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# Training Playbook



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# Deployment

## Introduction

**Now that your restaurant is reopening,** you will need to train (or refresh) your Crew and Area/Shift Leaders to ensure that they are prepared to deliver delicious, Feel Good Moments to our customers.

This Playbook will provide you with recommendations for you and your organizations, and:

- Help you determine the training scenarios you are facing
- Provide you with training recommendations for the most common scenarios for Crew and Area/Shift Leaders
- Direct you to the training resources you need

## Getting Started

**Consider the following questions as you determine your reopen training plan:**

- How many brand new Crew members will you have?
- Will you be training any new Area/Shift Leaders?
- How much time will you have to train staff?
- Will you need to train in groups?
- Who do you have to serve as trainers and coaches?
- Who will ensure training is tracked in TTR?

## Getting Started

Review the following scenarios and mark the ones you expect to face at reopen:

| <b>Brand New</b><br>No previous McDonald's<br>experience | <b>Returning,<br/>New-to-Role</b><br>Needs cross training or<br>training for a new role | <b>Returning, Service<br/>Break (&gt;1 Month)</b><br>Needs refreshing |
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### Crew

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### Area Leader

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### Shift Leader

When you're ready, continue to the **Training Pathways** section of this Playbook, review the training recommendations for the scenarios you selected, and establish your plan.

Have questions or need support? Reach out to your Field Office Training Team or FBP.

**IMPORTANT**

*Please remember to follow all national CDC and social-distancing guidelines when holding group or shoulder-to-shoulder trainings.*

# General Advice

## Fred (Fred@McD)

**The Fred Library is McDonald's digital performance** support and operations resource providing real-time job aids, support, videos, and reference materials. Trainings recommended in this Playbook will vary between shoulder-to-shoulder and learner self-paced trainings. *Need additional assistance with FRED?* Click the link on the right.

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### Support Links

Use the links below to access the help pages for our digital platforms.

## Campus

**Campus is McDonald's Learning Management System (LMS)** resource and houses a variety of courses, eLearning simulations, and interactions. You will encounter Campus courses in the Shift Leadership training recommendations in this Playbook. *Have additional questions about Campus?* Click the link on the right.

## Troubleshooting Wi-Fi Access

Having trouble accessing [Fred@McD \(fredatmcd.com\)](mailto:Fred@McD) in restaurants?



### Your connection is not private.

Attackers might be trying to steal your information from [fredatmcd.read.inkling.com](https://fredatmcd.read.inkling.com) (for example passwords, messages, or credit cards) [Learn more.](#)

**If you get this error message** when trying to access [fredatmcd.com](https://fredatmcd.com), it may mean you have not accepted the Wi-Fi agreement and are not fully connected to the internet.

- **Quick Fix** – go to [www.mcdonaldsfreeWi-Fi.com](https://www.mcdonaldsfreeWi-Fi.com) to accept the Wi-Fi agreement. You will have to repeat this step every 2 hours.
- **Best and Permanent Fix** – an OTP 2 or OTP 3 can whitelist the tablet, which means the device will have full, permanent access to the internet, eliminating the need to accept the Wi-Fi agreement every two hours.
- **If you continue to have issues**, contact ATOS for support.

## Need to get your Crew Trainers logged into FRED?

**Crew Trainers should be coded 648** in eRestaurant (wage and job adjustments). They should use their EID or email address and password associated with their email to log in to FRED.

If a Crew Trainer had a Crew ID (email), and then received an EID, they should always log in with their EID going forward.

- GM enters the crew trainer's email address in their profile in eRestaurant
- Allow 24-48 hours for the email address to process
- Crew Trainer logs into account.mcd.com, with their EID or email and password, then goes to "Your Agreements" and accepts the FRED and Campus agreements

## How do I to track Crew Training by station?

**Crew trainers and above can access the TTR/SLR** (Training Tracking Report / Skill Level Report) tool in FRED.

- The Training Tracking Report lets the Trainer assign credit for trackable FRED content.
- Skill Level Reporting tracks eRestaurant station skill levels, which then communicates the crew's station ratings to eRestaurant for scheduling.
- Both training tracking and skill levels can be viewed by employee or by station.
- Your Owner/Operator must give permission for eRestaurant to send skill level information to Fred@McD by accepting the Skill Level Report DataPass agreement.

