

CAFETERIA OF SME HELP VISITS & WORKSHOPS

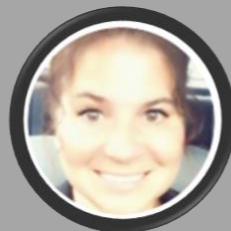


STAFFING, SCHEDULING, & POSITIONING (S.S.P)/ SERVICE, PRODUCTION, & ASSEMBLY (SPA)

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SCAN
ME!

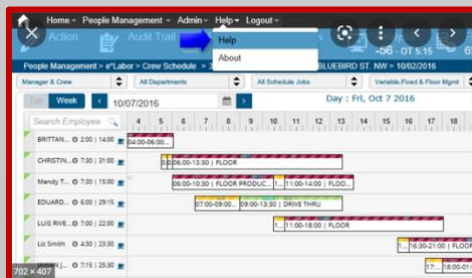
Objective/Purpose:

Greetings MOBA!

The objective of this class is to offer support and training around eLabor scheduling virtually in addition to in-person instruction. The goal is to train and coach O/O's, Mid-Managers, GM's, and People Managers. The goal is to have "the **RIGHT** people, in the **RIGHT** place, at the **RIGHT** time to deliver the best customer experience" to grow sales and G.C.'s which will increase cash flow. In my role as the SSP SME, I am offering a 1 or 2-part training class that will cover the bullet points listed below:

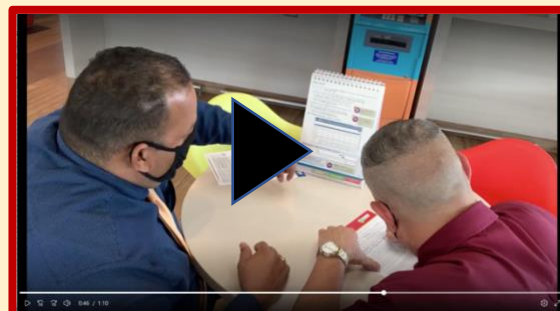
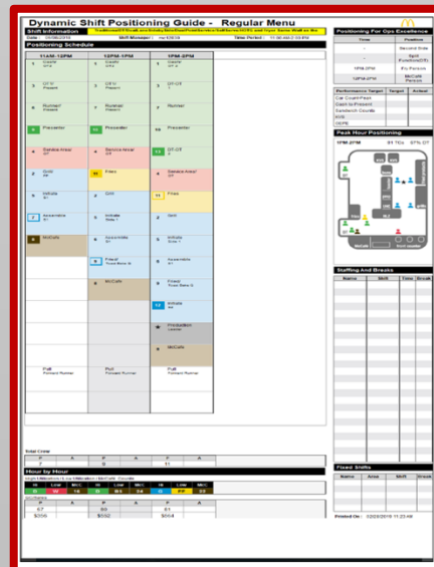
Part I S.S.P Training

- Labor Attributes
- Fixed Hours/Guide
- School Calendars/Exceptions
- Skill Levels/Availabilities
- Manager Scheduling Principles
- Generate & Review Projections
- Creating a Template



Part II S.S.P Training

- Generating Crew Schedule/Loading Template
- Edit, Balance and Resolve Warnings
- Post Analysis with QSR Soft Reports
- DSPG Positioning



Disclaimer: *Workshops can be designed to assist the Operator & Organization with specific objectives to improve this area of the business. Work through your FBP to determine if and what section would benefit your organization.



