

**Attention
Restaurant Manager
Read First**

Required Materials to Post Social Distancing Crew

What is in the Kit?

- 1-Pager – “What you Need to Know and Do...” (50 English/Spanish)
 - Sign in sheet – 2 sided (2)
- Stop Signs – Crew Room (2) and Office (2)
- Decals - Be Safe / Allow Space (2 sizes / 4 inch (10) 6 inch (6))
- Position Markers (17 starbursts) – 2 for Fries/Hash Browns (decal and plastic) your choice
 - Velcro to use on each Position Marker
- Bonus content: Breakfast and Regular Menu guidance placement of crew

Restaurant Manager

You saw the NABIT webcast with an overview of the materials and how to implement.

Now it is up to YOU to deploy in your restaurant. LOOK below on how to implement...

4 parts to implement:

1. What you need to know and do - Document (social distancing and operational changes)

- Plan who will review the document with each crew member.
- Review the document with each employee, have them sign that it has been reviewed with them, and they have received a copy.
- Walk them to their primary work area and discuss a position marker and the social distancing responsibility of each position in their work area.
- Recommend to keep the completed sign-in sheet in your health department binder.

2. Stop Signs*

- Talk to your Owner Operator leadership on the # of crew and managers in each area to add to each sign – Using a permanent marker is preferred.
 - Post the decal sign(s) in the crew room (tables, door, wall etc.)
 - Post the decal sign(s) in your office (door, cabinet etc.)
 - Removing chairs in the crew room is recommended to help with social distancing

3. Be Safe / Allow Space decals*

- The decals are crew facing and NOT intended to use in the lobby or customer facing in the DT
- Place in **visible high traffic areas** to bring awareness to social distancing, some examples:
 - HLZ area ~ fry area ~ grill freezers ~ grill hoods ~ cooler door ~ DT booths ~ FC area ~ time clock ~ etc.

4. Position Markers*

- Place the Position Markers in each primary work area.
 - DT (red), Kitchen (blue), Fries and FC (yellow - if you are doing take-out service)
- **Put the Position Markers at eye-level in their primary work area**
 - Guidance is given on each marker (bottom middle)
 - Be mindful of placement, for easy cleaning and not in the way of operations

**Make sure the area is clean and dry before positioning the circle decals, stop sign decals and the position markers with the Velcro.
For any questions, please reach out to john.boehm@us.mcd.com*



What You Need to Know and Do...

What is social distancing?

Social distancing means keeping space between yourself and other people outside of your home. To practice social distancing:

- Stay at least 6 feet from other people*
- Do not gather in groups
- Stay out of crowded places and avoid mass gatherings

In addition to everyday steps to prevent COVID-19, keeping space between you and others, even if you do not feel sick or the other person does not appear sick, is one of the best tools we have to avoid being exposed to a virus and slowing its spread locally.

*Please note that individuals may be closer to each other than 6 feet, and pass each other momentarily, as long as it's not for a period of 10 cumulative minutes or more.

Operational changes

Overall

- **Practice social distancing.**
 - **Be Safe – Allow Space**
- No contact does not mean no service. It is our purpose to deliver attentive friendly service.
- Wearing gloves is required for employees who prep food and in the service area.
- Use your primary work area for your zone of social distancing. Review your position marker(s) within each area, communicate and coordinate to minimize contact.
- Ensure pathways/aisles are clear to avoid close contact with others.

Kitchen

- The 1st assembler would open up “side 2” first (opposite side of grill).
- Use a Production Leader to manage the kitchen and coach on social distancing, and maintain quality.
- Fried Product person lets the Assembler know when they have a tray for placement in the UHC.

Drive-Thru & Front Counter

- Runner to use condiment carts to place bags and beverages on, to avoid hand-to-hand contact.
- Hand the bag to the customer with the double fold to the side without touching the customer's hand (DT only).
- For parked orders, use a napkin to open the door when returning from running the park out.

French Fries / Hash Browns

- Move to the right when done filling bag/box of fries to allow the runner room for easy pick-up.
- Runner should call out “picking up fries” to let the fry person know to move, to create distance.

Crew Room / Cooler / Office / Time Clock

- Only 1 person at a time is allowed in small square footage areas.
- Be aware of Social Distancing when using the time clock.

Version 1 / 4.21.20

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Lo que necesitas saber y hacer...

¿Qué es el distanciamiento social?

El distanciamiento social significa mantener distancia entre tú y otras personas cuando estás fuera de tu hogar. Para practicar el distanciamiento social:

- Mantente a una distancia de al menos 6 pies de otras personas*
- No te reúnas en grupo
- Mantente alejado de lugares concurridos y evita los encuentros públicos con multitudes masivas

Además de las medidas diarias para prevenir la propagación del COVID-19, mantén distancia entre tú y los demás, aun cuando no te sientas enfermo o cuando la otra persona no parezca estar enferma, es una de las mejores herramientas que tenemos para evitar una exposición al virus y reducir su propagación a nivel local.

*Por favor ten en cuenta que las personas pueden acercarse a otras a una distancia menos de 6 pies, y pasar por al lado momentáneamente, siempre y cuando no sea por un período de 10 minutos seguidos o más.

Cambios operativos

Generalidades

- **Respetar el distanciamiento social.**
 - **Cuida tu salud – Haz lugar para mantener distancia (Be Safe – Allow Space)**
- Sin contacto no significa sin servicio. Nuestro propósito es brindar un servicio amigable y amable.
- Se requiere que los empleados que preparan los alimentos y los que están en el área de servicio usen guantes.
- Usa tu área de trabajo principal como tu zona de distanciamiento social. Revisa tus indicadores de posicionamiento dentro de cada área, comunícate y coordina tu trabajo de tal manera de minimizar el contacto.
- Asegúrate de que los pasillos y las áreas de paso estén libres para evitar un contacto directo con otros.

Cocina

- El 1er ensamblador (assembler) abre el “lado 2” primero (lado opuesto de la parrilla)
- Pídele a un Líder de Producción que administre la cocina, hable con los empleados sobre el distanciamiento social, y mantenga la calidad.
- La persona de productos fritos le avisa al ensamblador (assembler) cuando tienen una bandeja lista para ubicar en el UHC

Drive-Thru y Mostrador Delantero

- El corredor (runner) debe usar los carritos de condimentos para colocar bolsas y bebidas, para evitar el contacto mano con mano.
- Entrega la bolsa al cliente con el pliegue doble hacia el costado sin tocar la mano del cliente (DT solamente).
- Para órdenes de vehículos estacionados, usa una servilleta para abrir la puerta al regresar de entregar los pedidos.