## Devices

**The Fred Library and Campus are both cloud-based platforms**—accessible via mobile web browsers.

Tablets are the recommended learning device, as they provide the most flexibility and mobility during shoulder-to-shoulder trainings.

For training sections that have the learner watch a video, or review procedures, a desktop can also be used when tablets are unavailable.

## Recommended Specifications

**Apple, Android, and Windows-based devices can all be suitable** for accessing Fred. When selecting which device to use, here are the recommended specifications:

- Wi-Fi Capable
- 8-10 inch screen for optimal viewing
- 4 GB Memory (minimum 2 GB)
- 32 GB Storage (minimum 16 GB)
- Cellular Data capable (optional)

## Things to Remember

**Currently some Campus courses will NOT run on Apple** devices due to legacy Flash content. For some learning you will need to use a desktop computer. Flash Player will be decommissioned in 2020.

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### Purchasing Devices

Tablets can be purchased through Insight, McDperks, or outside of McDonald's at your local or online electronics store.

Owner/Operators are encouraged to check pricing as prices and sales fluctuate.

## Creating Engagement

**There are a lot of training topics to cover**, and it is only natural for learners to start to lose focus. Be sure to provide plenty of short breaks and incorporate a variety of activities to keep learners engaged and infuse some fun! Below are a few ideas, but feel free to incorporate your own.

- **Many people enjoy a little friendly competition!** Capitalize on this and incorporate some into your trainings. Have groups compete against each other by answering training-related questions. As a bonus, this can be used to reinforce the most important topics!
- **Show a video.** There are YouTube videos on just about everything these days, from leadership to motivation. Incorporating the right video can help get your message across. Just be sure to view the entire video yourself before sharing it with your team and keep it short.
- **Sometimes people just need a break from work!** During a break, or upon returning from a break, get everyone refocused by playing a quick non-work-related game. Trivia games often work great for this.
- **Get to know one another better.** This is a great opportunity to learn more about each other. Don't forget to do introductions, or even play a fun ice breaker game to get things started!
- **Get learners up and moving!** A simple scavenger hunt activity (i.e. where to locate ketchup packets to stock, etc.) gets learners out of their seats, and helps them learn the restaurant.

## Group Training for Crew

To prepare for Group Training, follow the **Crew Training** structure in Fred: Video, Procedures, Practice, Verification.

### VIDEO

- Watch videos together.
- Plug laptop or iPad into TV or monitor to support group setting. Consider what equipment will be needed to present training in a larger group format.

### PROCEDURES

- Encourage participation from every group member. Have participants take turns clicking through content, leading scenarios, and submitting answers.

### PRACTICE

- Lead games in group setting.
- Have participants work in pairs or smaller breakout groups.

### VERIFICATION

- Ensure every participant has a chance to practice and then demonstrate skillset.
- While conducting verifications or shoulder-to-shoulder training/practice with one learner, have others read through procedures together or play through a practice activity.
- Track successful training completions for each station in TTR/SLR by using assign credit button.

**Print copies of Crew Training Roadmap for every participant as applicable.** The Crew Training Roadmap can be printed by clicking the Print button at the top right corner of the screen in Fred.

## Group Training for Area Leaders

**The Area SIO shoulder-to-shoulder trainings** are designed to be one-on-one trainings between a learner and a coach. However, you can easily alter these trainings to be conducted as a group workshop. Here are a few tips:

- Reword discussion questions to be applicable for a group setting.
- Pair up trainees with buddies for breakout activities. Conduct the activities in small groups. Split the groups among the stations to avoid crowding (based on the activity), and have the groups rotate.
- If you will be training multiple Drive-Thru or In-Store Service Area Leaders, ensure that all learners are completing the corresponding self-paced content at the same time so that you'll be ready to conduct the Area's SIO shoulder-to-shoulder trainings as a group.
- For group training, the Learner Journal for Drive-Thru Area SIO and In-Store Service SIO are available in PDF format and can be printed for each participant. The PLX and PLX neXt workshop materials for learners and facilitators are also available in PDF format.