PEOPLE

OA SME: Melissa “Missy” Thelen

Phone: 517-626-1046

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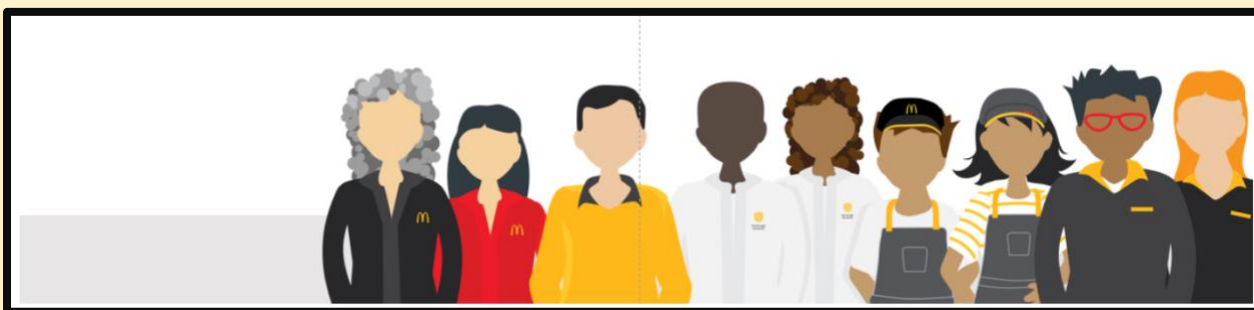
Objective/Purpose:

As the People SME my commitment is to collaborate and support your people plan through workshops and hands on learning opportunities, designed to educate on the latest tools and resources that can impact your organization. I can best support around the following focus areas: McHire, Recruiting, Engagement & Retention, PEL, Fred and Campus.

Our goal is to support building a Crew First Culture within your restaurants by providing consistent people matter touch points through virtual trainings, individual organization discussions and face to face roadshows.

Tools and Resources:

- [EVP Planning Tool](#)
- [PDW \(People Date Warehouse\)](#)
- [Onboarding and Orientation](#)
- [OPEN](#)
- [CFO Learning and Development](#)
- [McD Bravo](#)
- [SWR \(Safe & Respectful Workplace\)](#)
- [Archways to Opportunity](#)
- [Recruitment and Retention Toolbox](#)



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LEARNING & DEVELOPMENT & SHIFT MANAGEMENT

OA SME: Michael Dudley

Phone: 734-377-7845

E-Mail: Michael.Dudley@us.mcd.com



Objective/Purpose:

Greetings MOBA!

My objective is to be an extension of the Home Office Learning team and be an expert of L&D tools which aid in Developing People, Reducing Turnover, and the ever-evolving restaurant culture. I'm here to educate operators, Mid-Managers, Restaurant Leaders, and Shift Managers to manage great restaurants to impress every guest, through execution of SIO principles.

The workshops are designed to focus on knowledge transfer around shift into overdrive principles, taking the coach and MIT through Shift Leadership curriculum and to better understand the role of the coach. Customer Recovery workshop takes managers how to properly recover on upset customer.

Shift Management Classes

Class	Time/Class size	Audience	Itinerary
Build Your Own Shift into Overdrive	5 Hours in person 3 hours virtual	Operator Mid manager GM Shift Manager	The day will focus on the taking participants through the updated tools and resources to run great shifts. We will introduce the shift into overdrive principles and how they can be used in today's environment.
Enhanced Shift Management Virtual Series	1 hour per week for 5 weeks. Conducted Virtual.	Manager in training and Coach	This workshop will focus on taking a new manager through the Shift Leadership Curriculum and helping the coach to organize the training. Both Coach and Manager in Training will participate in virtual training sessions.
Customer Recovery	2 hours can be conducted both in person or virtual.	Operator Mid manager GM Guest Service Manager	This class will cover off on recommendations and best practices for handling customer complaints and following ups with the customer complaints.



US Learning and Development



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DRIVE-THRU

OA SME: Kristin Fuller

Phone: 269-332-4095

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SCAN
ME!

Objective/Purpose:

Hi MOBA!

As your Drive-Thru lead, I am committed to building operator cash flow by growing sales and guest counts by maximizing Drive-Thru execution and allowing more cars to be served through the Drive-Thru daily. Your leadership during this time is critical, and we want to make sure you feel comfortable and equipped to lead your team effectively. MOBA has developed resources to help guide and support you through your journey.

