

Maintenance Guide

January 2026

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Maintenance Personnel Training

Purpose – This coaches' guide is used to help guide the onboarding and development of a new maintenance personnel or those promoted to the role with the structured training they need to provide ongoing care and maintenance of equipment that minimizes downtime, reduces operating costs, ensures food/employee safety, and extends the life of equipment and facilities.

How to use this guide:

- Work with your Shift Leader to schedule your training

BEST BET: *partner with a maintenance person from another McDonald's location within the franchisee's organization, at their restaurant or yours*

- Familiarize yourself with all resources provided in this guide
- Work shoulder-to-shoulder with a peer/leader to practice the tasks learned

Onboarding Checklist

- ❑ Meet the team
- ❑ Restaurant tour
- ❑ Learn role and responsibilities
- ❑ Emergency response preparedness
- ❑ Complete **Safe & Respectful Workplace (SRIW)** and **Workplace Violence Prevention**
- ❑ Complete Crew Academy training
    - Hospitality
    - Food Safety
    - Dining Area & Kiosk
    - Fries and Hash Browns
    - Safety & Security (CA link needed)
- ❑ Review the O&T Planned and Daily Maintenance chapter
- ❑ Review the 2025 Planned Maintenance Calendar
- ❑ Review Planned Maintenance (PM) Cards and US McD Kay Cards
- ❑ Shadow with another maintenance person



As **Maintenance personnel**, you wear many hats and play many roles.

Many of your tasks will be self-initiated and that's where your expertise in time management comes into play! Clean, sanitary, and attractive premises impress your customers and adds to the enjoyment of their overall experience. Poor cleaning practices in the dining area and restroom can give customers the impression that proper sanitation practices are not being followed in the food preparation area, even if that is not the case. Everything about your restaurant must be kept in good working order, from the equipment used in food preparation to the parking lot and signs. Good maintenance makes a good impression on your customers and crew members, protects their safety and helps keep costs down.

The maintenance person is responsible for detailed maintenance.

Inside the restaurant, detailed maintenance includes, but is not limited to, cleaning the floors, walls, windows, dining area, restrooms, furniture and fixtures, lighting, counters, Play Place, stockrooms, basement, signage, and planned maintenance on food preparation equipment.

Outside the restaurant, detailed maintenance includes, but is not limited to, cleaning and upkeep of the building, Drive-thru areas, PlayPlace, parking lot, landscaping, signage, sidewalks, and gutters.

Some of the tasks typically done by a maintenance person include the following:

- Window washing
- Floor sweeping and mopping
- Restroom cleaning (detailed cleaning)
- Planned maintenance tasks
- Minor repair work for which they are trained
- Heating, ventilation, and air conditioning (HVAC) maintenance for which they are trained
- Outdoor cleaning
- Stockroom organization and cleanliness

Instructions can be found on the Kay Card Website and the O&T



As a maintenance person, you may be required to help Crew members with these tasks during busy times. It's important all restaurant staff work together to meet and even exceed customer expectations.

Crew members will be assigned to all cleaning, sanitation, and maintenance tasks that need to be done throughout the day. The shift manager should always follow up to ensure that cleaning tasks are completed to meet McDonald's standards. A maintenance person will do the rest.

Crew Person Responsibilities

Crew members *usually* clean and sanitize the following equipment, surfaces, and utensils that are associated with food preparation and service.

- Food preparation equipment
- Food preparation surfaces
- Customer service surfaces
- Highchairs
- Production area
- Utensils and small equipment (including lobby trays)
- Restrooms (spot cleaning)
- Play Place equipment (spot cleaning)
- Lobby and dining room areas (spot cleaning, i.e., debris, spills on floor, beverage bar, etc.)



Planned and Daily Maintenance

Regular care and maintenance of equipment is essential for your restaurant. It improves quality, service, cleanliness and value (QSC&V), minimizes downtime, reduces operating costs, and extends the life of equipment and facilities.
You should keep the equipment manuals for every piece of equipment in your restaurant together in a single binder. This is often referred to as the Equipment Manual.

O&T - Planned and Daily Maintenance

Planned Maintenance Manual

Weekly, monthly, quarterly, and semi-annual procedures for your equipment can be found on the Planned Maintenance (PM) Cards that are included with the *Planned Maintenance Manual*. Keep the PM cards for all restaurant equipment in your *Planned Maintenance Manual*.

