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McDonalds staff handbook

We are a group of students working on this project as if it were a full time job. Any amount will help support and continue the development of this project and will be greatly appreciated. Ana Rodriguez TECM 2700-Terry 9-00-9:50 a. 5/2/McDonald's New Employee Manual/Contents/Employee Job Requirements/Employee Job Requirements/McDonald's has certain guidelines for each of our employees to follow. These are the specific job requirements for: Restaurant # 16866 - 756 W. Main St. Lewisville, TX 75067. Employee Uniforms New employees will be provided: Uniform shirts Hat Nametag You must provide your own pants. Acceptable uniform pants are black dress pants. Unacceptable pants include, but are not limited to: Jencos Wide-legged jeans Jeans with wide stitching on the seams Warm-up pants Running suit pants You are responsible for cleaning and maintaining your uniform. You may not come in to work if you are not completely dressed in uniform (shirt, pants, hat, and nametag). Other Resources: waytobeuniforms/ - create a free MAC account to view McDonald's full Apparel Collection waytobe/uniforms.html- learn more about McDonald's uniform suppliers/Employee Appearance An employee must follow these guidelines regarding employee appearance: Limited size and amount of jewelry is allowed Hair styles should not draw any attention (e. hair color, height, length, and objects worn in hair). All employees must wear a hat or visor when on duty Long or artificial nails are not permitted. Also, fingernail polish is not allowed. Employee Job Requirements A clean-shaven appearance is preferred on all males. The only facial hair allowed is a mustache that does not exceed the corners of the mouth. Goatees are not allowed. All employees must wear complete McDonald's uniforms No earrings on males are allowed No tongue rings, tongue studs, nose rings, or any other facial rings are allowed while on duty Chewing gum and drinking beverages of any kind are not allowed while on duty Here are examples of what an acceptable appearance looks like for managers (left) and crew (right) shown to the right. Other Resources: Speak to a manager directly (each restaurant has their own specific set of rules). Employee Meals You may purchase any menu item for ½ price only during break while on duty. Any store specials cannot be bought for ½ price. Items off the Dollar Menu cannot be bought for ½ price if those are the only items you are buying. Employees do not receive any kind of discounts while off duty or for family and friends. Other Resources: mcdonalds/us/en/full_menu_explorer.html- view full menu items. Employee Loitering You are expected to arrive early when coming to work. Employees who have finished their shift are requested to leave the premises as soon as possible. Off duty employees are not permitted to loiter on McDonald's premises or disturb working employees. Other Resources: Speak to a manager directly (each restaurant has their own specific set of rules). Manager Apparel & Crew Worker Apparel/Employee Job Functions Tell them what their drinks are and hand them to the customers (if you repeat their order, the customer will know if the order was taken wrong and you can fix it at the window). Gather the food bag. Check to make sure all the food is in the bag. It is your responsibility that all the food is in the bag before handing it to the customer. Repeat their food order briefly (Example: cheeseburgers and a fry) while handing them their bag (again this would clarify any mistakes when their order was taken) with a smile as shown in the picture to the right. NOTE: You risk losing your job if you give away any free food or drinks, Happy Meal toys or any other products. Say Thank You and give them a farewell. Other Resources: Speak to a manager directly (each restaurant has their own specific set of rules). Kitchen Responsibilities A working kitchen should have a minimum of two cooks (refer to diagram on next page). 1 st Cook (#1 on diagram) - You are responsible for beginning the assembly of the food. Typically, you: Toast the bread products Get the paper wrap for the food Put all the condiments, vegetables, and/or cheeses on the bread (making any modifications if the customer has a special order). 2 nd Cook (#2 on diagram) - You are responsible for finishing the assembly of the food. Typically, you: Add the meat/chicken Wrap the food Send it to the heated landing pad. 3 rd Cook (#3 on diagram) - Sometimes there is a 3rd cook during rush hours. Typically, you only : Cook meat/chicken (essentially restocking) Restock condiments Hand them their order with a smile! Employee Job Functions NOTE: This is the typical assembly line for burgers/sandwiches. This process differs for salads, McWraps, etc. We provide the process for the burgers/sandwiches because you'll be using this process the most. Other Resources: mcdonalds/us/en/food/food_quality/see_what_we_are_made_of/inside_our_kitchens- view online videos about more kitchen processes and recipes Speak to a manager directly (each restaurant has their own specific set of rules). 