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**September 1, 2022**

**Albert & Carol Mueller limited partnership**

**Mueller Family McDonald’s Manager Handbook**

Welcome to the management team! We are glad that you have chosen McDonald’s for a career. As you read through this handbook, you will find many reasons for our success. Throughout its history, Albert and Carol Mueller Limited Partnership (henceforth referred to as the Organization, company, or Mueller Family McDonald’s) has been characterized by high standards of professionalism, integrity, profitability, and community involvement. That kind of reputation does not happen by accident. It is the result of daily efforts by members of the Mueller Family McDonald’s Management Team and Crew on every level, and in every location. It is the kind of reputation that took years to build.

Having adopted such standards as a hallmark, it is important that we continue, as in the past, to convey these high standards to future generations of employees through personal example, as well as through policy statements.

Your employee handbook summarizes the standards of McDonald’s restaurant and personal conduct required of you. These policies do not create contractual obligations. As a Manager, this handbook is supplementary to the existing Employee Handbook that was reviewed and signed at the start of your Employment. Managers are expected to comply with both the Employee Handbook and the Manager Handbook. General Managers are additionally required to review and sign a copy of the General Manager Handbook found in the last section of this document before accepting the position. Unless otherwise stated as part of a policy, any violations of the herein policies will result in disciplinary action as outlined in the Employee Handbook.

The policies summarized in this Handbook provide you with a framework in which you can attain career ambitions. Each staff member is expected to comply not only with the specific policies outlined in the Handbook, but also with the spirit of the philosophies and principles of McDonald’s that are equally vital to our success.

This Handbook is not intended to, nor does it, constitute a contract of employment or a promise or guarantee of benefits or policies stated in it. Despite any provisions of this Handbook, employment remains at-will at all times. The company reserves the right to change any of its policies, benefits, practices, or rules, at any time, if necessary, without advance notice to the employees. You must be alert to any modifications. It is expected that there will be variations in this interpretation and application of these provisions by management in individual circumstances. The Organization remains the final authority as to the proper interpretation and application of this Handbook. Deviations from its provisions by management personnel may be authorized or subsequentially ratified by the company as it deems appropriate.

This Management Handbook cannot cover all the situations in which you will be faced as a Manager or Supervisor. There will be circumstances and problems which no one can now anticipate which will require you to use your training, good judgment, and common sense. Your progress and success will be determined by you – so ask questions, and think before acting. You represent us and the McDonald’s brand, and we are counting on you.

1. **Equal Employment Opportunity Policy**

Mueller Family McDonald’s provides equal employment opportunity to all employees and applicants regardless of a person’s race, religion, color, sex, age, national origin, medical condition, marital status, sexual orientation, veteran status, disability, or any other legally protected status.

This policy applies to all conditions of employment including but not limited to, recruitment, selection, placement, transfer, promotion, training, compensation, benefits, and termination. All decisions regarding conditions of employment must be based on the individual’s overall qualifications and his or her ability to meet the requirements of the position.

Employees with disabilities shall be provided with reasonable accommodation, except where such accommodation would cause the Organization undue hardship. We invite employees with disabilities which require reasonable accommodation to inform Human Resources of their need for such a reasonable accommodation. The Organization will use its utmost discretion in keeping such information confidential.

1. **Safe, Respectful, and Inclusive Workplace Policy**

As outlined in the Employee Handbook, all employees of Mueller Family McDonald’s are obligated to follow the Organization’s Safe, Respectful, and Inclusive Workplace policies, including but not limited to, policies surrounding harassment, sexual harassment, discrimination, workplace violence, zero tolerance, and retaliation.

As a manager in the restaurant, you have an additional responsibility to report instances that violate these policies. The reporting policy is as follows:

1. Immediately report incident to your General Manager
2. If you are the General Manager and/or the General Manager is an involved party and/or the General Manager us unavailable, the incident should be reported to your Area Supervisor
3. Managers should document the incident including the date, time, parties involved, and any other relevant information
4. All information regarding these matters must be handled confidentially and only discussed on a need-to-know-basis with relevant members of the Leadership Team

After an incident has been reported, an investigation will be conducted by the appropriate personnel and handled impartially, as swiftly, and as confidentially as possible. Relevant parties will be notified by letter when the investigation is complete and, where appropriate, the results of this investigation.

During an ongoing investigation and at the conclusion of the investigation, members of the Management Team must not discuss details of the incident with irrelevant parties.