Use the Planned Maintenance Calendar

The 2025 Planned Maintenance Calendar includes a schedule you should follow. The heating, ventilation, and air conditioning (HVAC) sections of the Equipment Manual and the *Planned Maintenance Manual* contain detailed pictures and descriptions of inspection and maintenance procedures.

For more technical maintenance issues, consult your outside HVAC contractor.

Cleaning, Sanitation, and Maintenance Basics

Work with your manager to develop a set of **checklists** and **schedules** to ensure that major cleaning, sanitation, and maintenance tasks are completed. Detailed schedules make it easier to reassign the tasks when a crew member is absent.

Visit the Ecolab Cleaning & Sanitation Resource Center for up-to-date KAY Cards, cleaning procedures, and other helpful resources.

It is important to keep surfaces clean and sanitized and/or disinfected throughout the day. As a reference, to clean means to remove physical dirt, debris and impurities from a surface. Detergent is part of this process. To sanitize means to lower the number of germs on a surface to a safe level. This is done with a food contact surface sanitizer. To disinfect means to eliminate the germs on a surface. The product must be labeled a disinfectant. Some products can clean and disinfect.

O&T - Planned and Daily Maintenance | Cleaning

- Production Area Cleaning
- Dining Room, Lobby, and Restroom Cleaning
- Front Counter and Drive Thru Cleaning
- Cleaning Bakery Racks and Baking Pans

KAY Cards

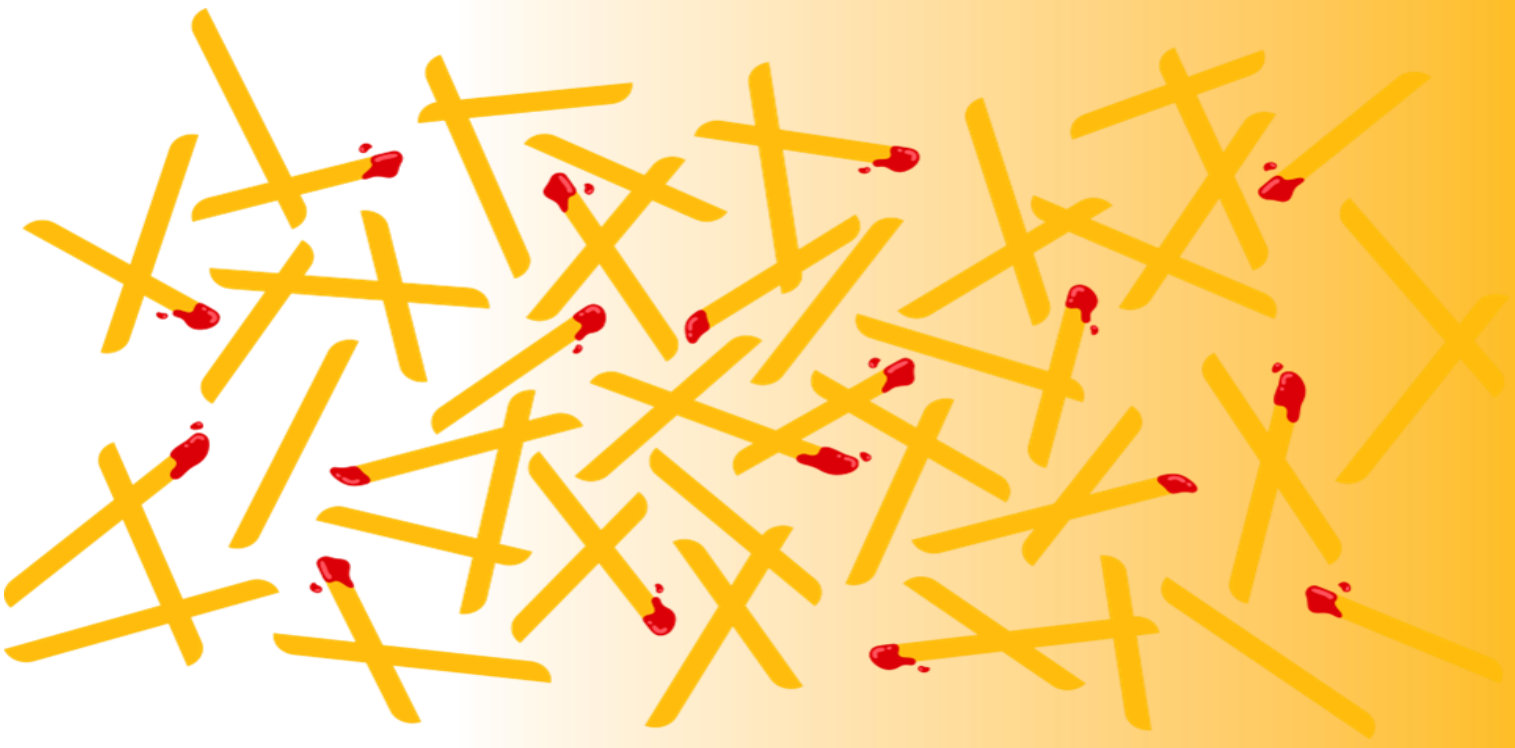
Cleaning procedures can be found on Kay Cards, training cards provided by ECOLAB/KAY Chemical Company. Each card contains detailed pictures and concise instructions for cleaning tasks in your restaurant and can be taken to the area being cleaned for easy reference.