## Group Training for Shift Leaders

- Begin with the Verification Checklist and work backwards (Printable PDF with the Shift Leader Verification can be found in the Shift Leadership Collection in Fred)
- Review Campus modules and complete scenarios together
- Discuss reflection questions as a group
- Split group into pairs and have them complete the Pre-Shift Checklist or Travel Path and rotate through areas to avoid overcrowding
- Encourage peer mentorship between existing and new Shift Leaders

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# Training Pathways

**Below are links to recommended training paths** based on a variety of scenarios for different roles. Within each training path, you will find direct links to the training materials.

**CREW**

**AREA LEADER**

**SHIFT LEADER**

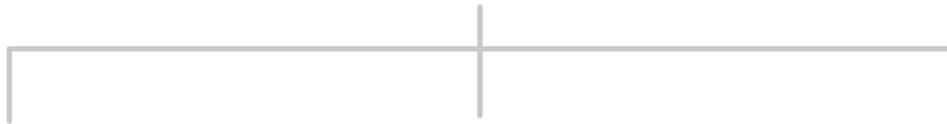
## Supplemental Training

**Use these links for additional training** to support yourself or your Crew Trainers.

**CREW  
TRAINER**

**RESTAURANT  
LEADER**

# Crew Training Pathways

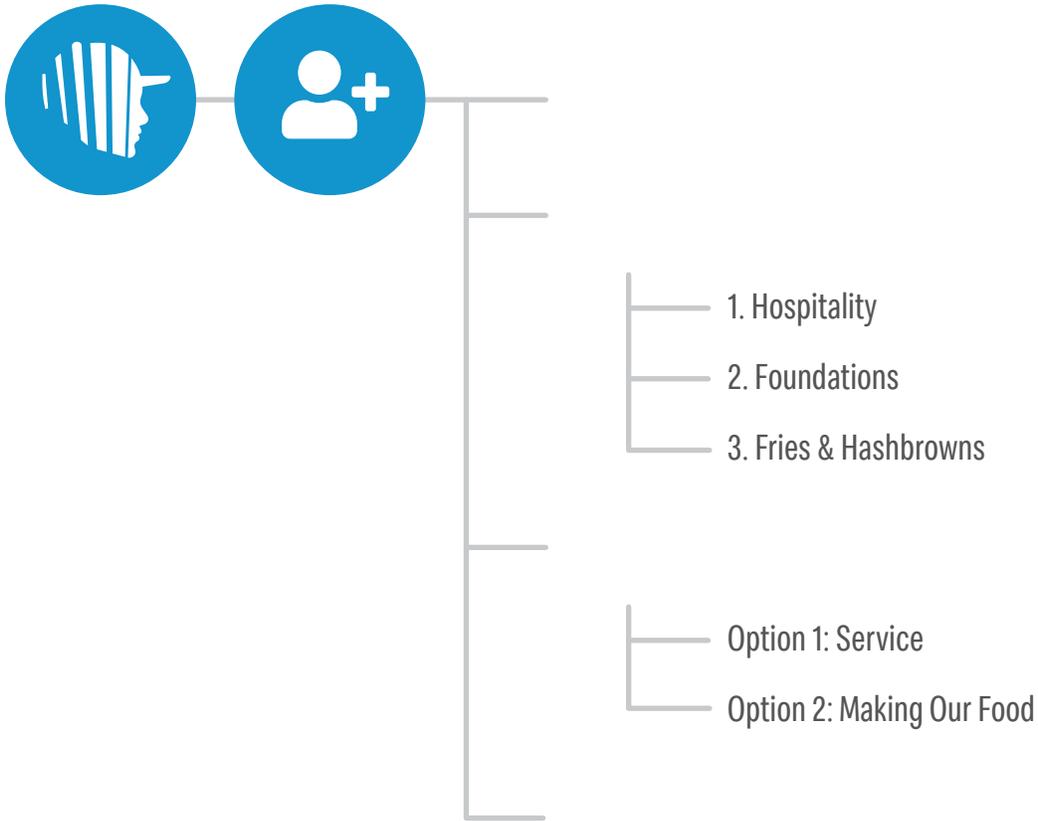


**BRAND NEW  
CREW**

**NEW-TO-ROLE  
CREW**

**RETURNING  
CREW**

## Brand New Crew

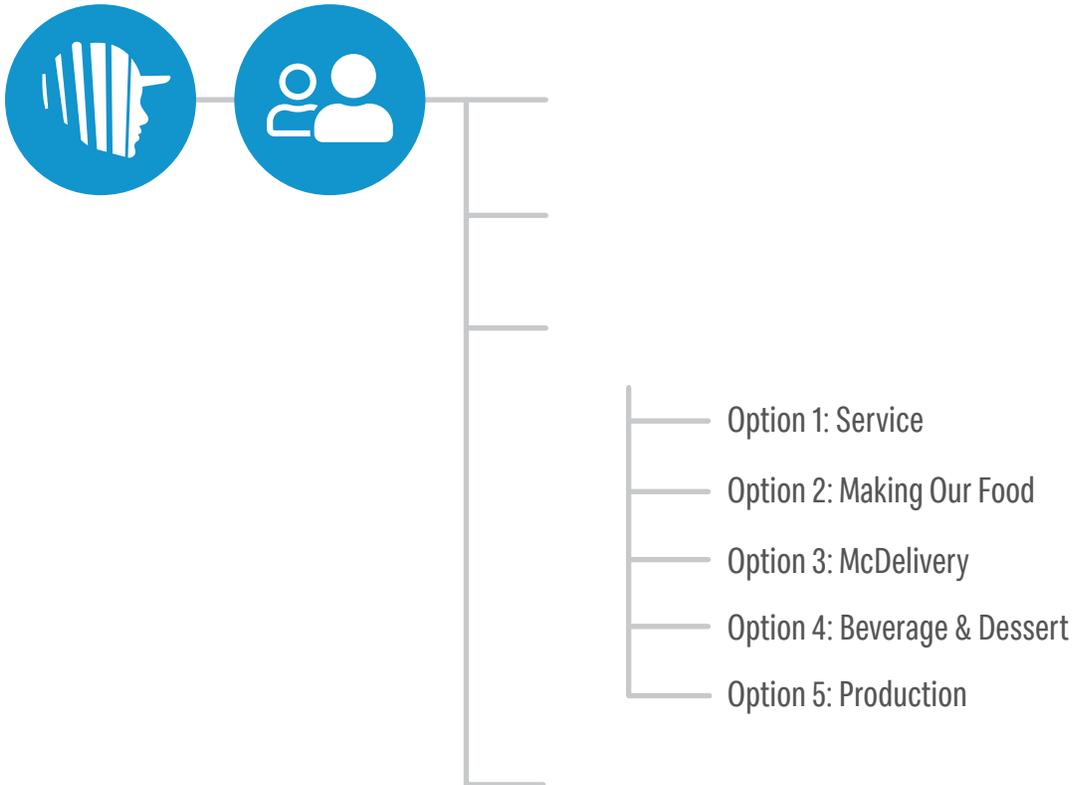


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### Training Tips

- [Training a group? Check out the group training tips.](#)
- Hospitality and Foundations are important training for all Crew Members, no matter what station they're working! It is highly recommended that all new Crew Members start with these modules, and you can train everyone as a group.
- New Crew can jump to the specific modules for the stations they'll be working. Afterward, it is recommended that they complete the other modules to gain a full understanding of the Crew's role in the restaurant.
- Don't forget to assign credit using TTR/SLR following course completions.

