

Contactless Operations & Social Distancing

We want to ensure that we create an environment where both employees and customers feel safe by minimizing/reducing person-to-person contact during the food ordering and collection process. Non-contact order and non-contact food pick-up procedures should be implemented in restaurants where advised. The process encourages our guests to use mobile order and pay, front counter and McDelivery to place their orders. All orders are for take-out only as of 3/19.

Customer Communication Plan

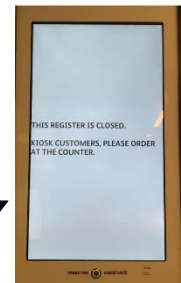
Print communication posters and place in critical places in restaurants:

- Main entrance and Vestibule doors
- Register area
- Pick-up counter
- SSBS

Note: For the safety of our crew and guests, ice cream cones will not be served during contactless operations.

Order Pay & Pickup – General Operational Process

- All orders will be placed by per our normal operating standards except Kiosks (Front counter, Drive thru, McDelivery and MOP):
- Remove all table tents from the Kiosks as table service will not be offered during contactless operations. In addition, [relocate hand sanitizer stations per this link](#).
- After restaurant has completed a POS Open, they should not log in to the kiosk. If a restaurant completely turns off the kiosk, the restaurant will experience open/close issues so. Your kiosk screen will look like this



Social Distancing for Guests – Temporary Solution

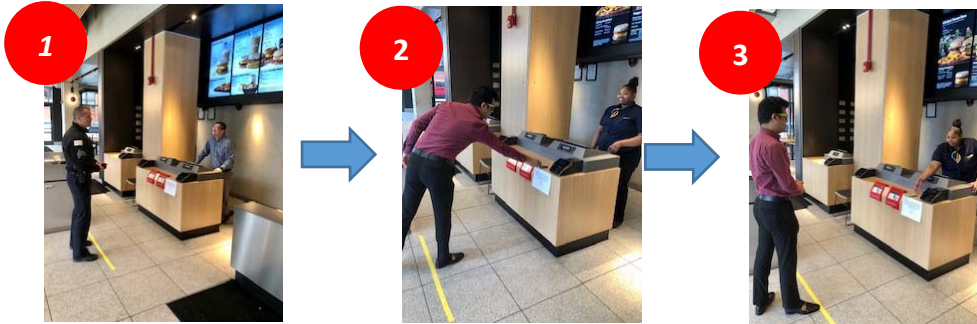
- Utilize durable weatherproof tape to place a line 6 feet from the crew side of the front counter towards the guest
- Create 2 foot sections of the tape and place every 6 feet back from where the counter order tape is
- For customer pick up area, place a line 6 feet from the crew side of the pick-up area and create 2 foot sections of the tape and place every 6 feet back from the customer pick-up line



Front Counter Order Taking Process

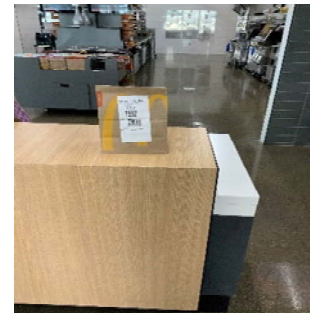
In order to promote social distancing, please consider these guidelines

- Utilize the signage at the end of this document.
- If a guest wants to pay with cash, please ask them to place their cash on a flat surface near the register
- The crew would then collect the payment, and place any change on the same flat surface near the register for the guest to take



Front Counter Take Out and Front Counter Dining (where applicable) Assembly Procedures:

- All front counter orders will be assembled using the Dual Point service model
- Remove everything from self-serve beverage station except bulk ketchup
- All beverages, including teas, will be poured behind the counter and placed on the pickup counter (the self-serve beverage station will be closed)
 - If no key needed, turn off the SSBS
 - All restaurants are different. If a key is needed that you don't have, and your SSBS is on a breaker that isn't tied to anything else essential to run the business, turn the breaker off
 - If the SSBS can't be turned off, it is recommended to block off the SSBS with chairs or lobby tables and place the sign on the SSBS that is at/near the end of this document
 - For non drive-thru restaurants that do not have a drink tower or ABS behind the counter, it is recommended that the front counter presenter fill all drinks from the lobby SSBS
 - [Deactivate Cup Suppression](#) so all drink flavors will show up on the expo monitor
 - For restaurants that choose to use SSBS during peaks:
 - [Deactivate Cup Suppression](#) so all drink flavors will show up on the expo monitor
 - Have a dedicated crew member at the SSBS. Ensure this crew person and the expeditor are wearing a headset so they can more effectively communicate
- If a guest expeditiously drinks their beverage while waiting for their order, and then requests a refill, then provide a refill in a new cup
- Condiments should be placed in the bag as usual. However, once the crew person has placed the bag on the counter, if a guest asks for additional comments, it's recommended that those are placed on the counter



