

CREW TRAINER ROLE PROFILE

OVERVIEW

A McDonald's Crew Trainer is responsible for training crew members and acting as a brand ambassador to help ensure that QSC&V are modeled for crew members and provided to our customers.

Crew Trainers follow the 3-Step Training Method to train crew on foundation topics and production and service areas. They wear five different hats: role model, coach, teacher, expert and hospitality ambassador to plan for, monitor, and provide feedback on crew member learning and performance.

Crew Trainers communicate to management on crew member, production and service issues. The Crew Trainer role is a feeder role to Shift Management.

Crew Trainers are also responsible for helping to meet targets during their shift and their departments to reach their target goals.

RESPONSIBILITIES

FOOD SAFETY

- Adhere to all food safety standards
- Educate crew members on food safety standards
- Complete food safety tasks when requested by management

INTERNAL COMMUNICATION

- Provide ongoing feedback to management on crew member performance
- Recommend potential Crew Trainer candidates to People Manager
- Ask for feedback from managers

PEOPLE PRACTICES

- Involve management on personal or procedure differences when appropriate
- Perform other duties assigned by Management

PRODUCTION

- Monitor and correct production procedures, including UHC
- Monitor finished food quality

SAFETY & SECURITY

- Adhere to all safety and security rules
- Educate crew members on safety and security rules

TRAINING (CREW)

- Train and cross-train crew members using station guides and FRED
- Provide ongoing coaching
- Settle procedure differences
- Complete verifications on FRED
- Use tracking tools to monitor crew member certifications

SERVICE

- Monitor and correct service procedures
- Follow customer recovery process when appropriate

PLANNED AND DAILY MAINTENANCE/CLEANLINESS

- Adhere to cleanliness standards
- Complete cleaning/PM tasks as requested

PERFORMANCE TARGETS

Crew Trainers assist Shift Managers and People Managers to meet these performance targets

- Assigned training, PM, and Cleanliness Tasks complete
- KVS, FC, DT, OEPE Times
- Any other restaurant goals

This is an optional resource for independent franchisees (who choose to use it). Independent franchisees are exclusively responsible for creating, disseminating, and enforcing their own employment-related policies or practices. Franchisees are independent employers and each franchisee and each franchisee restaurant is unique. Therefore, Franchisees may choose to use all, some, or none of this resource in operating their own McDonald's restaurant(s). If you work for a franchisee organization, please check with your franchisee, or the person designated by your franchisee (for example your General Manager), to determine whether and which of these resources your franchisee has chosen to use, if any.

Any use of this resource by an independent franchisee does not create a principal-agent relationship between McDonald's Corporation (or its subsidiaries) and the independent franchisee, nor does it create any employment relationship between McDonald's Corporation (or its subsidiaries) and any franchisee's employees.