## New-to-Role Crew

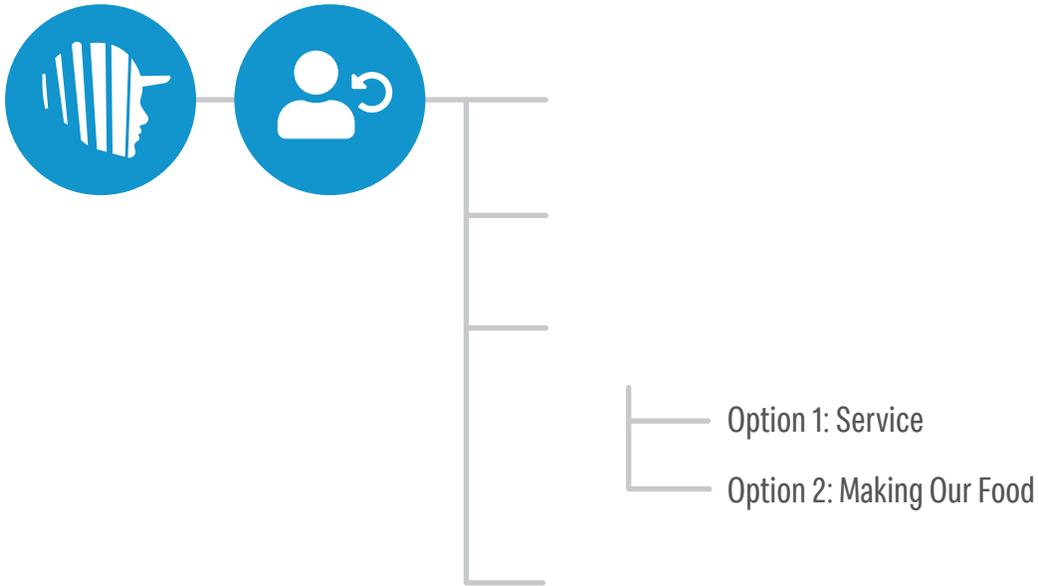


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### Training Tips

- Conduct Food Safety and Hospitality trainings in a group setting. [Check out the group training tips.](#)
- Hospitality and Foundations are important training for all Crew Members, no matter what station they're working! It is highly recommended that you review these modules with all Crew Members, and you can train everyone as a group.
- Don't forget to assign credit using TTR/SLR following course completions.

