



Contactless Service Field Support Tool

NSN:	Date / Time:		
O/O:	Completed By:		
Exterior Areas	Y/N	Comments	
Clean exterior and Restaurant is inviting			
Clean Windows, Trim, and Trash Cans Empty / Not Full			
Clean / Sanitized door handles			
Corral Area clean with no visible trash – lids closed			
Current P.O.P / Menu board / Reader Board updated and displayed properly			
Signage or messaging indicating DT is open / McDelivery offered . (no hand written signs)			
Outside patio not being used			
Drive Thru Visit	Y/N	Comments	
Both lanes (or both speakers for tandem) in use.			
All forms of payment are being accepted (cash/card/Apple/Google Pay).			
The cash booth is open and staffed.			
A sanitizer dispenser is available in the cash booth.			
The presenter should double fold the bag and handed out preventing hand to hand contact.			
Additional requested condiments should be handed out in a condiment bag or A bag to prevent hand to hand contact.			
Team members are using napkins to reduce contact with door handles and throwing napkins away upon re-entry.			
Interior Area / Take Out Service	Y/N	Comments	
Proper signage (including locally mandated) is posted indicating Social Distancing or Dining Room Closed on doors.			
Proper signage posted in restaurant for Beverage Bar closure , Playplace closure . Barriers around the perimeter of the seating area . The front counter is set up for social distancing . Tape placed on the floor 6 feet from crew side of counter, tape indicating where guest should stand while waiting.			
Indoor Digital Menu board displaying proper messaging.			
Customer visible areas clean and organized – No Clutter.			
Are floors, walls, ceilings, and equipment clean?			
Beverage Bar Clean – Not being used .			
Cup caddy removed from dining room.			
Dining Room Clean .			
Restrooms Clean (checked/cleaned frequently), Stocked, and Good Repair (Check Both).			
Kiosks Clean, Not being utilized and signed out.			
No customers sitting in Dining Room.			
Completed orders are double folded, sat on pick up table with the pick ticket attached with a sticker.			
Restaurant NOT serving Ice Cream Cones .			
Restaurant is offering limited menu with posted signage , as appropriate			
Safety circles are clean, visible, and properly installed on floor.			
McDelivery / MOP Operations	Y/N	Comments	
3 Tamper Resistant stickers being used for McDelivery .			



McDelivery Procedures and contactless handoff / being completed.		
For Captive DT Lanes, the Skip Car Function is used.		
For DT Only locations, Dine In/Take out is disabled on MOP.		
Proper signage and procedures in place for Truck Drivers		
Shift Management and People	Y/N	Comments
Pre-Shift Checklist / Floor Plan / Travel Paths being completed.		
Is restaurant utilizing Cabinet Charts and following levels.		
Connect with Crew to ensure NO symptoms or illness.		
Shift Huddle with Team express thanks, motivate, and gauge morale.		
Is restaurant utilizing MyMcDonald's .		
Safe distancing being observed.		
General Manager aware of Coronavirus Resource Center and Crew Guidance for Customers.		
GM is aware of the US People Staffing & Retention Best Bets document.		
Does store follow Employee Temperature Screening procedures?		
Store is operating with social distancing positioning guidance.		
Food Safety / Sanitization	Y/N	Comments
Handwashing Timer active and being conducted.		
Hand sinks stocked, accessible, and only used for handwashing w/ water at 100 degrees.		
Hand Sanitizer dispensers stocked and being used.		
3:1 Spray bottles readily available and stored properly.		
Towel buckets prepared, cleaned, and minimum 50ppm.		
Proper glove use being executed and followed.		
Only APPROVED Cleaning Products being used.		
Food Safety book / DFS properly completed.		
Management team is aware of alternate sanitization procedures if Peroxide Multi-Surface Cleaner is not available.		

Additional Comments / Notes / Resources / FAQ's / Technology
High Touch Point Areas To Consider
Biometric Readers – Time Clocks – Registers – Card Readers – Headsets – Tablets – Store Phones - Safe
Hand sinks – 3 Comp Sinks – Soap Dispensers – Paper Towel Dispensers – Ware washers – Office Computer
Mops, Brooms, Dust Pan Handles – Handles on all equipment – Bump Bars – All Restroom Touch points
Sanitizer Dispensers – DT Window Handles – Crew Room – Alarm Panel