123 Employee Job Functions Customer Complaints - Training should educate on the proper process for documenting a customer complaint. Your coworkers should also know how to handle and alert you when a customer wants to file a complaint. Money Handling- You are also responsible for ensuring that your coworkers make their deposits correctly. If you are the closing manager, you need to ensure that the day's profits are complete and stored in the store safe. Training should provide you the basic knowledge on your restaurant's computer system to document the day's profits. Other Resources: aboutmcdonalds/mcd/corporate_careers/training_and_development/hamburger_university- learn more about management training/Employee Wages/Employee Wages/Pay Period You will receive your pay at least twice a month. Pay days are the 5th and 20th of every month. If that day falls on a weekend or a holiday, payout will not occur until the next working day. This restaurant does not permit advance pay prior to regular payday. Probationary Period All new employees, including management personnel, will be on probation for the first 180 days. At the end of the probationary period, the management team will evaluate your training rate of pay. The management team will also determine if you are a suitable employee and therefore remove your probationary period status. Other Resources: glassdoor/Salary/McDonald-s-Salaries-E432.htm- view salaries of other McDonald's restaurants. Sexual Harassment in the Workplace based on gender that reasonably offended another person. Sexual harassment includes, but is not limited to: Verbal harassment, including jokes, comments or threats relating to sexual activity, body parts, or other matters of a sexual nature. Non-verbal harassment, including staring at a person's body in a sexually suggestive manner, sexually-related gestures or motions and/or circulating sexually suggestive material Physical conduct, including grabbing, holding, hugging, kissing, licking, massaging, displaying private body parts, unnecessary touching or other unwelcome physical conduct. An employment decision (including promotion, demotion, compensation, scheduling) made by a supervisor based on the employee's submission to or rejection of sexual conduct. Submission to sexual conduct as an implicit or explicit condition of getting or keeping a job. Conduct that denigrates or shows hostility or aversion to a person because of his/her gender and creates an intimidating, hostile or offensive work environment. Any other sexual conduct that unreasonably interferes with another person's work performance or creates an intimidating, hostile or offensive work environment or adversely affects another person's employment opportunities. Procedure on How to Report Sexual Harassment All McDonald's employees hold the right to stop discriminatory, harassing and/or offensive behavior directing towards him/her. McDonald's encourages employees to freely report incidents of discrimination or harassment without fear of reprisal. McDonald's prohibits retaliation against any employee who has made a complaint about harassment or discrimination or has cooperated in the investigation of such a complaint. Retaliation includes any employment decision or other conduct made with the intent to punish an employee for complaining about or assisting in the investigation of discrimination or harassment. Sexual Harassment in the Workplace Any employee who feels subjected to discrimination or harassment should immediately report it to the Shift Manager. You can also report your complaint to the Area Supervisor or Owner an alternative. Management employees who witness or receive reports of discriminatory or harassing behavior are required to immediately report these events to the Area Supervisor or Owner. Management employees who fail to make the report may be subject to discipline. Sexual Harassment Consequences McDonald's will investigate your report thoroughly, keeping confidentiality. If the investigation uncovers that sexual harassment was in play, McDonald's will take disciplinary action against the offender ranging from a warning to termination. Sexual Harassment towards the Customer McDonald's employees are prohibited from discriminating against or harassing customers, suppliers and vendors, based on race, color, sex, religion, natural origin, disability, sexual orientation or any other unlawful reason, both in the course of work related activities and at company-sponsored training or functions. Management employees who witness or receive reports of discriminatory or harassing behavior are required to take appropriate action, including immediately reporting such behavior to the Area Supervisor or Owner. Conclusion Conclusion To conclude, we have provided one last helpful set of guidelines to ensure your success here at McDonald's: Come to work on time, and on the correct scheduled days. Come to work with a clean uniform, nametag, hat, and good personal hygiene. Treat all customers and fellow employees with respect and always show a warm, outgoing manner. Follow all McDonald's standards for food preparation, serving, and sanitation. If you are going to call in, call at least four hours prior to the start of your shift. Do not: Use company equipment without permission for purposes other than company business. Steal company property, or property of customers or employees. Give away free food or Happy Meal toys. Alter or falsify production or other company records. Falsify employee records. Come to work under the influence of alcohol or drugs. Drink or use drugs while on duty. Post, deface, or remove notices, signs or writing on bulletin boards without prior authorization. Make false, vicious, profane, or malicious statements concerning any employees, McDonald's products or its customers. Disrespect fellow employees and customers. Emit behavior that may reflect unfavorably on our restaurant or McDonald's Corporation. Insubordinate management or any McDonald's representatives. ALWAYS KEEP YOUR ATTITUDE IN CHECK! IT'S THE MOST IMPORTANT FACTOR REGARDING YOUR EMPLOYMENT! We've done our job to provide you the tools and knowledge of how this company works. You are all set to begin working at McDonald's! Good luck and Welcome to McDonald's! Index Introduction- Welcome to McDonald's! Employee Job Requirements Employee Job Functions Employee Wages Sexual Harassment in the Workplace Additional Resources Conclusion Appearance, Index behavior, 12, 13, cook, customer, 5, 6, 8, 9, employee, 1, 2, 9, 10, 11, 12, 13, food, 6, 8, manager, 3, 4, 6, 8, menu, 3, money, order, 5, 6, Resources, 1, 2, 3, 6, 7, 8, 9, 10, uniform, 2,

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