Front Counter Take Out and Front Counter Dining (where applicable) Assembly Procedures:

- Employees will place all completed orders into paper bags, double fold, affix the order receipt on the front of the bag with a sticker (Any type of sticker is acceptable. Use your McDelivery stickers to seal the bag as a last resort so we can maintain an appropriate supply of them), and place the order on the pick-up counter with the receipt facing the guest (regardless of whether the orders are dine-in or take out) – Don't forget napkins and straws
- Sequence the orders from left to right with the receipt facing the guest
- The runner or presenter is NOT required to wait, as guests will self-collect their meals based on their order numbers displayed on the Order Ready Board (ORB)
- Throughout the day, frequently use KAY Peroxide Multi Surface Cleaner and Disinfectant RTU with a sanitizer-soaked towel to wipe the pickup area and SSBS area (if using)

Ultra High Volume Unique Sites (Flagships, Busy Airports, etc.)

- Ultra high volume sites should contact their FBP for suggested alternatives to the above procedures. The FBP would make their FO crisis team aware of the request and the FO crisis team would contact MHQ Operations for guidance

Drive Thru

- Accept all forms of payments
- Hand the bag to the customer with the double fold to the side without touching the customer's hand
- For parked orders, crew should use a napkin to push the door open when going outside and use the napkin to pull the door open when they return to the restaurant. This helps to protect them from touching high impact surfaces



No Contact does not mean no service. It is our purpose to deliver attentive hospitality service:

- **Scenario 1:** Before the orders are ready, what is the procedure if guests are waiting?
Suggested guidelines: The guest will wait in the order pick-up area. Once the order is ready, the runner will call out the order, place the bag on the pick-up counter, make eye contact, thank the guest, and walk away.
- **Scenario 2:** What should I do if an item was missing from an order?
Suggested guidelines: Apologize to the guest, place the missing item in a new bag, and place on the front counter.
- **Scenario 3:** What should I do if a guest received the wrong order?
Suggested guidelines: Apologize to the guest, have them keep the order, and replace with the correct order.

- **Scenario 4:** What should I do if there is an additional request from a guest (no ice for beverage, exchange of happy meals toys, etc.) upon collecting their orders?
Suggested guidelines: When the guest has additional requests, the restaurant staff (shift manager & GEL) needs to immediately assist to fulfill the request.
- **Scenario 5:** The guest wants to eat in the lobby or asks why is the dining room closed?
Suggested guidelines: Kindly let the guest know that for the protection of guests and employees, that all orders are bagged to go. Please note: Some local or state municipalities may already require take out only and if so, it should be stated as such.

Q & A

Q: What is “contactless order pickup”?

A: In order to better protect guests and employees, McDonald's is implementing "contactless pickup" in certain restaurants. This method reduces direct person-to-person contact during the food ordering and collection process.

Q: Is Table Service offered?

A: No. All orders are prepared and placed into a paper bag, double folded, with the order receipt affixed to the front of the bag with a sticker, then placed on the pick-up counter with the receipt facing the guest.

Q: Will the self-serve beverage station be available for customer use?

A: No. All beverages and condiments, including teas, will be poured behind the counter.



**Please stand
behind the
next line**

while waiting to pick up
your order, to support
social distancing.

Thanks for visiting today!



**Please stand
behind the
line to order**
to support social
distancing.

Thanks for visiting today!



**Please stand
behind the
next line**

to support social
distancing.

Thanks for visiting today!



Your safety and wellbeing are our top priority

That's why we're currently conducting **non-contact food order pick up** at this location.

After placing your order, your meal will be available for pick up on the front counter with your corresponding order number.

For the safety of our crew and guests, soft serve cones will not be served during contactless operations.

Please let a manager know if you have any questions.





Su seguridad y bienestar son nuestra máxima prioridad

Es por eso que actualmente estamos recogiendo **pedidos de alimentos sin contacto** en este lugar

Después de realizar su pedido, su orden estará disponible para recoger en el mostrador con su número de pedido correspondiente.

Para la seguridad de nuestro personal y clientes, no se servirán conos de helado durante las operaciones sin contacto.

Por favor informe a un gerente si tiene alguna pregunta.