The Organization strictly prohibits and does not tolerate unlawful retaliation against any employee by any employee. All forms of unlawful retaliation are prohibited, including any form of discipline, reprisal, intimidation, reduction in pay, reduction in hours, unfavorable work assignments, or any other form of retaliation for participation in any activity protected by law.

Protected activities include, but are not limited to:

* Lodging a good faith internal complaint (written or oral) with Human Resources or management specifically opposing a violation of the company’s Safe, Respectful, and Inclusive Workplace policies outlined above, OR complaining about violations of wage and hour law (for example, if an employee believes he or she is being sexually harassed or is not paid overtime he or she is owed).
* Filing a good faith complaint of unlawful discrimination or harassment with the U.S. Equal Employment Opportunity Commission (EEOC) or any similar local, state, or federal agency or court.
* Participating in the Company’s internal investigation into allegations of discrimination or harassment.
* Supporting another employee’s internal or administrative complaint of discrimination or harassment (by, for example, testifying or providing a statement in support of an employee who has filed a complaint)
* Requesting an accommodation under the Americans with Disabilities Act or anti-discrimination statutes.
* Requesting or taking leave under the Family and Medical Leave Act or filing worker’s compensation claims.

This list is illustrative, and not exhaustive. No form of retaliation for any protected claim will be tolerated.

1. **Introductory Period**

Members of the management team are subject to a three-month period following placement in a new position as an introductory or training period. This introductory period can be extended by the Organization with or without notice. During that time, members of the leadership team will determine if you are meeting the requirements of the job, and are suitable for regular employment with us. This also gives you the opportunity to evaluate Mueller Family McDonald’s as your career choice. Notwithstanding at the completion of the introductory period, employment with the company remains at-will at all times and the company can discharge an employee at any time.

1. **Employment Status (Full Time/Part Time)**

Salaried Managers: Your salary, unless otherwise discussed with the Owner/Operator, is based on a 50 hour (five day, 10 hours per day) work week. This schedule may include days, nights, weekends, or holidays.

Hourly Managers: Non-exempt managers or employees working more than forty hours a week, being paid at an hourly rate, shall be paid at the rate of time and one-half of the regular hourly rate after the fortieth hour of work.

In order to cover effectively the weekend and holiday work, members of the management team are reasonably expected to be available to cover weekends or holidays, and all day parts unless otherwise discussed with the General Manager, Area Supervisor, and/or the Owner/Operator.

All employees of the Organization are employees at-will. Although we ask for reasonable notice, all employees may terminate their employment at any time. Similarly, the Organization has the right to terminate employment of any employee at any time, for any reason, with or without notice. No officer, supervisor, employee of the Organization has any authority to enter into any agreements for employment for any specified period of time, or to make any agreement contrary to the foregoing.

Salaried and hourly employees are expected to report to work according to the managers’ schedule. All employees and management personnel must notify their General Manager, Supervisor and/or Owner/Operator with an acceptable explanation for not reporting for work prior to your reporting time as outlined in the Attendance Policy of the Employee Handbook.

1. **Time Punches**

The law requires that Mueller Family McDonald’s keeps accurate time records which are necessary for payment of compensation. Without exception, under **no circumstances** should an employee change the punch-in or punch-out times of an employee under false pretenses. Falsifying time records is a serious violation which will result in disciplinary action.

Managers with the ability to edit time punches to balance payroll can only do so under the following instances:

1. To correct an error (ie; someone double punching)
2. To adjust for the overnight
3. If someone forgets to clock in/out

You may **never** edit for the following reasons:

1. Insert a break where none existed
2. Increase the length of a break to 30 minutes
3. Reduce hours from over 40 to under 40
4. Change a legitimate punch in to a later time
5. Change a legitimate punch out to an earlier time
6. Correct a labor law violation

This list is not exhaustive.  **Any** illegal manipulation of time punches **will** result in disciplinary action.

As a member of the management team, and by completing the required Shift Manager Orientation, you are agreeing that you understand the following:

* All employees must be paid for **all** hours worked
* Any employee whose time punch was changed must sign the change on the Time Punch Audit Report
* This organization prohibits “stand-by” time
* All training sessions, virtual or in person, must be paid and authorized
* Employees may not punch in until they have completed all new hire onboarding and paperwork and attended an Organization authorized orientation

*In the event of violation of these policies:*

Employees who violate this organization’s Time Punch policies will be subject to discipline up to and including termination, depending on the circumstances as outlined by the policy below.