Some restaurants have found the following types of checklists helpful for tracking both management and maintenance duties:



- **Maintenance Daily Checklist** – list of daily cleaning and maintenance tasks
- **Daily Detail Cleaning Checklist** – specific cleaning and sanitizing procedures for each day of the week
- **2025 Planned Maintenance Calendar** – Used as a checklist of weekly scheduled maintenance
- **Running Great Restaurant (RGR) Visit, cleanliness section** – helps evaluate the cleanliness and oval condition of restaurant.

****See your Shift Manager for access to the Jolt/Squadle virtual checklists.***



Daily Maintenance – Preparing and Filtering the Oil

Daily filtering helps condition oil so it will last longer. Follow the filtering procedure appropriate for the equipment in your restaurant to increase the usable life of your oil and to ensure great-tasting fried products every day.

- Cargill VTP - USA Oil
- Fryer PM Cards
- O&T - Preparing To Filter The Oil
- Oil Quality Management 1 Pager

Six enemies of oil

- Salt
- Water
- Air
- Soap
- Carbon
- Heat



VERIFICATION



Trained Daily Maintenance Employees

Trained Daily Maintenance employees provide a clean, functioning and welcoming environment for guests and other employees, helping to Create Feel Good Moments.

Trained Daily Maintenance employees can take care of:

•Looking for ways to improve the restaurant's maintenance process
•Ensuring equipment works properly
•Keeping restaurant safe and secure
Adhering to maintenance policies and procedures

Maintenance personnel should:

- ❑ Come to shift ready to work
- ❑ Complete Crew Academy Safety & Security
- ❑ Complete Crew Academy Dining Area & Kiosk
- ❑ Understand how to use the Planned and Daily Maintenance Calendar
- ❑ Follow good hygiene practices
- ❑ Demonstrate proper use of PM cards and Kay cards
- ❑ Demonstrate safely working at height
- ❑ Explain what to do in the event of a fire
- ❑ Demonstrate how to properly lift and carry loads
- ❑ Demonstrate proper use of PPE for the different tasks
- ❑ Wear the Ansi 2 safety vest when working outside
- ❑ Use the correct chemicals in the correct way for the right task

Name: _____

Date: _____

Coach: _____



Maintenance Resources

Cleaning

Supply Chain - US Equipment

Cleaning and Sanitation Training Resource Center

Planned Maintenance (PM) Cards

US McD Kay Cards

Planned Maintenance Daily/Weekly/Monthly

Maintenance Cleaning Daily Checklist

Maintenance Cleaning Weekly Checklist

2025 Planned Maintenance Calendar

Equipment

Supply Chain - US Equipment

McDonald's Equipment Resource Center

O&T Supplier List

Additional Resources

Supply Chain - US Restaurant Food Safety

Leading Planned Maintenance | Department Leader - Leading Quality

Restaurant System Maps

Crew Academy Training Links

O&T - Planned and Daily Maintenance

O&T - Inventory Management

O&T - Playland and Play Place

