Many people in the business world recognise the skills and training we provide at McDonald’s®. We often hear that when people are looking to hire they will look for someone with McDonald’s experience – because they know that we produce great calibre people, who have received world-class training and have had great experience taking on responsibility at McDonald’s.

McDonald’s is proud of the opportunities we provide our employees to grow. Not only do we provide over 100,000 Australians a place to work, but we provide essential training which gives our employees the skills to further their careers.

McDonald’s invests more than $40 million annually on training Crew, Managers and corporate employees, offering all of our employees tremendous opportunities to gain the skills to forge a career within the McDonald’s network or outside of it.

McDonald’s is a nationally recognised training organisation, and given our reach across Australia, in many communities we are the only training provider. We are proud to say that, in 2016 McDonald’s had 4586 employees who achieved a recognised training qualification. We consider it a great privilege that McDonald’s is one of the largest employers of young Australians.
Many of our people are able to utilise the foundations learnt at McDonald’s to pursue their professional careers, even if they decide to move beyond the McDonald’s family. Our focus on developing our employees has been a huge success. Many of our corporate employees and franchisees have either progressed through McDonald’s restaurants as Crew Members and Managers, or have previously worked at a McDonald’s restaurant, for example while at school or university.

McDonald’s provides an unmatched opportunity for young people to learn skills that they can apply throughout their working lives. Our Managers are equipped to effectively run multi-million dollar businesses and the skills they develop are invaluable in managing a successful business.

This Prospectus is aimed at informing people about the employment and career opportunities we provide at McDonald’s. With our ongoing success and growth it’s an exciting time for career progression at McDonald’s.

If you’re interested in finding out more, then read on.

Warm Regards,

Andrew Gregory
Managing Director / CEO
STATS ABOUT US

WE EMPLOY OVER 100,000 AUSSIES

5,000 NEW CAREER OPPORTUNITIES IN 2016

MACCA’S CHARITIES GIVE $12+ MILLION PER YEAR SUPPORTING SERIOUSLY ILL CHILDREN AND THEIR FAMILIES

$1+ BILLION ON EMPLOYEE WAGES, SALARIES AND Bonuses ANNUALLY

$40+ MILLION INVESTED EVERY YEAR IN STAFF TRAINING

4586 COMPLETED A NATIONALY RECOGNISED QUALIFICATION IN 2016
Our Australian restaurants are located

32% Regional
68% Metropolitan

$2.7 billion spent annually on wages, operational and capital expenditure

0.26% of AusGDP

950+ restaurants in Australia

7% of workers in the café, restaurant and takeaway food services sector are McDonald’s employees

Over 80% of restaurants owned by local franchisees
Many people still think that a job at Macca’s is just about flipping patties and working the Drive Thru. Of course that is part of it, but one of our core values is our commitment to our people.

Something we’re really proud of is that we’re Australia’s leading employer of youth. This puts us in the unique position to nurture our talent by providing world-class training and development, helping you grow as a person and an employee.

Macca’s is a Registered Training Organisation, which means that we pay you to earn nationally recognised training qualifications, from a Certificate II level right through to a Diploma. Wait, we pay you to study? That’s awesome! Whatever career you want to pursue in life, we can provide you with the necessary skills to help you climb the corporate ladder. In no time you’ll become super confident in all that you do and we can even give you pointers on how to “dress to impress”. If you’re interested, we’ll also give you opportunities to lead, dive into business systems and even demonstrate operational skills.

Keep in touch with our engagement platform metime. This market-leading program is an online community that facilitates recruitment, connects you with co-workers and provides online training.

In conjunction with our Crew Training app, we now provide a fully digital training solution that you can access completely online.
APPETITE NEEDS OPPORTUNITY

We’ve got systems in place designed to create future leaders; so there’s no limit to what you can achieve with us. Our Restaurant Managers have the great responsibility in managing businesses that generate millions of dollars in sales, often looking after a team of over 100 employees. But from time to time, you’d still be making the odd Big Mac®. Macca’s really can offer you the flexibility, training and enjoyment that we think everyone deserves in a job. Our fun team environment embraces all walks of life, so why not join us and enjoy the journey together? We love working as a team and reaching goals together – as McDonald’s founder Ray Kroc famously said, “none of us is as good as all of us”.