**First Violation:**

The manager that illegally manipulated the time punches will be disciplined from written warning to suspension to termination, depending upon severity of the violation and relevant circumstances. This manager will no longer be authorized to edit time punches or balance payroll.

**Second Violation:**

The manager that illegally manipulated the time punches will be disciplined from suspension to termination, depending upon the severity of the violation and relevant circumstances. The manager may forgo any bonuses or incentives otherwise accrued.

**Third Violation:**

The manager that illegally manipulated time punches will be disciplined by termination of employment. The manager forgoes any bonuses or incentives otherwise accrued.

1. **Pay**

All employees are paid on a biweekly basis, and your check or voucher will be in the store in which you work and available for pick up after 2 PM on Friday afternoons. For more information, please refer to the Employee Handbook.

1. **Rest/Meal Breaks**

Employees working 5 hours or more are entitled to a thirty minute lunch or dinner break. Hourly employees are required to punch out for their break. If you are the only manager in the restaurant, you are not permitted to leave the restaurant during your break. Salaried managers are also entitled to a 15 minute beverage break during his/her shift.

1. **Employee Meals**

Managers are obligated to follow the Employee Meal Policies outlined in the Employee Handbook for their own employee meals as well as to enforce these policies when authorizing meals for other employees.

Managers are responsible for ensuring that employees clock out for their breaks and order their meal on the customer side of the counter. Managers are also responsible for reviewing employee meals before authorizing use of this benefit for compliance with company policy, and must not authorize an employee meal that is not in compliance. Additionally, managers are prohibited from allowing or expecting an employee to work while they are not on the clock during an unpaid rest/meal break. This includes, but is not limited to, allowing an employee to enter the Kitchen Area to make their own meal.

1. **Benefits**

In addition to the Organization’s benefits that are offered to Crew, Managers may have additional benefits opportunities. Benefits are subject to change with or without advanced notice at the discretion of the company. If you separate from employment with us, your benefits will, of course, end at that time. Any accrued or unused benefits are forfeited. In accordance with current state and federal requirements, you may be able to continue temporarily your health insurance coverage at group rates. The personnel office will provide details upon termination of employment.

All Employee Benefits are outlined in the Employee Handbook. Below, are benefits specific to members of the Management team.

**Vacation**

Shift Managers: Shift Managers that complete one full year of employment and average at least 32 hours per week are entitled to one week paid vacation with the pay equivalent to one week pay, at the average weekly earnings at a maximum of 40 hours.

Department Managers & Hourly General Managers: Department managers and hourly General Managers completing two full years of employment and average at least 32 hours per week are entitled to two weeks’ paid vacation with the pay equivalent to two weeks’ pay, at the average weekly earnings at a maximum of 40 hours per vacation.

Salaried Employees:Salaried employees are entitled to three weeks paid vacation.

All management vacation time must be approved by the Area Supervisor. The Area Supervisor reserves the right to deny a manager’s request for vacation to accommodate business needs, but will make every attempt to authorize when appropriate. Vacation time does not carry over from year to year.

**Paid Time Off**

Hourly Managers (Shift Managers, Department Managers, Hourly GMs): who work at least one year (12 consecutive months) will be eligible to receive 1 hour PTO for every 100 hours worked.

Salaried Managers (Salary GMs, Supervisors, Office Staff): who work at least one year (12 consecutive months) will be eligible to receive five (5) PTO days at the start of each calendar year.

This benefit renews annually on January 1. Employees cannot carry over days from year to year. Days not used will not be paid out upon termination of employment or annually. PTO must be approved by your immediate supervisor before use.

**Bonuses and Incentives**

Occasionally, the company may offer bonuses or incentives to managers for outstanding performance that goes above and beyond the line of duty and as a reward for employees who are meeting all standards outlined in their respective job descriptions.

These bonuses and incentives are a benefit that may be forgone at any time at the discretion of the Area Supervisor or Owner/Operator. Managers who are found in violation of any of the policies outlined in this handbook may not be eligible for these benefits.

1. **Confidential Information**

Mueller Family McDonald’s management and office staff are exposed to a great deal of confidential information, such as number of sales, customer counts, trade secrets, banking, profits, etc. None of these matters should be revealed or discussed with anyone. These may be discussed with other employees of the company, but only as necessary. This Handbook also contains confidential information for the exclusive use of our employees. None of the materials contained herein may be reproduced, copied, or used in any form or by any means without express written authorization of the Owner/Operator.