Papitas / Hashbrowns

- Muévete hacia la derecha al terminar de llenar una bolsita/caja de papitas para permitir que el corredor (runner) tenga espacio para retirarlas fácilmente.
- El corredor (runner) debe decir en voz alta “recogiendo papitas” (“picking up fries”) para avisarle a la persona de los alimentos fritos que debe moverse, para crear cierta distancia.



Sala de empleados / Refrigerador / Oficina / Reloj registrador

- Solo se permite 1 persona por vez en áreas muy pequeñas
- Ten en cuenta el distanciamiento social al utilizar el reloj registrador (time clock)

Versión 1/1. 20

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Social Distancing Crew Roster



After you have reviewed the guidelines and procedures with your restaurant crew, use this roster page to track your progress until all crew are certified on the expected behaviors.

[illegible]



Social Distancing Crew Roster



After you have reviewed the guidelines and procedures with your restaurant crew, use this roster page to track your progress until all crew are certified on the expected behaviors.

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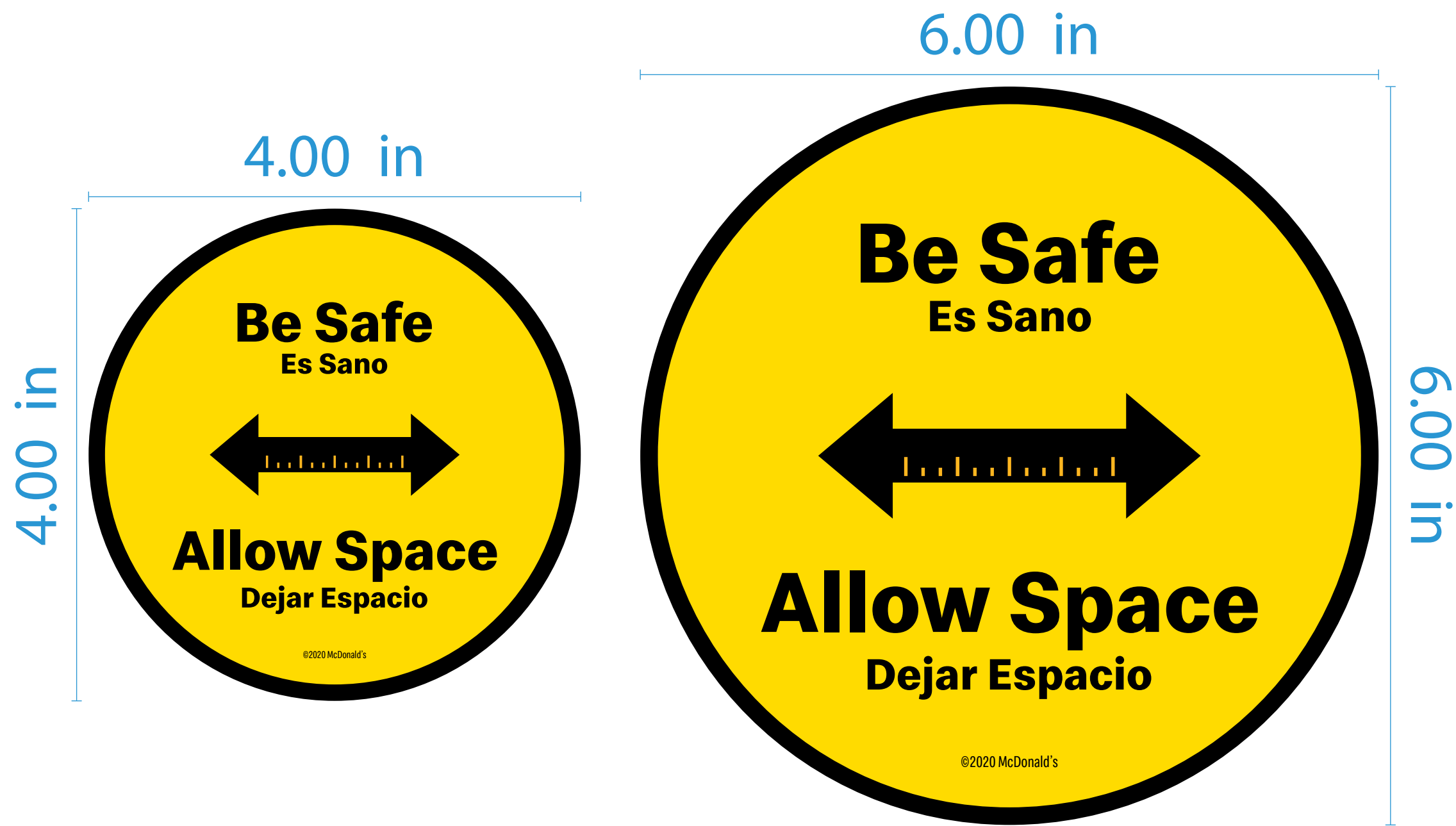
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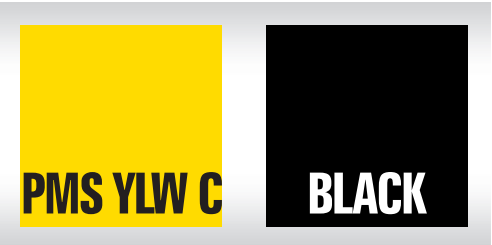
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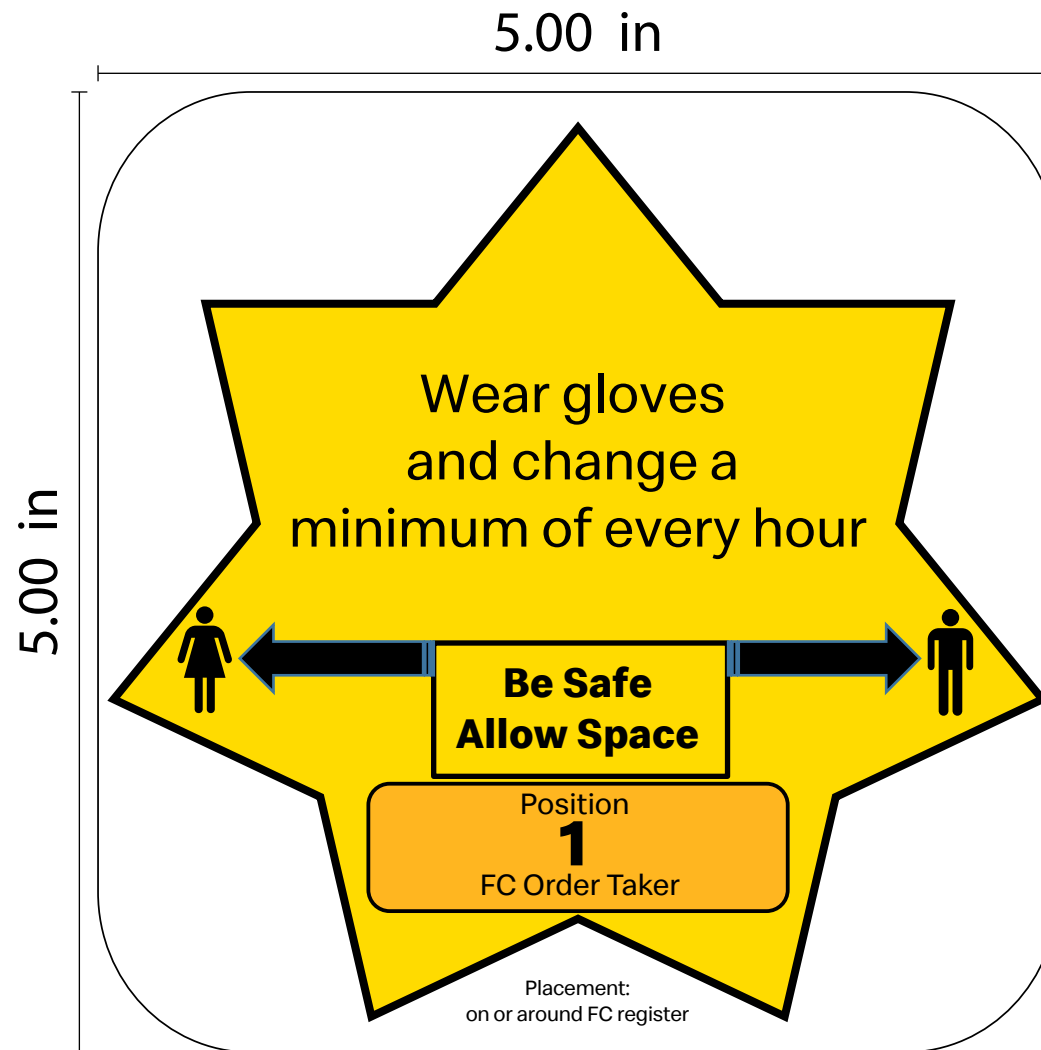
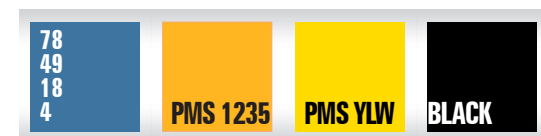
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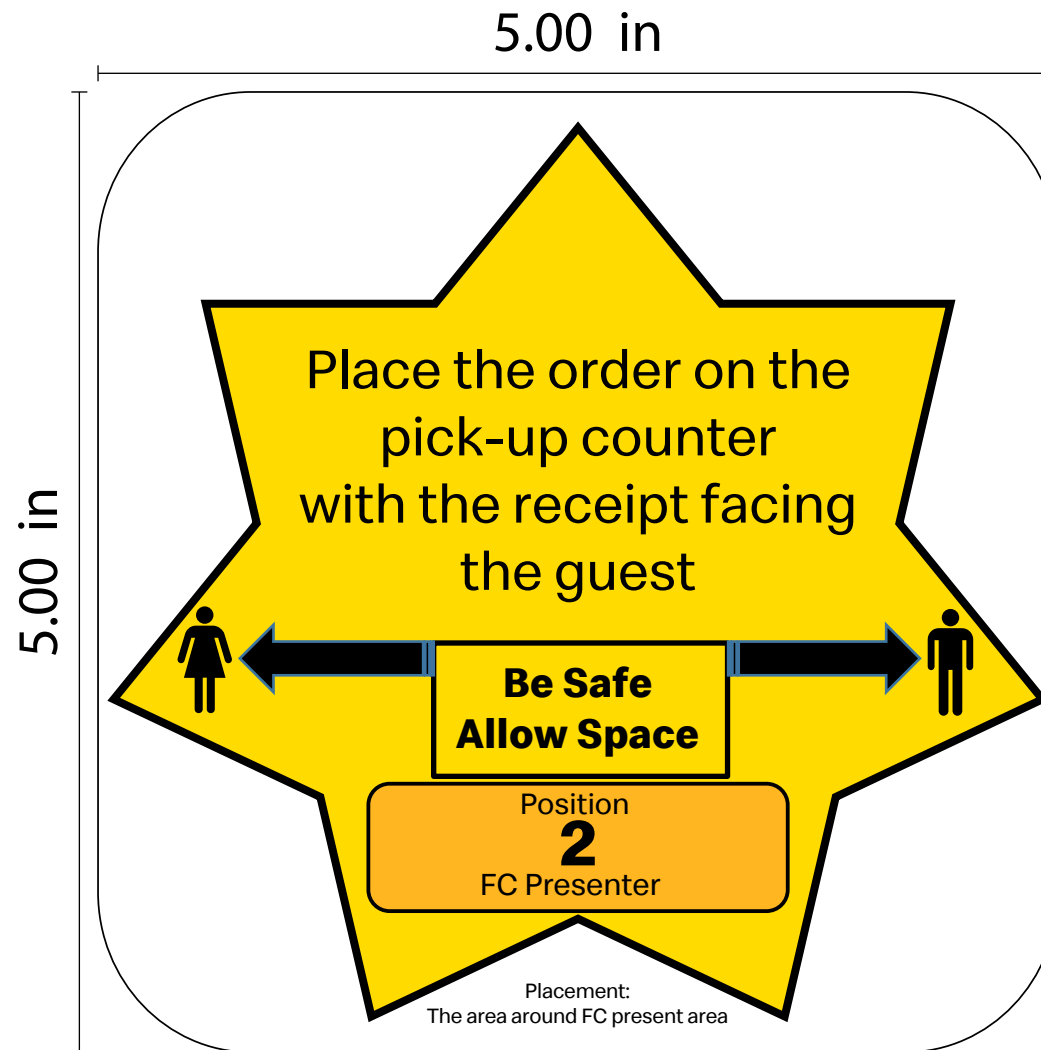
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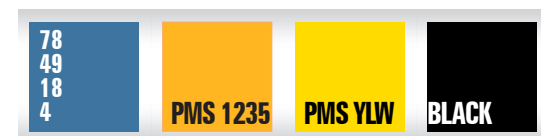
