

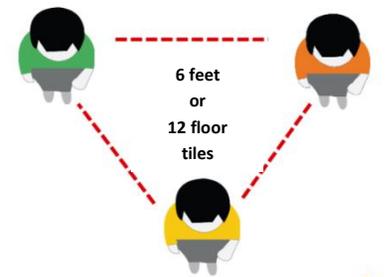
Crew Training with Social Distancing

This information is offered as a resource to Owner/Operators. Owner/Operators are exclusively responsible for complying with all applicable statutes, laws, and regulations applicable to their restaurant(s). For any legal issues affecting their business, Owner/Operators should consult their own legal counsel. Owner/Operators are responsible for all employment related matters in their restaurant(s) and exercise complete control over the work, working conditions, and terms and conditions of employment for employees in their restaurants. These materials are informational only.

This information is intended for new and existing crew training.

- The guidelines can also be used for group training and shift huddles.
- Training should be scheduled during non-peak hours.
- Station training should be conducted with only one trainer/trainee per station.

These recommendations are based on current CDC guidance around social distancing, and define “close contact” as being within 6 ft. of one another for equal to or greater than 10 minutes, cumulatively, on a shift. Close contact also includes any direct contact with infectious bodily fluids (e.g., being sneezed on), no matter the length of time.



Key Points to Remember

The same guidance applies to training that you use for restaurant operations. It is important that both the trainer and the trainee wash their hands using proper hand washing procedures. It is required to use gloves and personal protective equipment (PPE) based on local guidance, however, please **remember that gloves do not replace hand-washing procedures.** We highly recommend providing employees masks or, where unable to supply, permitting them to wear DIY masks per the guidelines provided. (You should consult with legal counsel concerning any wage-hour or other legal issues that may be associated with implementing your own mask policy). Clean area/surfaces after training is complete.

It's important to give extra support to the learner. Remember that the trainee will likely be nervous. Keep the training session positive and look for nonverbal cues from the trainee. Facial expressions, tone of voice, and nonverbal cues are important especially when the trainees and trainers are wearing masks. A positive and appropriate tone of voice for the trainers is also important, especially with social distancing in place. It is recommended you train only one trainee per station during training.

Practice using open spaces. To speed up the proficiency on the floor, have the trainer conduct additional station role-plays off the floor. This will also provide more clarity for the trainee and allow them to ask questions. Hold the training sessions in the crew room not to exceed new capacity guidelines or the dining room, adhering to social distancing guidelines, e.g. Currently, the closed dining room is a perfect spot for group training and huddles using social distancing procedures.

Tablet-based Learning

- If available, restaurants should use two tablets while training is being completed, to ensure proper social distancing measures are in place.
- If only one tablet is available, follow tablet cleaning procedures as described below, in addition to handwashing procedures. Both individuals should be reminded not to touch their faces or masks while working together on the tablet.
- If a tablet is not available, use any laptop or stationary computer to access FRED via @mcd.com. Again, following cleaning procedures for the laptop or computer, handwashing procedures, and remind individuals not to touch faces or masks while working on the device.

Tablet Cleaning Procedures:

- Gently wipe the tablets' display and exterior surface. Use a well rung out sanitized towel.
- Complete every time someone new uses the tablet.

When No Tablet is Available for on the floor coaching

- Where no tablet is available, utilize the station guides at each station to show step-by-step procedures. The trainee can use these as a reminder of procedures to follow.
- If you are missing station guides, they can be ordered through Franke Supply at (800) 423-5247)

Training Step	Purpose	Social Distance Guidance
 See It	<p>The trainee sees the process or procedure perfectly. This might be a picture or video, or the Crew Member might observe someone performing the procedure while you describe.</p>	<p>After ensuring tablet has been cleaned using appropriate procedures and washing hands, using a clean pair of gloves or a stylus, log in to the tablet/ assigned area and hand the tablet to the trainee.</p> <p>Have the trainee view the FRED “overview” section on the tablet/computer in an area away from the floor such as the crew room or dining area and ensure the trainer is available for answering questions.</p>
 Show It	<p>While the trainee follows the step-by-step procedure on the tablet (including all the additional information), the trainer demonstrates the procedure.</p>	<p>After the video is complete, the trainee will now read the procedures steps while the trainer demonstrates the activity. You can use role plays to demonstrate procedure before you go on the floor to the next step.</p> <p>The trainer will demonstrate the station while the trainee observes from 6 feet away from the trainer. The trainer should speak loudly and clearly.</p> <p>Consider using a timer to the extent individuals need to be closer together than 6 feet to help keep this timing under 10 minutes and limit close contact.</p>
 Try It	<p>The trainee has an opportunity to practice what they just learned.</p>	<p>When the trainee is ready to practice, have them place the tablet down on a clean and sanitized surface, halfway between you and the trainee. <i>If no tablet is available, the trainer will need to spend extra time demonstrating and ensure comprehension.</i> Have the trainee remove their gloves, wash their hands, put new gloves on, and prepare themselves at the station to practice.</p> <p><u>Front Counter Training:</u> This can be done utilizing a register not in use with the protective panel in place. The trainer and trainee can stand on opposite sides of the counter with the protective panel in between as a barrier.</p> <p><u>DT Training:</u> The 6-foot/ 10-minute rule for social distancing applies and the floor tiles should be counted accordingly.</p> <p><u>Production Training:</u> The trainee and trainer can be on either side of the prep table or 6 feet apart.</p>
 Check It	<p>The Trainer then proceeds with the verification component.</p>	<p>The trainer will observe and verify that the trainee is ready and has the competence to work on that station. When time permits, the trainer will need to complete a quick check-in. Keep in mind the social distancing guidelines</p> <p>The trainer should ask a few questions to determine if the trainee is ready to move onto the next skill, or if they need to spend more time in that section.</p> <p>Celebrate the trainee’s success using social distance guidelines such as “air high fives” and simple shout outs to the rest of the crew working.</p>

If you have more questions, please refer to the micro-site on @mcd.com or visit FRED to learn about social distancing.