1. **Separation of Employment**

Mueller Family McDonald’s hopes that employees will be satisfied with their employment and will remain with us for many years. If any employee decides to leave, the company would appreciate at least two weeks’ notice which will enable the company to obtain a replacement.

1. **Safe/ Cash Handling Policies and Responsibilities**

As a manager of the restaurant, you have additional responsibilities for handling cash beyond what is outlined in the Employee Handbook. These policies are as follows:

* As a cash counter, I understand that I am accepting sole responsibility that the deposit slip that I write out matches the cash in the deposit bag.
* I will be the only person to handle the deposit money.
* I will never leave cash unattended.
* Once a deposit bag is closed/locked/sealed, it will not under any circumstances be opened unless witnessed by the General Manager or the Area Supervisor.
* The deposit bag number will also be recorded on the deposit slip and on the Cash and Inventory program.
* Deposit records will be kept accurate on the Cash and Inventory program (i.e; marked as taken to bank, validated, etc. when appropriate).
* I will deposit the cash that I have counted and placed in the deposit bag immediately upon completion of cash counting. I will not bring the deposit with me to any other locations before dropping off at the bank.
  + Exceptions may be made for employees who do not drive. In this event, a written agreement must be made by the Area Supervisor, General Manager, and manager determining who will take responsibility for dropping the deposit off at the bank.
  + Exceptions may also be made in the event that the manager is completing the cash counting for a closing or overnight shift. Deposits completed after 9 PM should be placed in the drop safe. There should never be more than two (2) deposits in the drop safe at a time, and the deposits must be brought to the bank as soon as the opening manager clocks in.
* If I should have a problem balancing my cash sheet or safe count to the cash on hand, I will seek assistance from a fellow manager so that suspicion will not be aroused and a witness will be available to verify my explanation. When possible, this person should be a Department Manager or above.
* Any cash that may have been verified as an overage is to be put in the safe and immediately discussed with the General Manager. If they cannot be contacted, a note is to be left discussing the matter so that counts can be verified before banking is completed the next day.
* In the event of a shortage, I must make every effort to locate the cash that is missing. Unless there is an overage from the safe, I must not take money from the safe to correct a drawer shortage. I must report the shortage to my General Manager or Area Supervisor immediately. If they cannot be contacted directly, a note is to be left discussing the matter.
* Register overages or shortages +/- $2 must be documented utilizing E\*Restaurant’s Disciplinary Action Form and signed by the employee.
* If I am unsure of myself, I will ask a fellow manager (preferably Department Manager or above) to double count my deposit and/or the safe in front of me.
* Any outside or special deposits must be documented separately and reported to the Accountant.
* At all times, the safe must be locked. Day lock or propping open the safe is not acceptable.
* Under no circumstances should a Crew Person be present in the office with a manager while counting cash, nor should they be allowed to handle cash that is being counted.
* Drawers are to be skimmed every two hours at a minimum.
* Overrings and refunds require a managers’ signature and explanation and must be kept with the Cash Sheet on a daily basis.
* All cash drawers must be counted by the manager in charge.
* Crew person’s names are to be assigned only to the drawers they are working on.
* Absolutely no “IOUs” or loaning money under any circumstances without express written permission from the Owner/Operator
* Managers cannot “float” cash from one day to another – cannot borrow from a deposit or from the safe

If you are not willing to accept the responsibilities listed above, you will not be authorized to handle cash in the restaurant. As a manager, cash counting is a necessity of your position. Therefore, refusal to comply with these policies will result in a demotion to a Crew position.

1. **Safety, Security, and Food Safety Policies**

In order to ensure the safety of employees and customers, I commit to enforcing all of the following security policies:

* I am responsible for the proper training and awareness of my employees in reference to the security policies.
* As a manager, I will make it a point that all keys to the back delivery door(s) and the kitchen/lobby area doors are kept secure and that doors are kept locked at all times. These doors are only to be opened under the direct supervision of a manager.
* I will not give my keys to any crew person or provide any crew person or other manager with my username, password, or other log in information.
* I will request identification of any visitors before allowing them behind the counter.
* I will never open the door to allow anyone into the store after the doors have been locked, even if the situation looks like an emergency. I will offer to call the police or make a phone call for the person if necessary.
* I will wear the Panic Button while working.
* I will not discuss cash handling or security policies with any unauthorized personnel.
* I will not allow employees to leave any drive thru windows or any doors to be left unlocked for any reason or to be ajar.
* I will not allow anyone except McDonald’s employees and authorized personnel into the restaurant after close or before opening.
* If any point any of the security cameras or security system is found to be not in working order, I will report immediately to my Area Supervisor.