MACCA’S PROSPECTUS
CREW MEMBER

Our fantastic training and skills development initiatives start with the role of McDonald’s Crew Member. McDonald’s Crew Members are trained to deliver the highest standards of quality food and beverages, provide outstanding customer service and to maintain restaurant cleanliness and work as part of a team. A McDonald’s Crew Member role is about much more than that, this is the training ground to launch careers.

WHAT SKILLS DO CREW MEMBERS LEARN?

McDonald’s Crew Members develop plenty of important skills. Not only do we train them on how to do an outstanding job of carrying out their tasks, at McDonald’s we teach our Crew Members valuable life skills that they’re able to apply throughout their career. Here are just a few examples:

- Working respectfully and cooperatively with other members of their restaurant team
- Upholding and adhering to policies and procedures
- Market-leading customer service and hospitality
- Communication skills
- Taking responsibility to strive and contribute to restaurant goals and targets
- Attention to detail: being fast, friendly and accurate
- Cleanliness and organisational skills
- Professional appearance and punctuality
- Preparation and service of high quality food and beverages
- How to be a good community citizen, showing genuine care and regard for self and others
FURTHER YOUR CAREER WITH US AND DO A TRAINEESHIP

In addition to the skills learnt as a Crew Member, a Certificate II level qualification will provide employees with transferable skills and knowledge on a range of topics, including:

- Working effectively in a service environment, including enhanced teamwork skills
- Communication in the workplace such as disseminating action plans to colleagues
- Merchandising food products
- Perform stock control procedures
- Providing world class customer service
- Workplace health and safety
- Additional skills for great restaurant presentation
- Adopting food safety procedures

The Certificate III level qualification then builds further upon those topics, and in addition trainees also learn new leadership skills that enable them to coordinate areas such as front counter, kitchen and McCafé and, when the time is right, how to supervise shifts.
CREW TRAINER

McDonald’s Crew Trainers are proficient in applying our training methodology of developing our junior Crew Members. Importantly, Crew Trainers learn how to build skills in others through effective coaching and training techniques. Our Crew Trainers help to ensure that every restaurant adopts a high level of training execution and we offer them the tools to support this facilitation.

McDonald’s Area Leaders are focused on demonstrating leadership by setting the pace of an area and communicating effectively to ensure that outstanding quality, service, cleanliness and value are achieved. They support the Shift Manager in the day to day management of the restaurant.

A Crew Trainer/Area Leader advocates and demonstrates all the skills of a Crew Member in addition to the development and leadership of their team mates.

WHAT SKILLS DO CREW TRAINERS/AREA LEADERS LEARN?

We teach Crew Trainers how to train others through our Crew Trainer Development Program. This includes the ability to provide training on-shift, delivering structured performance feedback and using our advanced e-learning technology. Not only do McDonald’s Crew Trainers learn how to develop others, their skills continue to grow in other areas.

The Area Leader Development Program offers the ability to learn leadership skills by encouraging Crew Members to uphold the highest standards on shift, and also actively participate in implementing restaurant operations action plans, training programs and new product launches.

Our Crew Trainers/Area Leaders lead by example and serve as a role model to other Crew Members. Leadership development starts as a McDonald’s Crew Trainer.
Our Shift Supervisors are trained to supervise shifts to deliver outstanding food and beverage quality, world class customer service and restaurant cleanliness. This requires them to keep their eyes on all operational areas of the restaurant to ensure our customers have an experience that meets their expectations, every time. In addition, our Shift Supervisors play an important role in fostering a healthy and safe workplace, and making sure that our final products meet McDonald’s stringent food quality and safety standards.

WHAT SKILLS DO SHIFT SUPERVISORS LEARN?