## Returning Crew

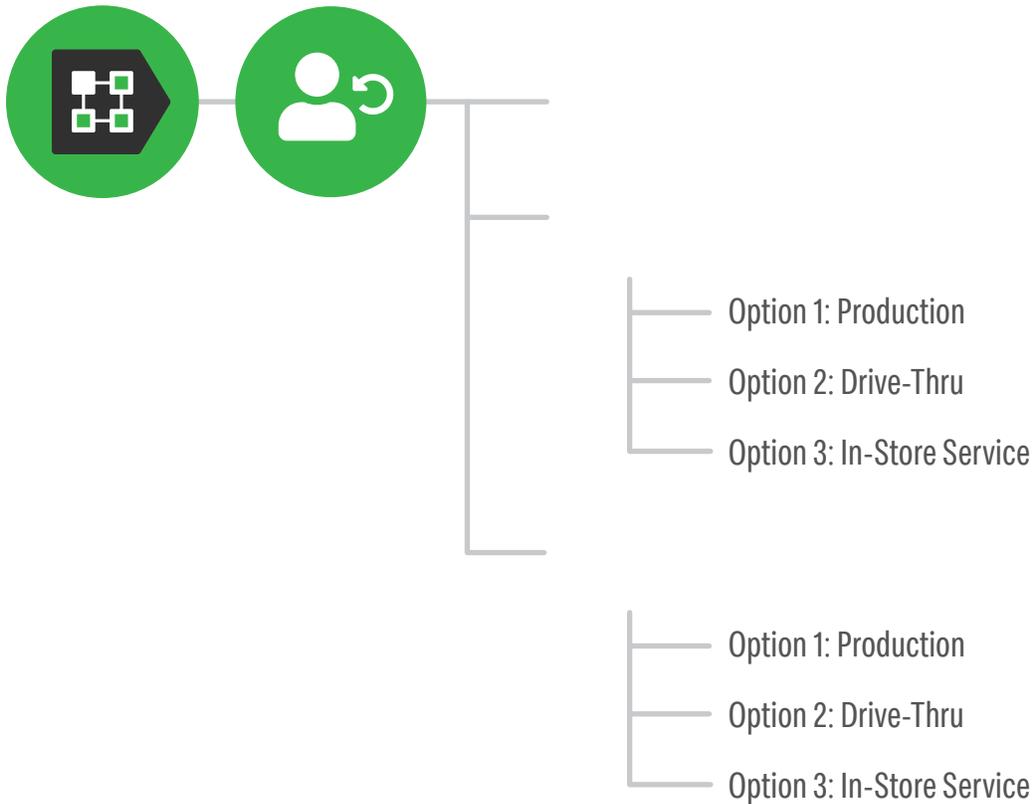


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### Training Tips

- Conduct Food Safety and Hospitality trainings in a GROUP setting. [Check out the group training tips.](#)
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## Returning/New-to-Role Area Leader

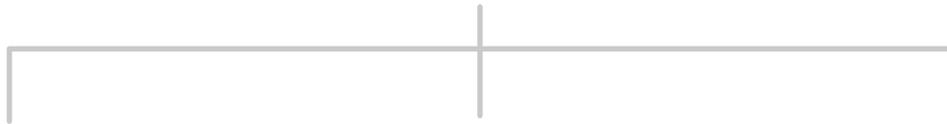


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### Training Tips

- [Training a group? Check out the group training tips.](#)
- The Production Area training consists of two PLX and PLX neXt workshops.
- Drive-Thru and In-Store Service Area trainings include both a self-paced and shoulder-to-shoulder SIO training.
- The Area Leader does not need to review the content for the areas they're not leading, but they are more than welcome to if they want to learn more!
- Production and Drive-Thru Pocket Guides are available on the Area Leader Roadmap. These serve as great on-the-job resources for your Area and Shift Leaders.
- The Area Leadership Training Roadmap can be printed using print button in top right corner of the screen. The verification forms are available as PDFs attached to the specific Area Module and can also be printed.
- Don't forget to assign Verification credit using TTR.