1. **Employee Onboarding**

As a manager in the restaurant, I understand that I must not authorize any employee to work if they are unable to punch in due to not being finished with the onboarding process in its entirety. All managers, whether regarded as a Hiring Manager or not, are responsible for following and adhering to this policy.

Managers that have been given permission to aid in hiring for the restaurant have additional responsibilities regarding employee onboarding.

* Employees must complete onboarding on McHire before working in the restaurant.
* Employees must have a completed i9 form with all required documentation before working in the restaurant.
* Employees must complete an Organization Authorized Orientation session in its entirety before working in the restaurant.
* New hires must have all paperwork in Orientation Packet completed entirely, including Minor Paperwork where applicable, before working in the restaurant and this documentation must be sent to the office the next payroll day.

I understand that I must contact an Orientation Lead 24 hours before the scheduled orientation time to schedule the employee’s orientation. Technology issues or other pressing matters that result in incomplete onboarding do not excuse or exempt employees from any of the above policies.

In the event that an extenuating circumstance is preventing me from completing an employee’s new hire paperwork, I must contact a member of our Administrative Staff for guidance before allowing the employee to work. If I do not receive express, written permission from an authorized member of the Administrative Staff prior to letting the employee work, I will face disciplinary action. **Finally, as a Hiring Manager, I understand that in the event that I am found in violation of any of these policies, I must correct the issue immediately when made aware or further disciplinary action will follow.**

I understand that I must comply with these policies under obligation of the law. Employees who violate this organization’s Employee Onboarding policies will be subject to discipline up to and including termination, depending on the circumstances as outlined by the policy below.

**First Violation:**

Manager will be disciplined from written warning to suspension to termination, depending upon severity of the violation and relevant circumstances.

**Second Violation:**

The manager will be disciplined from suspension to termination, depending upon the severity of the violation and relevant circumstances. The manager will no longer be permitted to conduct hiring in the restaurant. The manager may be ineligible for bonuses or incentives offered.

**Third Violation:**

The manager will be disciplined by termination of employment. The manager forgoes any bonuses or incentives otherwise accrued.

Violations of this organization’s onboarding policies will reflect on a manager’s overall performance, and affect a manager’s performance rating, merit salary increases, and any potential bonus or other benefits.

1. **Minor Laws**

It is critical that all McDonald’s restaurants comply with all applicable federal and state child labor laws. As an organization, we have created our own independent franchise policy in regards to employees under the age of eighteen as outlined below. All Child Labor Laws are outlined in the Employee Handbook.

1. All restaurant management and staff who supervise or train employees should be educated on the organization’s Child Labor Compliance Program as outlined by this policy.
2. All employees under the age of 18 must have a work permit before being permitted to work. This permit must be on file in an employee’s personnel file at the office, and not kept in the restaurant.
3. Minor employees must be scheduled within this organization’s Child Labor Rules.
4. The restaurant must review weekly time punch summaries to ensure actual compliance with this organization’s Child Labor Rules.
5. Any violations must be documented and reported to the Area Supervisor.
6. Counsel, and if necessary, document any minor employee who causes a violation of this organization’s Child Labor Rules to occur.

A violation of the Child Labor Rules will result in disciplinary action, which may include one or more of the following actions, depending on several factors such as the nature and severity of the violation:

First Offense: The manager designated as the shift manager at the time of the violation will be disciplined from written warning to suspension to termination, depending on severity of the violation and all relevant circumstances.

Second Offense: The manager designated as the shift manager at the time of the violation will be disciplined from suspension to termination, depending on the severity of the violation and all relevant circumstances.

Third Offense: The manager designated as the shift manager at the time of the violation will be terminated and/or demoted, depending upon the severity of the violation and all relevant circumstances.

If the manager is **not** terminated or demoted, then any restaurant in which the manager works will be prohibited from employing any minor employee for one full calendar year from determination that the third offense has occurred.

Violations of this organization’s Child Labor Laws will reflect on a manager’s overall performance, and affect a manager’s performance rating, merit salary increases, and any potential bonus or other benefits.