I am looking forward to serving you through our 3D workshops where we will focus on:

- Production
- Drive-Thru
- Shift Management



2022 Drive-Thru Workshop

Tools/Resources

- DT Leader Pocket Guide
- DT Health Check
- DT Technology Health Walk Thru
- DT Consulting Playbook
- Shift Management Curriculum including SIO
- Dynamic Shift Positioning Tool



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SECURITY, PLANNED MAINTENANCE, & NRBES

OA SME: Kevin King

Phone: 312-519-0736

E-Mail: Kevin.King@us.mcd.com



Objective/Purpose:

Greetings MOBA!

As your Planned Maintenance SME, I am committed to leveraging cash flow through maximization of equipment uptime and eliminating unnecessary service calls by proper maintenance of McDonald's equipment and building. I am also here to provide support that can protect the operator and cash flow by providing resources and training regarding Safety, Security, & Playplace.

The NRBES are designed to identify a consistent set of standards to ensure every restaurant can be positioned to deliver an exceptional restaurant experience and support our vision to be our customers' favorite place and way to eat. Our vision is to enable our ability to execute our best-in-class operating system, ensure brand image, food safety and quality, customer safety, and comfort.

Planned Maintenance			
Class	Time	Student Size	Itinerary
How to locate the information to execute Planned Maintenance	1 Hours	GM/DM 5-15	• Changes to RDM structure • Where to find cleanliness checklists • How to pull Planned Maintenance Calendar • How to get PM Cards • How to utilize the MERC website (Equipment Trouble shooting Guides)



U.S. National Restaurant Building and Equipment Standards For Traditional Restaurants Effective December 31, 2022 Unless Otherwise Noted Revised December 1, 2021		
I. Regulatory Requirements • Government & Municipal Codes • ADA Compliance • Kitchen Fire Suppression	II. Customer Satisfaction/Quality and Safety • Building Exterior • Drive-thru • PlayPlaces • Restrooms • Lobby / Dining Area • Front Counter Service Area • POS System • Kitchen & Prep Area • Food Safety	III. Rest Area & Safety • Rest Area • General Safety / Security • Physical Plant / Building
IV. Unapproved Equipment	V. Required Signatures	



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FOOD SAFETY & INVENTORY

OA SME: Brian Miller

Phone: 616-443-3610

E-Mail: Brian.Miller@us.mcd.com



SCAN
ME!

Objective/Purpose:

My objective is to provide Food Safety training and resources to help protect the Brand and your Business. I'm here to provide a deeper understanding and discipline regarding Food Cost Control as it relates to Shift Management, Inventory Management, and ordering to maximize cash flow and profitability.

Resources I can provide to the field:

- Provide restaurant or organization Food Safety Training Workshops.
- Assist Operator in responding to local health department visits and supply McDonald's Corporation communication regarding our food safety standards and procedures.
- Help Operator respond to local food safety crisis and serious health department compliance issues (e.g., restaurant closure).
- Provide Operator with answers to questions and inquiries regarding health department inspections, internal visits (BSV & unannounced food safety visits) and the third party (Ecosure) food safety review process.
- Provide tools and resources on all Food Safety matters (policies, equipment, training, etc.).

Inventory Management Virtual Support:

Food Cost "On the Floor" approximately 90 minutes

This virtual Webcast is designed to provide training on various touchpoints throughout the restaurant and how they relate to food cost. The "culture" and disciplines of executing great Food Cost are reviewed and discussed with the team, along with best bets and many tools to use in the restaurant. This is a very good refresher/starting point as it provides basic information on controlling Food Cost during a shift.

QSR Soft Inventory approximately 90 minutes

A virtual Webcast that could assist in improving the accuracy of numbers and accuracy on the floor. It shares ways to utilize the inventory tool and "find it and fix it" in regard to food cost issues. The agenda includes: Training tools, Perpetual Inventory, Routines, Inventory, FOB Starting Points, Accountability and Execution and Stat Loss as they relate to the QSR Soft inventory tool.