# Shift Leader Training Pathways

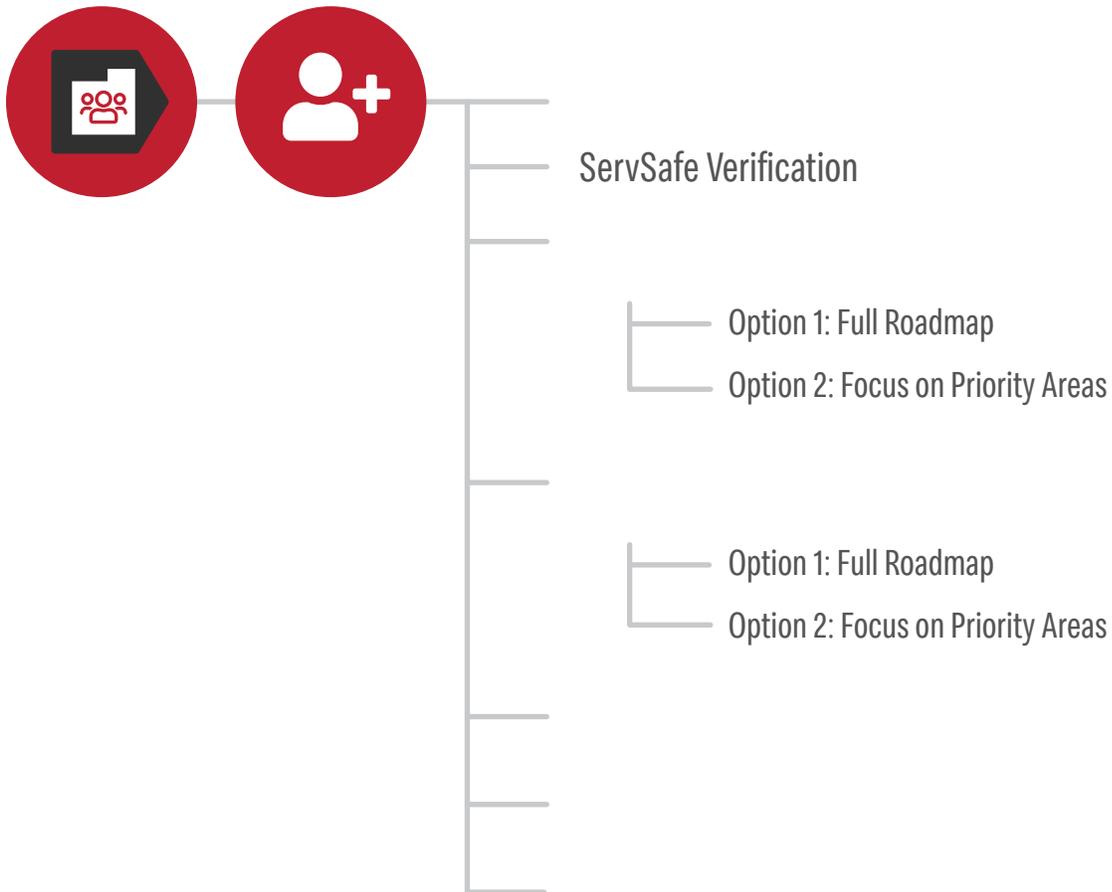


**BRAND NEW  
SHIFT LEADER**

**NEW-TO-ROLE  
SHIFT LEADER**

**RETURNING  
SHIFT LEADER**

## Brand New Shift Leader

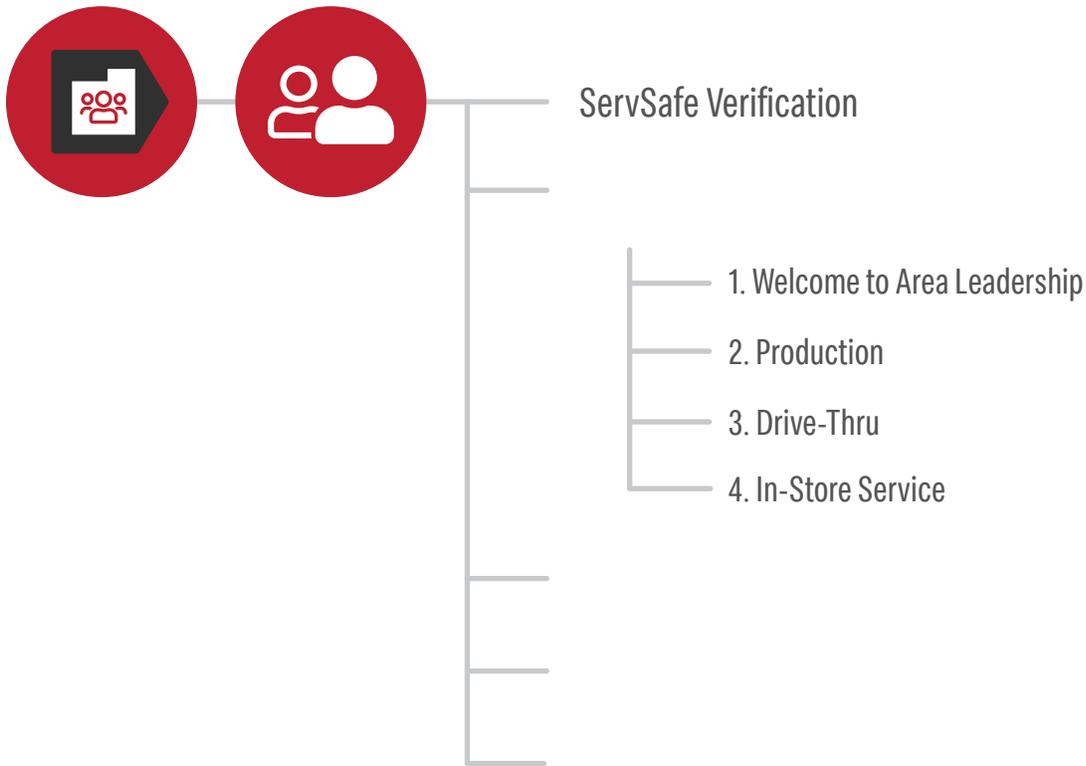


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### Training Tips

- [Training a group? Check out the group training tips.](#)
- Reminder – All Shift Leaders should attend a Leadership Transitions class.
- The Area Leadership Training Roadmap is a great place to start for new Shift Leaders. This curriculum introduces key tasks for leading each area. It is recommended that you have your new Shift Leader complete the content in an order based on your restaurant’s need.