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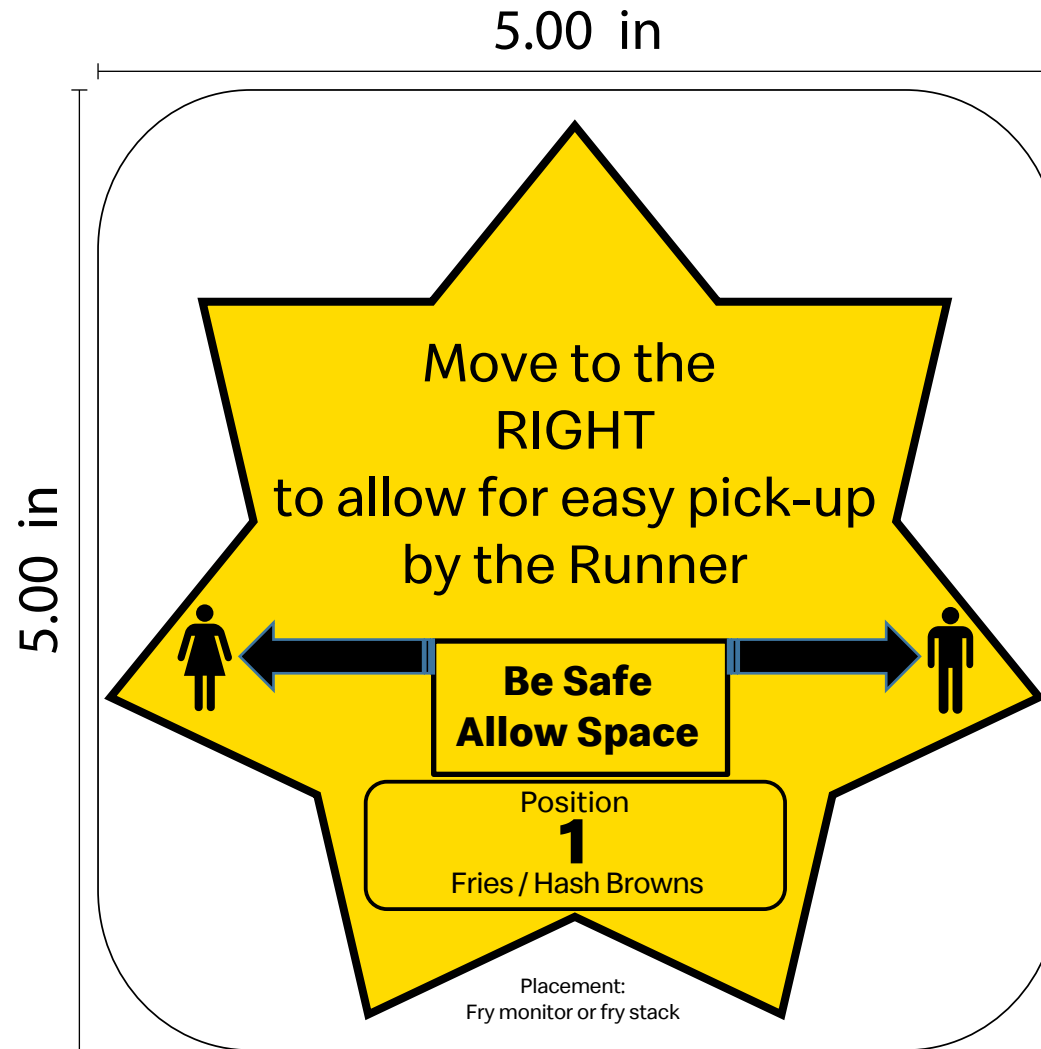
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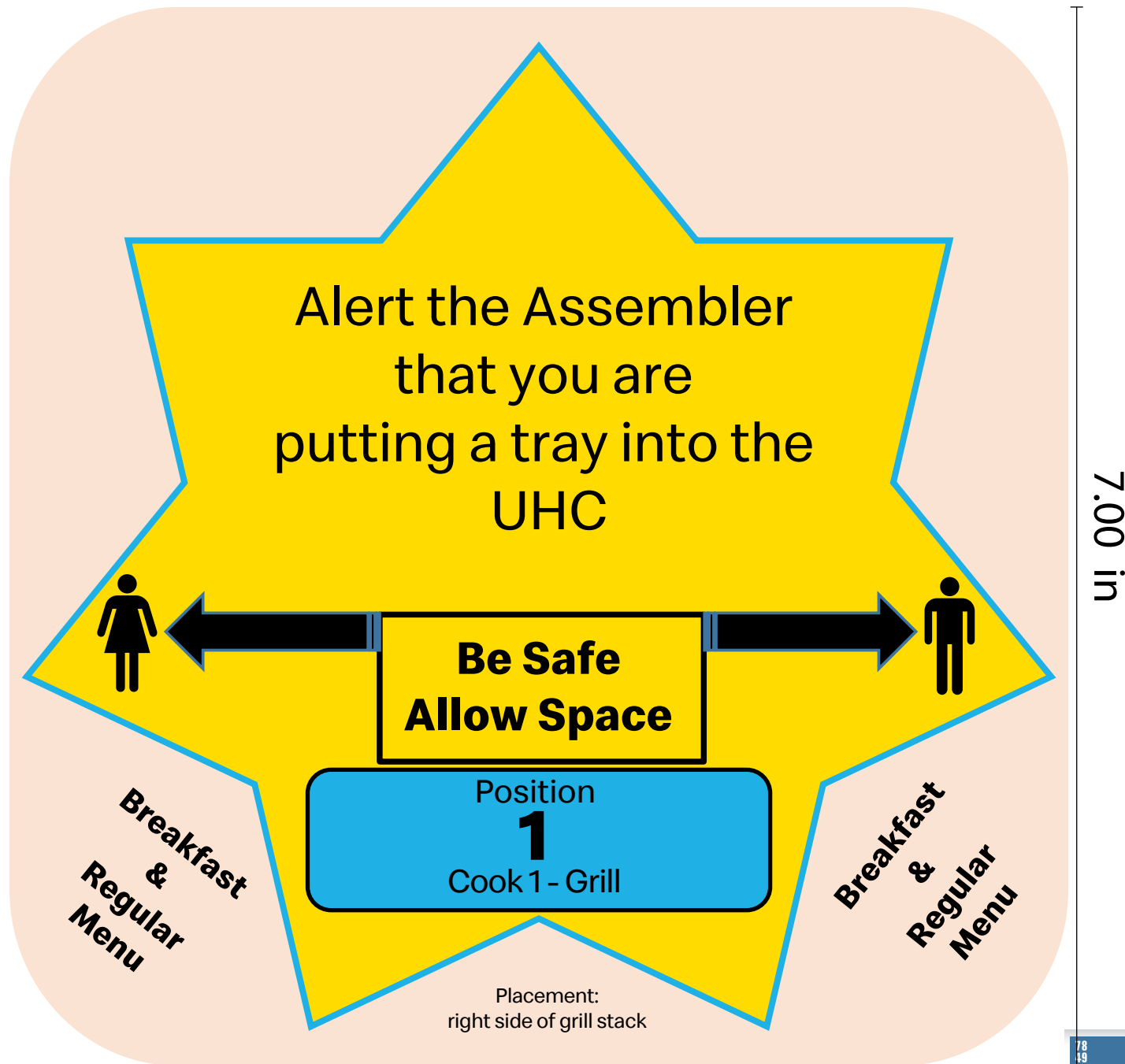
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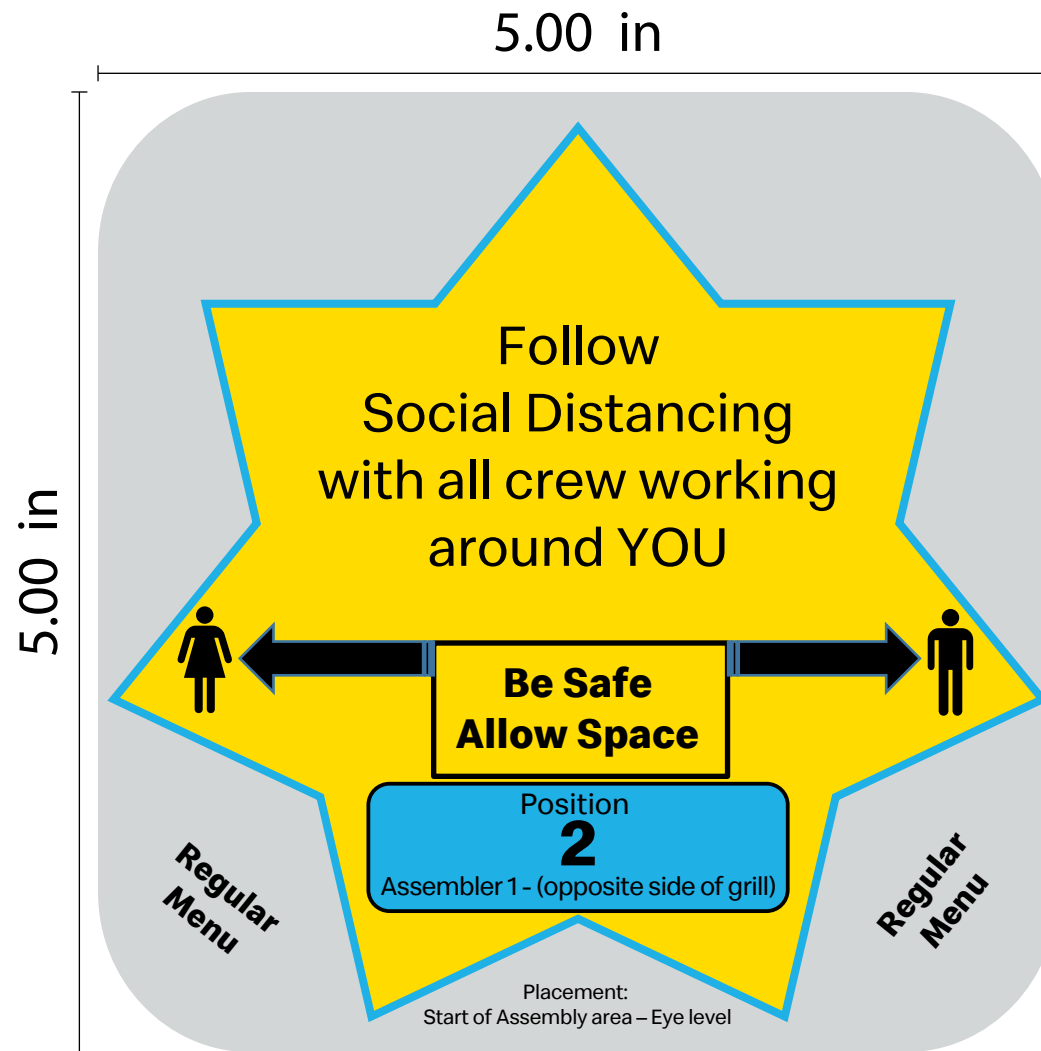
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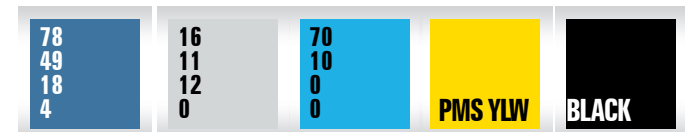
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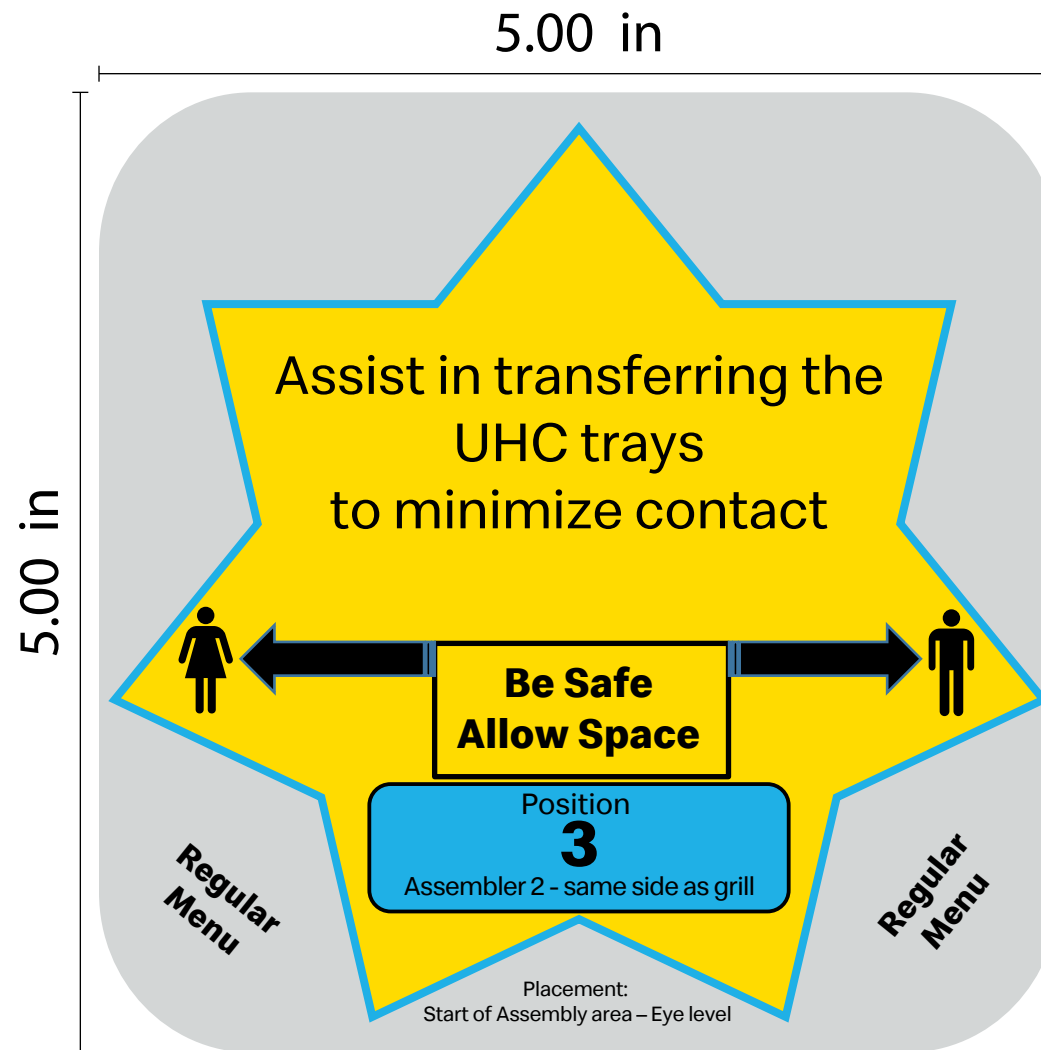
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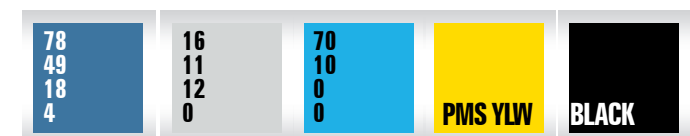