1. **Work Related Travel**

Occasionally, a manager may be asked to travel to another location other than their “Home Store” for product, training, aiding another restaurant, or other work-related reasons. Only managers above the age of 18 with a valid Driver’s License and Insurance are authorized to travel.

To compensate you for fuel and wear and tear on your vehicle, the Organization pays mileage at $.58 per mile. This rate is subject to change based on IRS guidelines. Any c changes to this amount will be communicated. This is tracked separately on a mileage sheet that is to be returned to the office with payroll.

Managers may track their miles from their “Home Store” to their destination. We do not compensate employees for mileage from their personal homes unless written authorization is provided by the Owner/Operator. Employees found to be abusing the travel policy may be subject to disciplinary action, including termination.

1. **Other Expectations**

The following rules are normal McDonald’s procedures to be followed on a daily basis by anyone in charge of a shift. It is the manager’s specific responsibility to institute and personally adhere to every principle outlined in each standard. Violation of these procedures after reprimand is grounds for dismissal.

1. Conversations with crew and customers while on duty must be kept professional and should concern business matters only. Personal visiting of any kind while on duty is not allowed.
2. Personal appearance of crew and management must be clean and attractive as outlined in the Employee Grooming Standards Policy. Managers are additionally expected to enforce this policy, and serve as a role model to others.
3. The schedule is to be followed and controlled by the shift manager; changes should be made by management to reflect volume changes to control labor costs.
4. Managers should attend offered meetings and regularly review communications to lay out objectives, work toward achieving goals, and aid in personal development.
5. Monitoring rules and regulations is the duty of every level of the management team, as well as helping to see that goals are met.
6. Any employee facing dismissal or suspension will be given the opportunity to be heard by the Owner/Operator or its designated representative before such action is taken. If an employee desires such a hearing, he or she must request it.
7. Managers must follow and enforce staggered open/close and all other safety and security procedures outlined in the Employee Handbook and Manager Handbook.
8. Falsification or misrepresentation of any company documents is prohibited.
9. The lending, borrowing, or theft of company funds is prohibited.
10. Insubordination or abusive conduct or speech is unacceptable.
11. **Job Descriptions**

The following statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all the job responsibilities, duties, skill, or working conditions. In addition, this document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

**Job Description**

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| **Job Title:** | Shift Leader/Certified Swing Manager |

| **Job Summary** |
| --- |
| **Shift Managers are responsible for managing day to day operations in the restaurant. This position is the entry level to management and is the first step toward restaurant management.** |
| **Essential Job Functions** |
| **Primary, or Core, Functions:**   * Monitoring restaurant safety measures are in place * Monitoring food safety standards are always met and adhered to by completing and verifying daily food safety checklists * Enforcing company policies and procedures in all facets of restaurant operations * Ensuring that guests are always served following McDonald’s core values and brand standards * Managing profitability metrics including labor, food cost, and other line items as directed by General Manager * Internal communication such as communicating and setting targets or staying up to date on company announcements * Monitoring food quality through production levels |
| **Secondary, or Ancillary Functions:**   * Cash handling * Receiving deliveries * Training * Conducting travel paths * Preparing for the shift (DSPT, Pre-Shift Checklists, etc). * Verifying completion of daily tasks for cleaning, sanitizing, and maintaining equipment * Flex in and out of positions to adapt to business needs |
| **Other Responsibilities:**   * Comply with all company policies and procedures * Other duties as assigned by General Manager, Supervisor, or Owner/Operator |

| **Specifications/Qualifications** |
| --- |
| **McDonald’s Training & Experience Needed**:   * Crew Trainer Certification * Area Leadership: Service, Production, Drive Thru *preferred* * E-Learning: Shift Leadership 3.0 * Leadership Transitions Class |
| **Certifications:**   * ServSafe Manager Certificate |
| **Baseline Knowledge and Skills:**   * Proficient in Crew stations in most, if not all, areas of the restaurant * Ability to interact with and motivate people * Proficient with basic technology & comfortable learning more * Excellent customer service skills |
| **Abilities:**   * Being a proficient communicator * Being self-motivated * Problem solving * Decision Making * Coaching |
| **Physical requirements (lifting, etc.):**   * Lift 35 lbs+ * Standing, walking, moving for 8+ hours without sitting |

