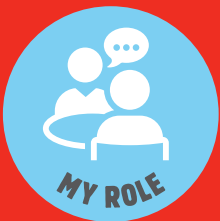




CREW MEMBER

Role Description



- I consistently deliver the highest standards of quality, service and cleanliness (QSC&V).
- I am friendly, fast and accurate in every customer interaction.
- I uphold McDonald's beliefs and adhere to our Policies and Procedures.
- I work in a safe and inclusive environment, showing genuine care and regard for myself, my team and our customers.
- I contribute and strive towards achieving the goals and targets of the restaurant.

THE MACCA'S WAY



- Ensures McDonald's 'Gold Standard' to serve delicious food is delivered to every customer, every time.
- Welcome every customer with a genuine connection and smile and look for ways to create memorable moments.
- Prioritise the customer's needs with initiative and confidence and look for ways to just say 'yes'.
- Adapts to the pace of the customer to accommodate their needs and inquiries with patience, dedication and understanding.
- Maintain a clean restaurant to promote comfort and convenience for customers and team members.

BRING IT TO LIFE



- I dress to impress! I consistently take pride and present myself professionally in both my appearance and communication.
- I understand where to find, what information is in, and the ways to raise concerns as addressed in the McDonald's Policies and Procedures (Respectful Workplace Policy, Social Media Policy). I am confident in locating these and raising concern if needed.
- I understand and support the Open Door Policy and treat others with consideration and dignity.
- I am respectful of others beliefs, opinions and views.
- I act as a brand ambassador for McDonald's , representing the brand positively in all ways.
- I am aware of the goals and targets of the restaurant, so I can ensure my actions contribute towards achieving them.
- I keep up to date with promotions within the restaurant and am able to advise customers of these new promotions.
- I take responsibility for my training and look for opportunities to improve and develop.
- I work effectively as part of a team, following direction from my manager.
- I follow all food safety, sanitation and hygiene requirements and practices.
- I follow all workplace safety and security processes.
- I am responsible for identifying and assessing hazards and communicating these to my manager.