

# PATHWAYS TO THE FUTURE



## CREW MEMBER

**DO:** I deliver the highest quality, service, and cleanliness to customers.

**LEARN:** Service, Production, Customer Experience, Drive Thru or McCafé. I can achieve a qualification by completing a traineeship through our nationally recognised training program.

## CREW TRAINER

**DO:** I am an expert in all restaurant procedures and I train the Crew.

**LEARN:** I learn coaching and training techniques through the Crew Trainer Development Program.

## SHIFT SUPERVISOR

**DO:** I run shifts to deliver outstanding QSC and I am an operations expert.

**LEARN:** I complete the Shift Management Excellence Program, which enhances my leadership and coaching skills. I can achieve a nationally recognised qualification through the Management Development Program.

## DEPARTMENT & ASSISTANT DEPARTMENT MANAGER

**DO:** I lead and coach the team as either a People Performance, Product Quality or Customer Experience Manager.

**LEARN:** I complete the Introduction to Department Management course and specialist courses relevant to the department I lead. I can achieve a nationally recognised qualification through the Management Development Program.

## RESTAURANT & ASSISTANT RESTAURANT MANAGER

**DO:** I am the leader, responsible for all aspects of the restaurant from people to results.

**LEARN:** I develop my skills through the Restaurant and Business Leadership Programs. I can achieve a nationally recognised qualification through the Management Development Program.

## CORPORATE OFFICE

**DO:** There are a range of career opportunities that are available in the corporate offices and they vary across the following areas: Operations, Field Service, HR, Marketing, Safety, Training, Finance, Legal, IT, Property, Supply Chain And Communications.

**LEARN:** Mid Management Development Programs are offered to employees and they range from Operations and Business Consultancy to Leadership and People Management.

## LEADERSHIP

**DO:** We deliver the McDonald's business goals and strategy through leading a variety of teams. Business leaders can be Franchisees, Department and Business Function Managers, Senior Leaders and Global Managers.

**LEARN:** Leaders need to continually develop and adapt their skills, so their learning never stops.

• CHECK OUT THE "MACCA'S PROSPECTUS" FOR MORE DETAILS ON THE RESTAURANT ROLES AND TRAINING OPPORTUNITIES •