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| **Job Title:** | Department Manager: Guest Service/Hospitality Manager |

| **Job Summary** |
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| **The Guest Service/Hospitality leader is responsible for ensuring that every guest has the best possible experience. This leader is responsible for making sure that our crew has the training and resources needed available to them to provide this experience to our guests. This leader is also responsible for setting and monitoring targets for drive thru, service, delivery, and customer satisfaction.** |
| **Essential Job Functions – in addition to duties outlined in Shift Manager Job Description** |
| **Primary, or Core, Functions:**   * Business Planning: conducting weekly department walk-thru to assess performance and identify action items; prepare for and participate in managers’ meetings; participate in setting daily, weekly, monthly, and annual targets for the department * Internal communication: drive thru and service time targets/progress; new initiatives and promotions; Voice Scores and customer complaints; cleanliness and planned maintenance tasks, cash audit results, and familiarizing self with company announcements and initiatives * People Practices: writing and conducting performance reviews for assigned department; training crew and managers on new promotions and procedures * External Communication: following up on customer complaints in a timely manner; monitoring McSource and ensuring proper merchandising is displayed; maintaining and building community relationships; initiate and execute LSM events |
| **Secondary, or Ancillary Functions:**   * Shift Management * Cash handling * Receiving deliveries * Training * Conducting travel paths * Preparing for the shift (DSPT, Pre-Shift Checklists, etc). * Verifying completion of daily tasks for cleaning, sanitizing, and maintaining equipment * Flex in and out of positions to adapt to business needs |
| **Other Responsibilities:**   * Comply with all company policies and procedures * Other duties as assigned by General Manager, Supervisor, or Owner/Operator |

| **Specifications/Qualifications** |
| --- |
| **McDonald’s Training & Experience Needed**:   * Crew Trainer Certification * Area Leadership: Service, Production, Drive Thru *preferred* * E-Learning: Shift Leadership 3.0 * Leadership Transitions Class * E-Learning: Leading Hospitality * Mueller McDonald’s Department Leadership Course * Developing the Leader in Me Class |
| **Certifications:**   * ServSafe Manager Certificate |
| **Baseline Knowledge and Skills:**   * Proficient in Crew stations in most, if not all, areas of the restaurant * Ability to interact with and motivate people * Proficient with basic technology & comfortable learning more * Excellent customer service skills |
| **Abilities:**   * Being a proficient communicator * Being self-motivated * Problem solving * Decision Making * Coaching |
| **Physical requirements (lifting, etc.):**   * Lift 35 lbs+ * Standing, walking, moving for 8+ hours without sitting |

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| **Job Title:** | Department Manager: People Manager |

| **Job Summary** |
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| **The People Leader is responsible for making sure we hire qualified crew, train them well, and schedule them to meet restaurant sales and profitability goals as well as the business’s needs. this leader makes sure our crew get off to a good start at our restaurants, and that they are recognized and motivated throughout their tenure. The People Leader is also responsible for making sure the team meets people targets, such as number of crew on the roster and weekly labor hours and costs.** |
| **Essential Job Functions – in addition to duties outlined in Shift Manager Job Description** |
| **Primary, or Core, Functions:**   * Business Planning: conducting weekly department walk-thru to assess performance and identify action items; prepare for and participate in managers’ meetings; participate in setting daily, weekly, monthly, and annual targets for the department * Internal communication: scheduling, planning, and conducting crew meetings/rap sessions, planning and executing monthly crew enthusiasm calendar, conducting Crew Trainer meetings quarterly or as needed * People Practices: Maintaining and issuing uniforms, ensuring an adequate uniform supply, and maintaining linen budget; writing and conducting performance reviews for assigned crew in department, maintaining appearance and upkeep of Crew Room including crew communication; conduct initial applicant screening and interviews; schedule employees for orientation * Scheduling: Determine restaurant needs; ensure a days off system is in place and well-maintained; project hourly sales and guest counts; update e\*Restaurant with new crew, skill levels, availabilities, and other information weekly; weekly/monthly labor needs analysis; highlight minors on the crew schedule; ensure daily labor controls are in place * Training: maintain training materials such as store iPad or laptop; select and develop crew trainers; ensure crew training is communicated and executed effectively, develop-cross training plan; track training completions and certifications utilizing the Fred training and tracking tool * Payroll: conduct weekly minor audits; complete state sheets and ensure that all required records are kept accurately and safely |
| **Secondary, or Ancillary Functions:**   * Shift Management * Cash handling * Receiving deliveries * Training * Conducting travel paths * Preparing for the shift (DSPT, Pre-Shift Checklists, etc). * Verifying completion of daily tasks for cleaning, sanitizing, and maintaining equipment * Flex in and out of positions to adapt to business needs |
| **Other Responsibilities:**   * Comply with all company policies and procedures * Other duties as assigned by General Manager, Supervisor, or Owner/Operator |

