

MCDELIVERY DRIVER ROLE DESCRIPTION

POSITION PURPOSE

To deliver an exceptional customer experience every time, whilst upholding McDonald's beliefs and adhering to our Policies and Procedures.

PRINCIPAL ACCOUNTABILITIES

Your main responsibility as a McDelivery Driver is to ensure that you are delivering the highest level of customer service and quality, in a clean, responsible and safe manner. In addition to adhering to McDonald's Policies and Procedures, you are responsible for:

PEOPLE

- Following basic people essentials (e.g. uniforms, grooming and punctuality)
- Understanding the 'how to' and 'why' behind McDonald's Policies and Procedures
- Understanding and supporting the Open Door policy
- Promoting teamwork to achieve restaurant goals so that assigned tasks are performed in a timely manner
- Assisting others when needed while demonstrating consideration for proper procedures
- Following McDonald's practices as set out in the Welcome to Macca's handbook
- Following all reasonable instruction given by an authorised person (e.g. crew trainer, manager, licensee)
- Acting as a brand ambassador for McDonald's at all times whilst adhering to the Respectful Workplace Policy

FOOD SAFETY / SANITATION/HYGIENE

- Following all food safety procedures
- Ensure daily sanitation of delivery bag and equipment
- Follow all personal hygiene requirements, practices and policies

QUALITY, SERVICE, CLEANLINESS (QSC)

- Following critical standards for raw and finished product quality, service speed, cleanliness
- Delivering fast, friendly and accurate service to all customers
- Welcoming every customer with a smile and being genuinely friendly at all times
- Attending to customers' needs as a primary focus
- Attempt to resolve simple customer enquiries and referring difficult customer enquiries to a Manager
- Adhering to restaurant performance standards for crew stations and as per shift manager directions
- Following directions for the implementation of new products and procedures
- Actively supporting local and national promotions to maximise sales potential
- Being aware of the goals and targets of the restaurant. This ensures your actions contribute towards achieving them
- Maintain operational & kitchen areas to exceed customer cleanliness, comfort & convenience expectations including the restocking of work stations, cleanliness of delivery bag.
- Strong knowledge of the Restaurant's Delivery Area

WORKPLACE SAFETY

- Sound knowledge of the Driver Safety Procedures
- Use the Hazard Log to identify and assess hazards
- Report all work related near misses, injuries and illnesses as soon as possible
- Follow correct procedures and reasonable instructions including wearing Personal Protective Equipment (PPE) when instructed
- Look after yourself, other crew members, managers and customers who may be affected by what you do or do not do while at work (your workplace includes travel to and from delivery address)
- Do not put other employees, customers, contractors or visitors at risk of injury/illness
- Do not intentionally or recklessly interfere with or misuse equipment or any other item supplied at our workplace
- Insure that all required documentation is up to date (Drivers Licence, Insurance and registration details, Vehicle Inspection Checklists)

McDonald's beliefs highlight our ways of working together to deliver on our business goals. Our beliefs inform decisions that we make at work and the ways in which we work.

MC DONALD'S BELIEFS



You are open, honest and in the moment



You are confident in embracing big ideas and having a say at work



You put our customers at the heart of everything we do



You genuinely care about your colleagues at work, our menu, and great customer service. You take pride in your work and have fun while you work.



You are a responsible citizen in the community in which you live and work