



## Best Burger FAQs

Topic	Question	Answer
Best Burger Details	What kind of sandwich is this?	Best Burger is a core menu change for all sandwiches made with 10:1 patties. The result is hotter, juicier, and tastier burgers which will improve guest perceptions.
	How have Owner/Operators reacted to 6 patties vs 8?	<p>While Owner/Operators in the assessment phase had concerns, those concerns went away once they tried it.</p> <p>A few examples to show 6 patties vs 8 and how it didn't impact operations:</p> <ul style="list-style-type: none"><li>• Owner Operator Dennis Graspoiner broke his record hour in sales and TC on the first Saturday of Best Burger launch.</li><li>• At Dennis's 3rd restaurant, recently deployed, the restaurant did a \$1254 dinner hour, all while making no more than three trays of 5 patties the entire time.</li><li>• A Hawaii McOpCo restaurant had a \$20k day on their first Saturday and peaked at just over 250 sandwiches in an hour. No capacity issues.</li><li>• Owner Operator Scott Soifer had a \$17k day on his first Saturday. No capacity issues.</li><li>• Owner Operator Nick Karavites, at his MHQ restaurant, did a \$2300 hour with 400 sandwiches and 60 McPlants, and didn't run out of 10:1 meat. No capacity issues.</li><li>• Owner Operator Julio Gillis did a \$1200 hour on day 1 of deployment with a peak of 215 sandwiches. On day 1 during another hour, kitchen team made 179 sandwiches in 15 minutes, which breaks down to about 11-12 sandwiches per minute! This equated to \$1024 in 15 minutes! No capacity issues.</li></ul>
	Can you please let me know the new holding time for the UHC cabinet for 10:1?	The new holding time for Best Burger in the UHC will be 10 minutes.



	Will the new gap settings be in our kits?	The new settings are included in the Best Burger Execution Manual, but we will review these changes during the Beef Handling Foundation Webcast. Invites have been sent. Look for the Best Burger Execution Manual in the near future on the <a href="#">US Best Burger Website</a> under Training Kit 2 or in your smallwares Kit 2, arriving shortly before your restaurant(s) 3-day Best Burger deployment.
<b>No-Onions</b>	Half of our grill orders are “no onions”. When people dislike onions, it’s a real hate! How will we spread the word on what to do for customers who “HATE” onions?	The average restaurant has 11.7% of their 10:1 sandwiches ordered with no onion. Customers who order a sandwich with no-onions, will receive a burger with no onions. The order will appear on the grill monitor and on the KVS as it does today.
	How will we handle onion allergies?	Onions are not an allergen but more of a sensitivity issue for a very small group of people. By food code standards, it is not considered an allergen. Current procedures are to be hold no-onion patties in the UHC in a gray UHC tray, away from burgers with onions on them.
<b>Buns</b>	Is there a reason the quarter bun isn't being upgraded as well?	Quarter buns were previously reformulated when HOTG was introduced, so no need to reformulate the bun again at this time.
<b>Smallwares</b>	The best burger kit didn't ship with strainer. Are they coming later?	Due to inventory challenges, restaurants that did not receive the metal drain pans in Kit 1, will receive them in Kit 2 before the Best Burger launch. This does not change the ability for the restaurant to drain onions, since existing equipment is already in the restaurant. Recommend using your current drain pans, till the enhanced pans arrive.
	What have we gained when we switched to a new sauce gun other than a little bit of savings?	The benefit of the new system is now a consistent delivery of sauce in every bite for the guest, improved yield and reduced food cost and delivers on McDonald's commitment to reducing waste. Transitioning to the NGSD delivered less packaging to landfills (80% less by weight) and less trash pickups during the week, thus increasing savings for the restaurants and the system as a whole.



	Are we switching out to all 1/9 pans on the prep table?	No, we are using the 1/9 for slivered onions, and 1/6 for shredded lettuce.
	Can you provide the Item number for the Go-No Go tool?	Part number for the tool is 27800586.
	Is McDonalds seeing issues with Sauce guns plastic containers breaking more than they expected?	At this time there has not been any feedback shared or issues communicated regarding the plastic NCSD containers breaking outside of normal wear and tear or damage due to dropping, which can cause cracking. When this occurs, then the recommendation is to replace and discard the broken part.
<b>eProduction</b>	Do we have an execution checklist to follow up with the restaurants for eProduction?	Yes, an eProduction Health Check has been created and will be available on the <a href="#">eProduction Website</a> before 7/31.
	Were the POS Suppliers aware of the need to move the HOTG monitor?	POS Suppliers were fully briefed on the potential scope of any eProduction install in Q4 '21. This included the need to move HOTG monitor from a threaded rod to a hood fascia chase. POS Suppliers began including that in their quotes for Professional Install in early Q1 '22.
	Where can I find more details on the Hood Fascia Chase?	Details on the hood fascia chase are covered in the Deployment Overview on the <a href="#">eProduction Website</a> .
<b>Technology/ eProduction</b>	Where will we route the cables for the Grill Monitor bump bars?	Bump bar cables for the Grill Monitor are run behind the Grill Tool Organizer along the top of the hood.
	We have several broken printers in our restaurant and are struggling to get replacements. They have been on backorder for months. Is there an update as to when they will be available?	Currently there is a systemwide shortage of printers, effecting not only McDonald's, but business all over the globe. McDonald's Vendor Management Office has been working directly with OEM's to address the situation. US Technology is in the process of certifying a new version of Transacts Ithaca M9000. Transact can provide significant volume over Q3 & Q4. Volume sufficient to meet current system demand and their eProduction obligations by the end of the year. Note that the new printer is a USB printer and not yet certified for use as a Side Specific Grill Printer. Existing serial printers will need to be used as a SSGP printer until a new USB switch box can be tested and made available to the system. The OTP Program will share additional details on this as