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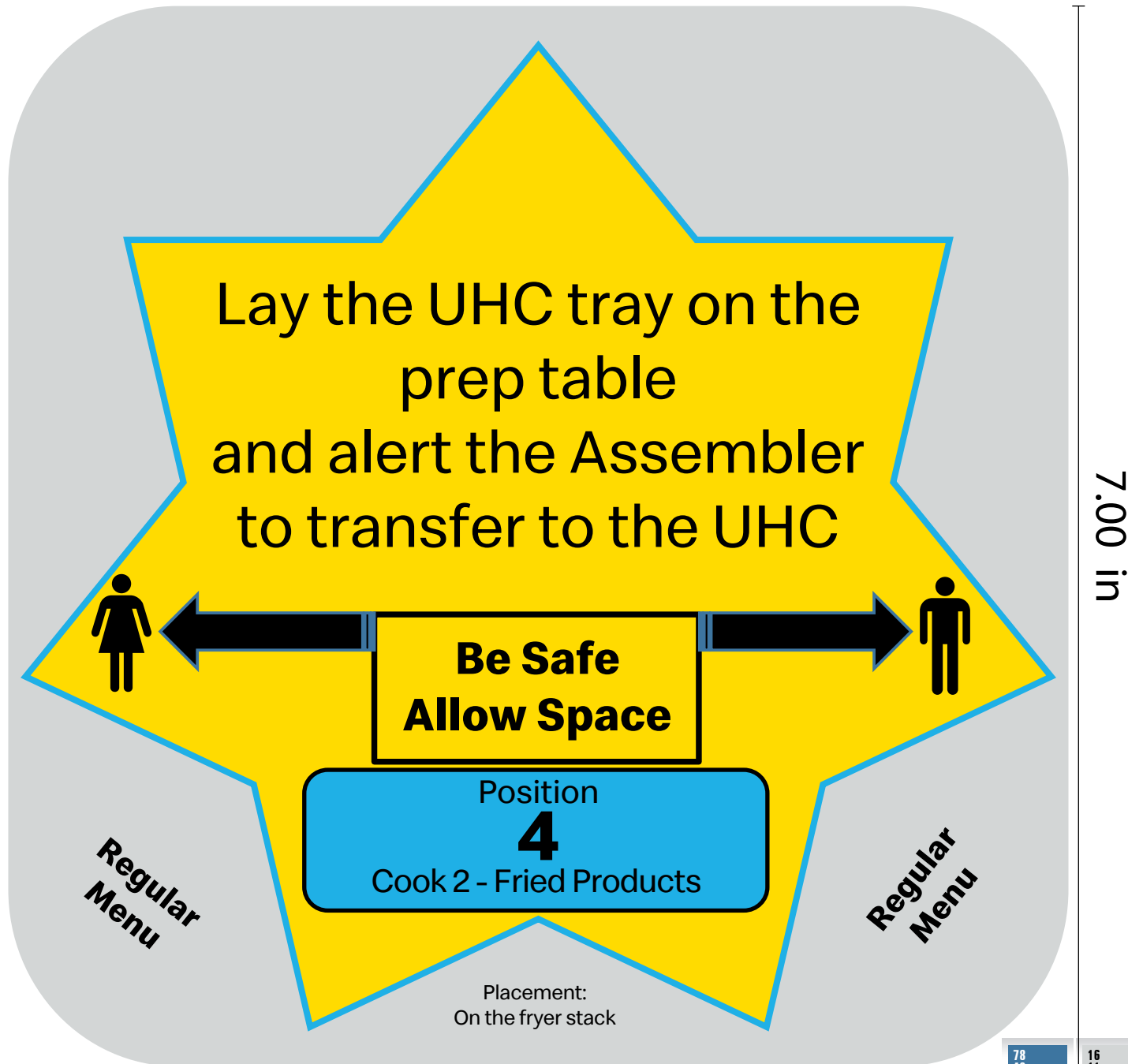
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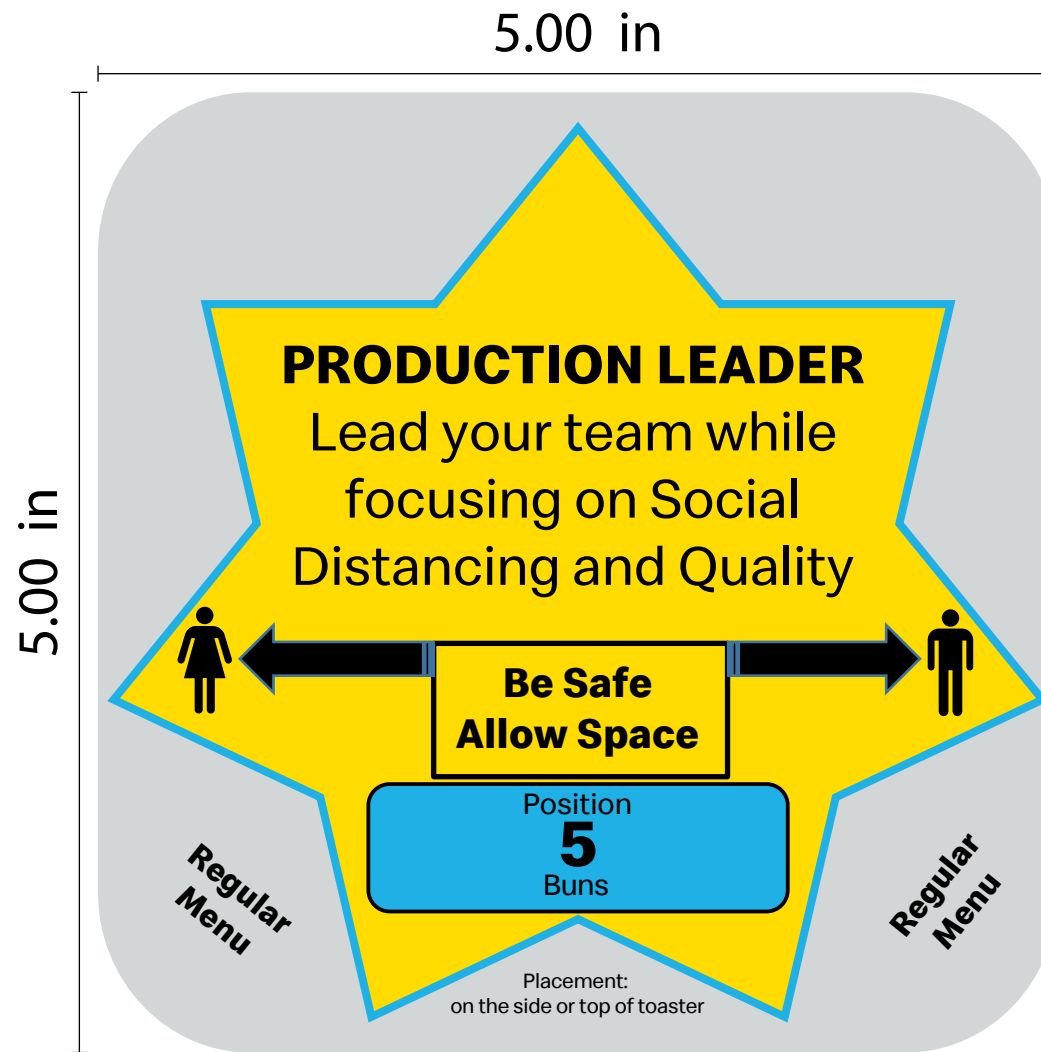