| **Specifications/Qualifications** |
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| **McDonald’s Training & Experience Needed**:   * Crew Trainer Certification * Area Leadership: Service, Production, Drive Thru *preferred* * E-Learning: Shift Leadership 3.0 * Leadership Transitions Class * E-Learning: Leading People * Mueller McDonald’s Department Leadership Course * Developing the Leader in Me Class |
| **Certifications:**   * ServSafe Manager Certificate |
| **Baseline Knowledge and Skills**   * Proficient in Crew stations in most, if not all, areas of the restaurant * Ability to interact with and motivate people * Proficient with basic technology & comfortable learning more * Excellent customer service skills |
| **Abilities:**   * Being a proficient communicator * Being self-motivated * Problem solving * Decision Making * Coaching |
| **Physical requirements (lifting, etc.):**   * Lift 35 lbs+ * Standing, walking, moving for 8+ hours without sitting |

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| **Job Title:** | Department Manager: Kitchen Manager |

| **Job Summary** |
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| **The Kitchen Manager is responsible for making sure that we are serving high quality food that is safe to eat. This leader makes sure that our crew have the resources and training needed to provide this to our customers. This leader is also responsible for making sure the team meets kitchen targets, such as food cost budget goals and KVS times.** |
| **Essential Job Functions – in addition to duties outlined in Shift Manager Job Description** |
| **Primary, or Core, Functions:**   * Business Planning: conducting weekly department walk-thru to assess performance and identify action items; prepare for and participate in managers’ meetings; participate in setting daily, weekly, monthly, and annual targets for the department * Internal communication: communicates food cost targets and results; new products and changes and ensures every employee is trained on these items through Fred; KVS targets; prep & product level charts/e-production * People Practices: write and conduct performance reviews for crew in assigned department; train crew and managers on new products and procedures * Inventory Management: conduct daily, weekly, and monthly inventory counts and troubleshoot errors; monitor waste and ensure there are routines in place; complete truck orders and verify accuracy; monitor rotation of product; monitor operating supplies; maintain stockroom organization; maintain small wares; maintain budgets for food cost, operating supplies, small wares, etc. |
| **Secondary, or Ancillary Functions:**   * Shift Management * Cash handling * Receiving deliveries * Training * Conducting travel paths * Preparing for the shift (DSPT, Pre-Shift Checklists, etc). * Verifying completion of daily tasks for cleaning, sanitizing, and maintaining equipment * Flex in and out of positions to adapt to business needs |
| **Other Responsibilities:**   * Comply with all company policies and procedures * Other duties as assigned by General Manager, Supervisor, or Owner/Operator |

| **Specifications/Qualifications** |
| --- |
| **McDonald’s Training & Experience Needed**:   * Crew Trainer Certification * Area Leadership: Service, Production, Drive Thru *preferred* * E-Learning: Shift Leadership 3.0 * Leadership Transitions Class * E-Learning: Leading Production * Mueller McDonald’s Department Leadership Course * Developing the Leader in Me Class |
| **Certifications:**   * ServSafe Manager Certificate |
| **Baseline Knowledge and Skills**   * Proficient in Crew stations in most, if not all, areas of the restaurant * Ability to interact with and motivate people * Proficient with basic technology & comfortable learning more * Excellent customer service skills |
| **Abilities:**   * Being a proficient communicator * Being self-motivated * Problem solving * Decision Making * Coaching |
| **Physical requirements (lifting, etc.):**   * Lift 35 lbs+ * Standing, walking, moving for 8+ hours without sitting |

1. **Company Pay Scale**

The company pay scale was developed to aid Supervisors and the Owner/Operator in making final decisions in terms of wages and benefits for all levels of employees. Employee wages are based on many things – market value, completed training, availability, and overall workplace conduct and performance. While the rate of pay is at the ultimate discretion of the Owner/Operator, this pay scale serves as a guide for all employees to ensure that they are being compensated fairly based on their skill and knowledge levels.

Table

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