Our Shift Supervisors are enrolled in the Management Development Program. Upon completion of their Shift Supervisor studies in the Management Development Program, and completion of the Shift Management Excellence Course, Shift Supervisors apply their knowledge in the restaurant to lead teams of Crew Members to achieve the restaurant goals. Shift Supervisors also continue to build upon their valuable life skills:

• Production, service and shift management systems
• Team leadership, delegation and follow-up skills
• Setting and achieving team targets for your shifts
• Refined coaching and training skills
• Leading change and innovation
• The ability to surprise and delight customers who report dissatisfaction
• Workplace and food safety standards
• Upholding restaurant policies and procedures
• Product quality control
• Customer comfort and convenience (hospitality)
DEPARTMENT & ASSISTANT DEPARTMENT MANAGER

Becoming a Department or an Assistant Department Manager further extends on team leadership skills and introduces our talented leaders to systems management responsibilities. Through the Management Development Program our Department and Assistant Department Managers learn new skills in the management of business systems. Experience as an Department and Assistant Department Managers is an important professional step towards higher level restaurant leadership roles and beyond.

The role exposes employees to day to day management of the restaurant, recruiting, leadership, driving business results and ultimately a strong focus on the customer and hospitality.

WHAT SKILLS DO DEPARTMENT AND ASSISTANT DEPARTMENT MANAGERS LEARN?

Our Department and Assistant Department Managers learn to manage business systems, including:

- Inventory Management
- Human Resource Management
- Planned Equipment Maintenance
- Restaurant Safety and Security
- Food Safety
- Coaching and Training
- Crew and Management Scheduling
- Internal Communications and change delivery
RESTAURANT MANAGER

This is one of our most critical restaurant positions – our Restaurant Managers “run the show”. Our Restaurant Managers are responsible for all aspects of their restaurant operations including restaurant quality, service and cleanliness standards, sales, people practices and profitability. A significant proportion of our corporate staff attribute their leadership and management success to the skills they’ve learned and practiced as a Restaurant Manager. Macca’s Restaurant Managers are responsible for managing businesses that generate millions of dollars of sales per annum, employ over 100 people and order tens of thousands of dollars of inventory to keep our customers satisfied every week. Sometimes they will make a Big Mac too!

WHAT SKILLS DO RESTAURANT MANAGERS LEARN?

The life skills learnt as a Restaurant Manager continue to develop as they progress their career within McDonald’s. Through a range of training programs and offerings we have listed a few of the key ones below:

• Full management of a world class McDonald’s restaurant facility
• Implementation of restaurant talent management and succession planning process
• Responsible for driving long term business growth of sales, profitability and customers
• Business planning and leadership skills
• Creating a high performance environment focused on the customer and hospitality
• Works with the local community and looks for ways to build the McDonald’s brand and run a reputable restaurant.
• Potential attendance in national and international Restaurant Manager Conventions. Recently we’ve sent Restaurant Managers to locations such as South Africa, Berlin, Hawaii, Singapore and San Francisco.
Our talent management processes at McDonald’s are strong and are internationally recognised. A significant proportion of our corporate vacancies are filled by Restaurant Managers from within our restaurants which means our leadership development processes have to be market leading.

Restaurant Managers have their own tailored development plans comprising of a mixture of experiences, coaching and education initiatives to ensure that we’re developing them to take on corporate consulting roles in many management disciplines, including:

- Supervisor of multiple sites
- Operations (consulting to Company owned and franchised restaurants)
- People and Culture
- Workplace Safety
- Retail Marketing
- Customer Experience Quality Control
- Training, Learning and Development
- Restaurant Accounting
- Operations Development
- Information Technology
- Real Estate
- Property Development
- Purchasing
- Equipment
- Communications
CREW TRAINER
DO: I am an expert in all restaurant procedures and I train the Crew.
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.

CREW MEMBER
DO: I deliver QSC (Quality, Service and Cleanliness) to customers.
LEARN: Service, Production, Customer Experience, Drive Thru or McCafe. I can achieve a qualification by completing a traineeship through our nationally recognised training program.

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

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 in a range of departments: Operations, Field Service, HR, Marketing, Safety, Training, Finance, Legal, IT, Property, Supply Chain And Communications.

**LEARN:** 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.
JOIN US!

If you’re already part of the McDonald’s family, speak to your Restaurant Manager about furthering your journey. If you’re not part of our team yet, get involved!

Apply today at mcdonalds.com.au/careers