		the new Ithaca M9000 begins to be sold by the POS Suppliers.
	I recently contacted my KES to order a Hood Fascia Chase. They indicated that I might not receive it until the end of August. How will this affect our installation timeline?	<p>Each Field Office held an eProduction Kickoff Webcast shortly after the WWC. That webcast included details about ordering equipment from the KES and hardware from the POS Supplier for Wave 1 offices, including the need to order an additional Hood Fascia Chase for the Grill monitor.</p> <p>Orders for Phase 1 Field Offices have been prioritized over orders for Phases 2 &amp; 3 by the KES and POS Suppliers. As of 7/11, the KES's had shipped all orders from Phase 1 Field Offices placed before 7/1.</p> <p>KES's are aware of the revised installation deadline of 8/21 and are making every effort to expedite orders that were placed after 7/1.</p>
<b>Recorded Kick Off Webcast</b>	Where would you find the webcast for my team?	The webcast is posted on the <a href="#">US Best Burger Website</a> .
<b>Best Burger Jingle</b>	Is this song available on iTunes?	The Best Burger jingle is not available on iTunes. We will post the jingle on the <a href="#">US Best Burger Website</a> in the near future.
<b>Grills</b>	Grills are 9 months to a year out from suppliers.	Currently we are hearing about 3 weeks for Garland but over 20 in some cases for Taylor. Taylor is in the process of bringing on an additional platen supplier. Should start to see improvements in availability by the end of Q2.
<b>Grill Clips</b>	What are the correct number of grill clips needed for the grills?	<p>Grill clip info is included in the <a href="#">US BB Foundational Tune Up</a>, but for quick reference - <b>Garland:</b></p> <ul style="list-style-type: none"> <li>Two Platen Legacy (4/Per Platen)</li> <li>Three Platen Legacy (5/Per Platen)</li> <li>Next Gen grills: 2 or 3 Platen (3/Per Platen)</li> </ul> <p><b>Taylor:</b></p> <ul style="list-style-type: none"> <li>Two Platen Legacy (6/Per Platen)</li> <li>Three Platen Legacy (5/Per Platen)</li> <li>Next Gen Grills: 2 or 3 Platen (5/Per Platen)</li> </ul>
<b>Best Burger Health Check</b>	Is there a best burger health check? A one pager to follow up on the restaurant to ensure we are in good shape	Yes, the <a href="#">Best Burger Health Check</a> is located on the <a href="#">US Best Burger Website</a> .
<b>Deployment Timeline</b>	Is there a timeline of when each phase needs to be completed?	Yes, but each Business Unit is slightly different. Please work with your Field Office Best Burger Deployment Consultant lead. They will be able to assist and share your specific information with you.



<b>Grill Capacity Tool</b>	Where can I find the grill capacity tool?	The <a href="#">Grill Capacity Tool</a> is located on the <a href="#">US Best Burger Website</a> . <b>Few key points to support Platen need:</b> <ul style="list-style-type: none"><li>• Over 5,000 3-platen grills have been sold since 2008</li><li>• We no longer sell grilled chicken, eliminating a protein being cooked on the grill</li><li>• Over time we have reduced the cook time of quarter meat by 10-15 seconds</li><li>• ADB is no longer part of the rest of day menu</li><li>• Avg volume of 10:1 and 4:1, in our busiest month, w McRib on top of it, and 5% 10:1 growth projected requires 3 platens @ 86% capacity, so we are just fine with 4</li><li>• Average High volume, busiest month, with McRib on top of it, and 5% 10:1 growth projected requires 4 platens at 77%</li></ul> If you stayed current on your grill capacity, Best Burger will not put you in need of a 3-platen grill.
<b>Best Burger Foundation Webcasts</b>	When is the training for the smallwares package?	Training related to the items in Kit 1 will take place during the Prep & Produce webcast on 7/25 at 11:00am CST, all invites have been sent out.