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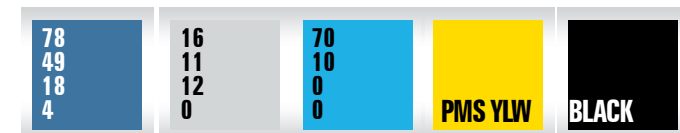
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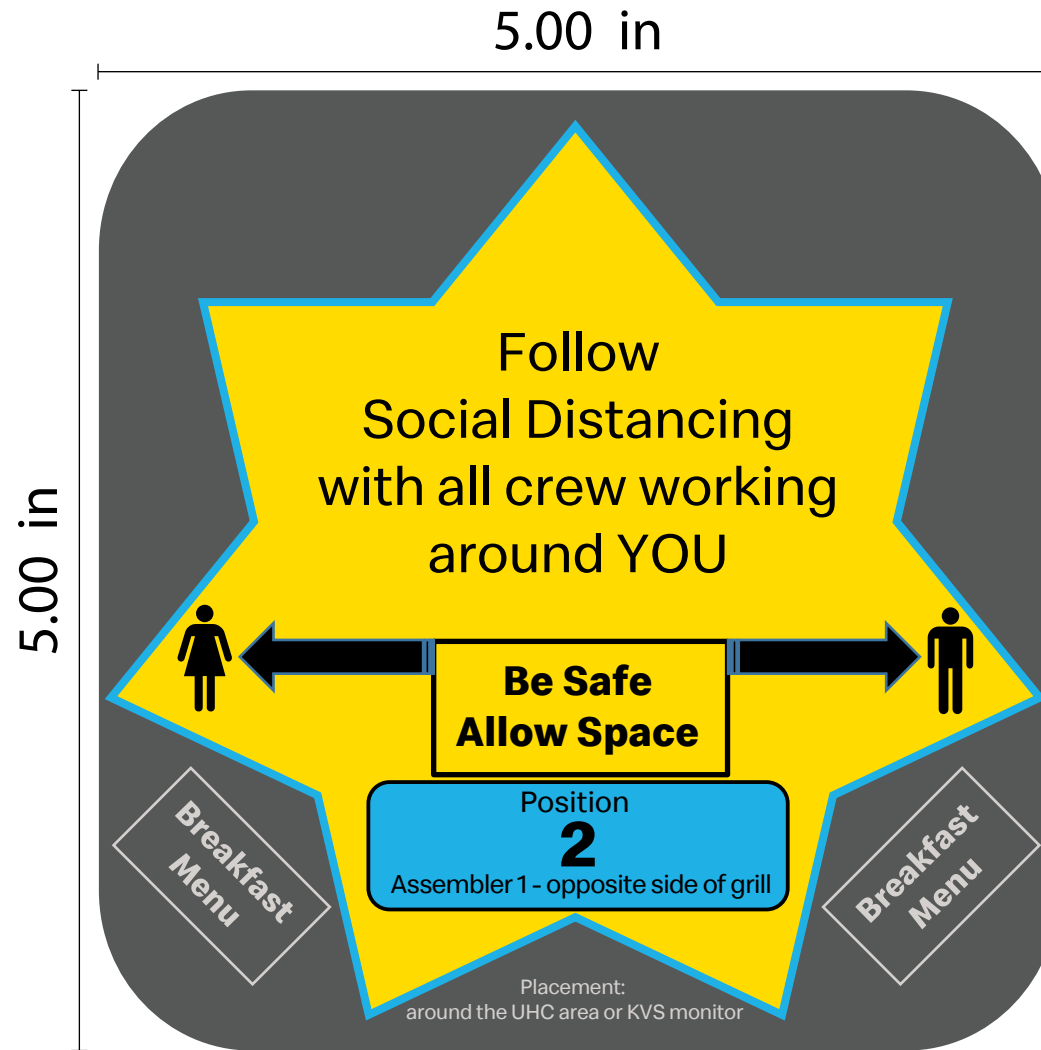
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