENTS

- Role model customer focused behaviours and act on McDonald's values
- Display the BEST leadership by coaching your people by providing them feedback.
- Guide the team to prepare the customer's meal with care and respect – give your customers gold standard food and drink every time
- Make it special – lead the team to be welcoming, deliver a personalised service and connect with your customers
- Make it genuine – lead by example giving your people and customers your full attention, smile, use eye contact and body language that is enthusiastic and energetic
- Adapt to each customer's needs – through your team, provide an individual experience that exceeds their expectations
- Answer customer queries confidently and professionally – keep up-to-date with knowledge on our food and promotions
- Empower your crew – to bring their best selves to work and to deliver The 'Vital Ingredients'
- Publically recognise and reinforce customer led behaviours
- Use initiative and confidence when interacting with colleagues and customers
- Show you care - treat all customers and colleagues with courtesy and respect
- Work as a supportive manager and team member
- Embrace customer feedback as an opportunity for continuous improvement



ROIP AND RESTAURANT OPERATIONS

Food Safety

- Complete DPSC checks and maintain food safety and hygiene standards throughout the shift

Inventory Management

- Maintain stock levels for 24/2
- Ensure order accuracy, and quality and condition of products received
- Track raw/full waste and e-meals on each shift and complete accurate inventory counts

People Practices

- Create a positive, dynamic and inclusive working environment
- Enforce all applicable McDonald's policies and employment laws e.g. Working Time Directives
- Follow the 'Fix Up, Work Sharp' guidelines and take pride in your personal appearance and that of your team
- Promotes a culture of taking care of colleagues and customers

Planned & Daily Maintenance

- Identify and respond to equipment failure/unplanned activities
- Manage completion and follow-up of Planned Maintenance and cleaning tasks

Service, Production and Assembly (SPA)

- Monitor and coach to correct production procedures
- Monitor holding levels and times, and finished food quality driving McDonald's Gold standards
- Monitor and coach to correct service procedures
- Complete travel paths and seek customer feedback during these
- Respond to customer complaints confidently and follow customer recovery process

Safety and Security

- Ensure cash controls are in place for shift (safe contents, skims, deposits, cash +/-)
- Check security equipment for proper operation
- Maintain safety and security during the shift

Shift Management

- Review Sales and Guest Count projections
- Complete shift checklists and positioning plan
- Agree shift targets with area leaders, follow up on execution of the plan
- Manage from the Observation Post; identify danger zones, diagnose and provide coaching
- Conduct QSC travel path a minimum every 30 mins
- Maintain/adjust positioning according to positioning guide
- Follow up on primary and secondary duties of crew and managers
- Understand the restaurant's business plan and corresponding reports and metrics
- Work with the Business Manager and management team to communicate and meet targets
- Attend and participate in weekly managers' meetings
- Communicate food quality and people focussed messages on every shift Communicate shift targets and goals to all team members, energising the team to meet them
- Communicate results and opportunities to the next manager
- Use communications tools such as Operations Update to understand business priorities and required tasks

Staffing, Scheduling and Positioning

- Review crew schedule to ensure staffing meets demand
- Ensure labour controls are in place each hour
- Provide scheduling manager feedback on scheduling efficiency

Learning & Development

- Complete and follow-up SOC's and training
- Review training needs for crew and monitor execution of shift training
- Assist in delivery of crew performance reviews
- Take responsibility for your training in all areas; look for opportunities to improve and develop