- It is recommended that you print off and familiarize yourself with the Verification forms both for Area and Shift Leaders. These forms detail important tasks for Area and Shift leaders to complete. These forms can help you prioritize where to spend extra time during your trainings.
- Don’t forget to assign Verification credit using TTR

## New-to-Role Shift Leader

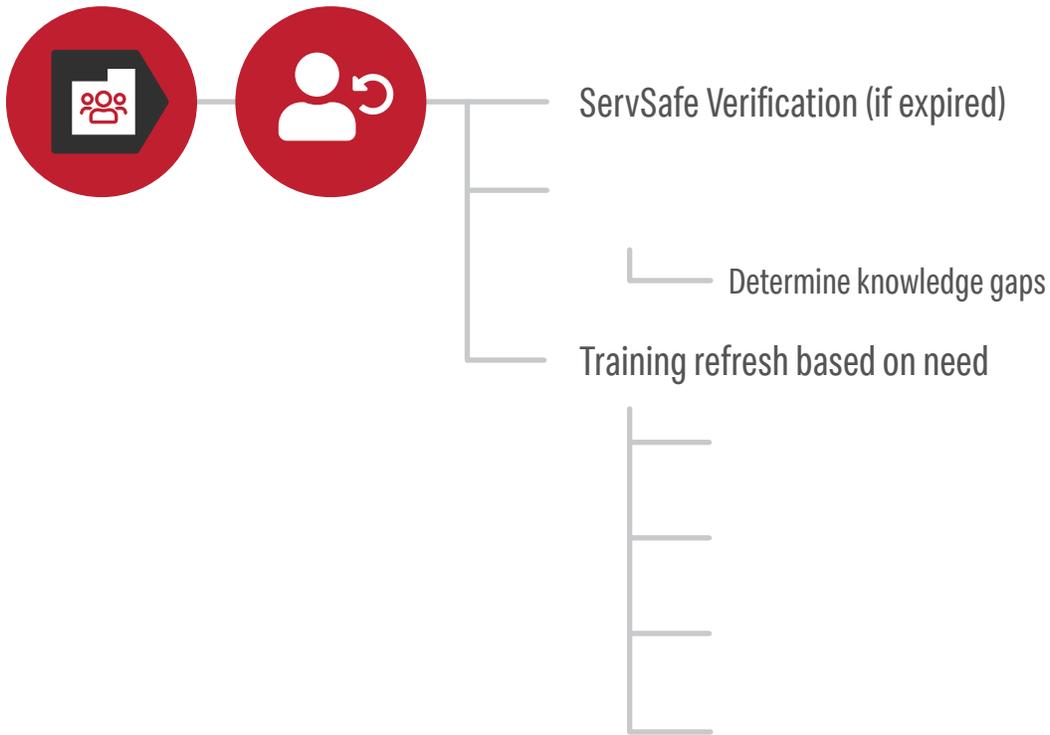


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## Returning Shift Leader



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### Training Tips

- [Training a group? Check out the group training tips.](#)
- Reminder – If they haven't already, all Shift Leaders should attend a Leadership Transitions class.
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