Food Safety Workshop			
Class	Time/Location	Participant Size	Agenda
Food Safety Training Workshop	3 Hours at restaurant (on the floor and off the activities) or 2 hours virtual	Up to 20 on site	The onsite training visit addresses McDonald's Food Safety standards, daily execution and ROIP training. Visit can be store specific or entire organization.
Restaurant Sanitation Support Visit	1-2 Hours On-site or Virtual	Up to 20	Assist the organization or restaurant to execute the updated operations minimums for personal hygiene and restaurant cleaning and sanitation



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DIGITAL & EOTF EXPERIENCE OF THE FUTURE

OA SME: Henry "Hank" Sedam

Phone: 219-238-2994

E-Mail: Henry.Sedam@us.mcd.com



SCAN
ME!

Objective/Purpose:

Greetings MOBA!

My goal as the Digital Lead is to provide support to the Owner Operator to grow the digital business. I am available to discuss and recommend strategies for educating customers about the GMA, the functionality of linking payment, and the digital options useable when they choose to dine with us...Mobile Order Ahead, Curbside, and Tableside Service. I will share the learning resources and provide coaching to enable the execution of the fundamentals to increase GMA GC/R/D, sales, and cash flow.

The purpose of the GESSL (Guest Experience Safety and Sanitation) Workshop is to explore the GESSL's roles and responsibilities to deliver results in three key areas of focus...safety, sanitation, and hospitality. In addition, there will be scenario-based role plays in which to participate for practice.



Providing Support for Success-

- Collect and provide "best bets"
- Driving Operational Excellence
- Improving order accuracy
- Accelerating Consumer Engagement
- Driving Utilization and Consistency of Mobile Ambassador
- Identifying and coaching to Key Operational Issues
- Leveraging Technology
- Keep Operators abreast of hot topics



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DELIVERY

OA SME: Connie Williams

Phone: 989-627-0190

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SCAN
ME!

Objective/Purpose

My objective is to provide support and assistance to Owner/Operators and their teams to grow Delivery in their organization. I am available to work with Organization teams to strengthen operational procedures, understand key metrics and provide technical assistance.

I am looking forward to working with each of you during the MOBAs 3D workshops that will be offered throughout 2022. The Delivery and Delivery Workshops are combined. The Delivery portion of the workshop is based on the Delivery Health Check and provides information that can help grow your delivery business through improved Accuracy and Speed. This is a fun and interactive event that is certain to inspire you and your team.

Providing Support for Success-

- Reviewing and Understanding Key Performance Metrics
- Driving Operational Excellence
- Improving Order Accuracy and Courier Time
- Accelerating Consumer Engagement
- Driving Consistency with Delivery Captains
- Identifying and Coaching to Operational Issues
- Leveraging Technology
- Expanding Availability
- Leveraging Key Contacts



Resources:

McDelivery

MOBA PD3 Toolbox



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MID-MANAGER NETWORK

OA SME: Wen'Zell Franklin

Phone: 810-434-8359

E-Mail: Wenzell.Franklin@us.mcd.com



Objective/Purpose

My purpose is to support, engage and maximize operational knowledge within the mid-management level in MOBA. The mid-managers are the execution arm of the co-op. Our goal is to streamline communication to this important group, through a series of webcasts, net-working and development sessions. Stay connected by following us on Facebook group (MOBA Mid-Manager Corner) and joining our bi-monthly/quarterly webcast.



THREE WAYS TO JOIN & STAY CONNECTED

1. SCAN THE QR CODE TO JOIN OUR FACEBOOK GROUP
"MOBA Mid-Manager Corner"
2. Contact FPB Toni Lisey (Antoinette.Lisey@us.mcd.com) or OA Wen'Zell Franklin for more information.
3. Join our Monthly/Quarterly webcast to stay in the loop!

MOBA PD3 Execution Toolbox



People



Drive-Thru



Digital



Delivery



MOBA

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