JOB DESCRIPTIOON AND SPECIFICATION

McDonald’s General Manager

A manager in McDonald plays a vital role in maintaining quality service to their consumers. Fast-food managers are persons who make sure that the restaurant run smoothly. Duties of McDonald manager:

- McDonald managers are tasked in training scheduling, hiring and supervising other McDonald employees. They can also train and manage assistant managers and appoint crew leaders but this generally depends upon the size of the restaurant. Managers are also responsible in the payroll, periodic reviews on employees and provide some disciplinary action.
- A fast-food manager oversees all food preparation aspects, cooking, and cold prep as well as storage and food disposal. They also make sure that orders are completed in a timely manner and are properly served. They also perform inventory and order supplies and foods needed in the restaurant.
- McDonald managers should ensure that McDonald restaurant along with the employees provide good customer service, including serving and completing all orders quickly, maintaining courteousness and being efficient, maintaining a clean restrooms, restaurants and parking areas. Managers should also respond on their customer’s queries, complaints and comments.

McDonald’s Restaurant Manager

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Restaurant managers are responsible for managing and organizing daily restaurant operations with a goal of controlling costs and providing a high quality experience to customers. Responsibilities for Restaurant Manager:

- Hire, train, and supervise restaurant employees
- Create staff schedule to ensure appropriate staffing
- Track stock levels of food, supplies, and equipment, forecast needs, and oversee ordering as necessary
- Take ownership of budgets and cost control methods to minimize expenses
- Address customer needs, comments, and complaints
- Adhere to and enforce employee compliance with health, safety, and sanitation standards
- Process payroll and maintain all relevant records
- Ensure all employees are working within outlined operating standards
- Report on financial performance, inventory, and personnel

McDonald's 1st Assistant Manager

Assistant manager duties may vary a little between companies, the assistant manager tasks and responsibilities usually include supporting the store manager, hiring and training employees, and creating and managing shift schedules. Assistant Manager Responsibilities:

- Ensuring company policies are followed.
- Optimizing profits by controlling costs.
- Hiring, training and developing new employees.
- Resolving customer issues to their overall satisfaction.

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- Maintaining an overall management style that follows company best practices.
- Providing leadership and direction to all employees.
- Ensuring product quality and availability.
- Preparing and presenting employee reviews.
- Working closely with the store manager to lead staff.
- Overseeing retail inventory.

McDonald’s Restaurant Floor Manager

Supporting the planning, organizing, and management of general work procedures to ensure smooth flow of work.

- He is responsible for training and mentoring the staff personnel to provide the best possible services, so as to attract more customers, thus leading to increased profits.
- He is responsible for opening and closing the restaurant, maintaining accurate records of the inventories, and ensuring that there is minimum wastage of inventories.
- Thus, he is responsible for the overall control, management, and administration of the restaurant. He may also be involved in designing marketing strategies so as to attract more customer

McDonald’s Crew Member

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A Crew Team Member works in the kitchen but can also work in the front of the restaurant and take orders for customers. Crew members also work the drive-thru. McDonald's Crew Member duties include:

- Greeting customers with a smile
- Taking accurate food orders
- Preparing all of McDonald's World Famous food
- Partnering with other Crew and Managers to meet target goals during your shift
- Restaurant Cleanliness
- Ensuring items are well stocked

McDonald's Cashier

A cashier takes orders for customers, makes customers change when necessary, and assists with self-order kiosks. McDonald's Cashier duties include:

- Maintain a fast speed of service, especially during rush times
- Take orders from customers and input their selections into the restaurant's computer systems
- Assemble orders on trays or in bags depending on the type of order.
- Process large orders for events

McDonald's Cook

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A McDonald’s Cook works in the kitchen and prepares orders for customers. Specific tasks include:

- Prepares meals during breakfast, lunch, and dinner rush hours.
- Follows recipes with great attention to detail.
- Always applies food safety principles.
- Communicates with cashiers, and crew members.

McDonald’s Servers

Restaurant Servers are responsible for positive Guest interactions while serving Guests in a friendly and efficient manner and play an integral role in ensuring our customers have exceptional dining experiences.

- Prepare room for dining by clothing tables and setting decorations, condiments, candles, napkins, service plates and utensils
- Protect establishment and patrons by adhering to sanitation, safety and alcohol beverage control policies
- Help patrons select food and beverages by presenting menu; offering cocktails; suggesting courses; explaining the chef's specialties; identifying appropriate wines; answering food preparation questions
- Stay updated on current menu choices, specialties and menu deviations, knowing if the kitchen staff is running out of any items, etc.
- Transmit orders to bar and kitchen by recording patrons' choices; identifying patrons' special dietary needs and special requests

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- Keep kitchen staff informed by noting timing of meal progression

McDonald’s Cleaners

Responsible for performing routine inspections to ensure that spaces like restrooms are sanitary. Cleaners are responsible for:

- Cleaning tasks such as dusting, mopping, sweeping, waxing floors and vacuuming
- Refilling supplies, such as toilet paper and paper towels
- Cleaning spills, broken glass and other messes up as quickly as possible
- Coordinating duties with other cleaners
- Performing maintenance activities related to cleaning such as ensuring bathrooms are sanitary
- Ordering new cleaning supplies as needed

McDonald’s Delivery Man

The main duty of a food delivery driver is to carry food items from production centers to customers. The delivery man is responsible to note down the address and has to deliver the food items to the customer who has placed the home delivery order.

- Loading, conveying and delivering food items to different customers in a timely manner
- Professional interaction with customers for taking orders, recording orders and helping with food preparation and planning if needed
- Count and verify all parcels before leaving the kitchen

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- Coordinate with management and other department ensuring customer satisfaction
- Inspect containers to ensure they are good enough to present for delivery to customers
- Maintaining truck and food dispensing equipment
- Delivering the food items using commercial vehicle safely and efficiently
- Listening to customer complaint and reporting to the concerned manager
- Collecting empty container pan for centers
- Maintaining cleanliness inside and outside the truck
- Maintaining proper inventory for specific deliveries
- Log transport details, processing order paperwork, and payment transaction

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