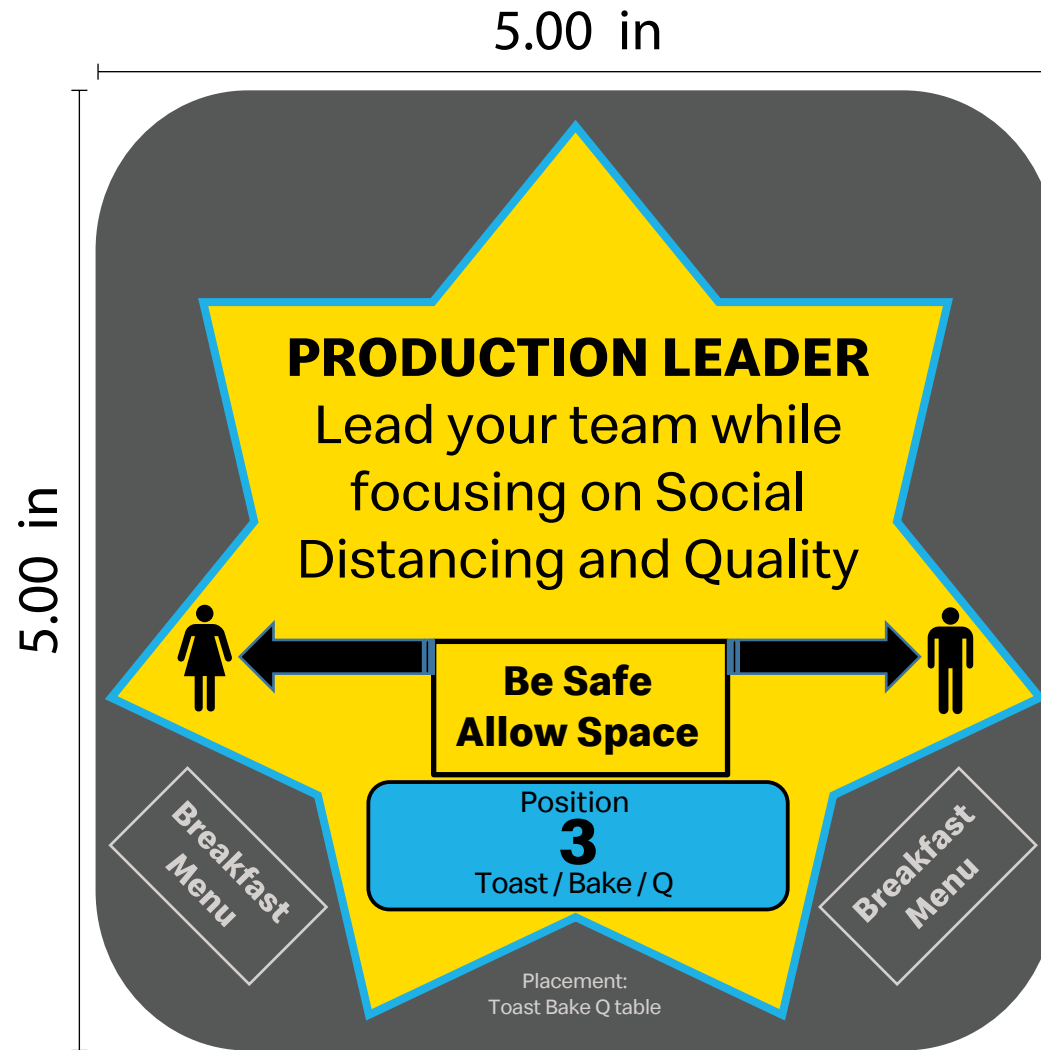
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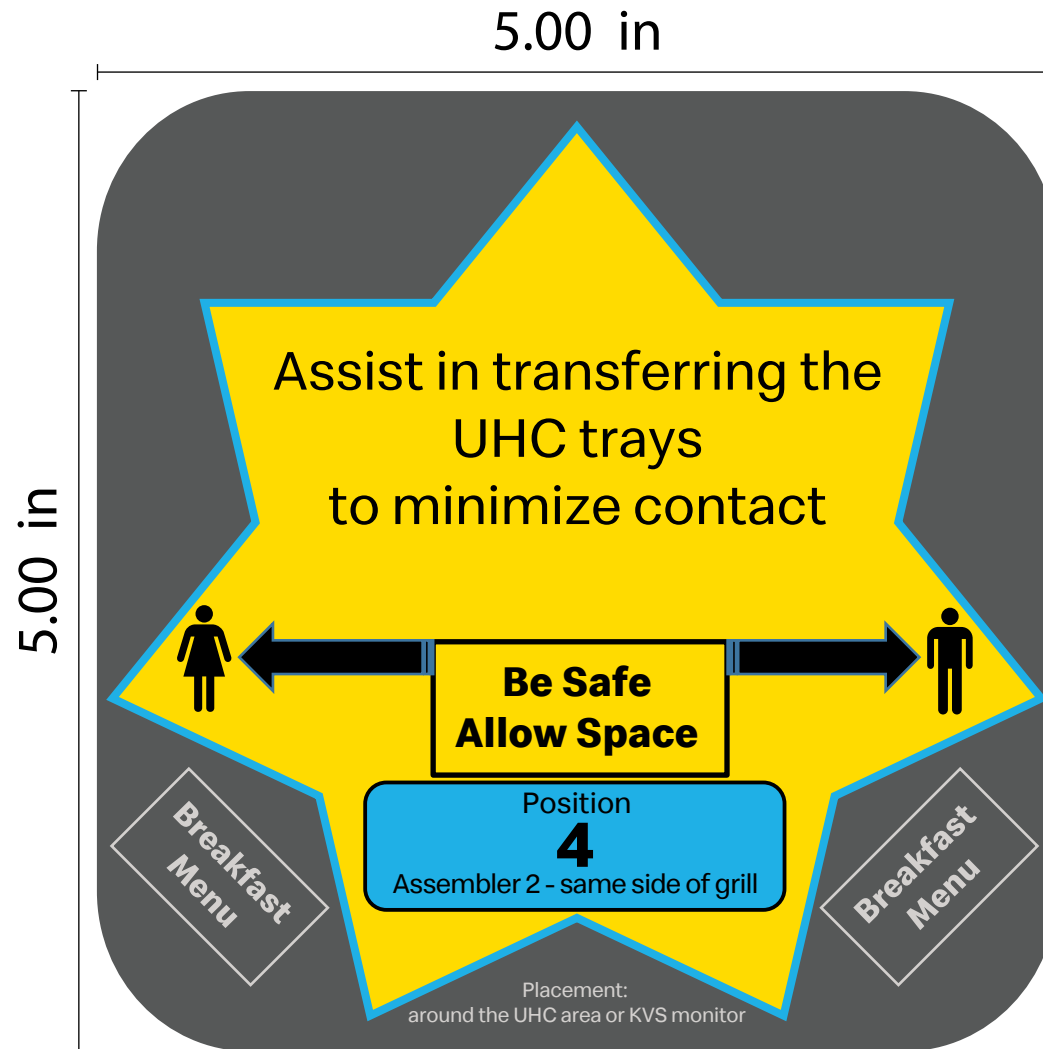
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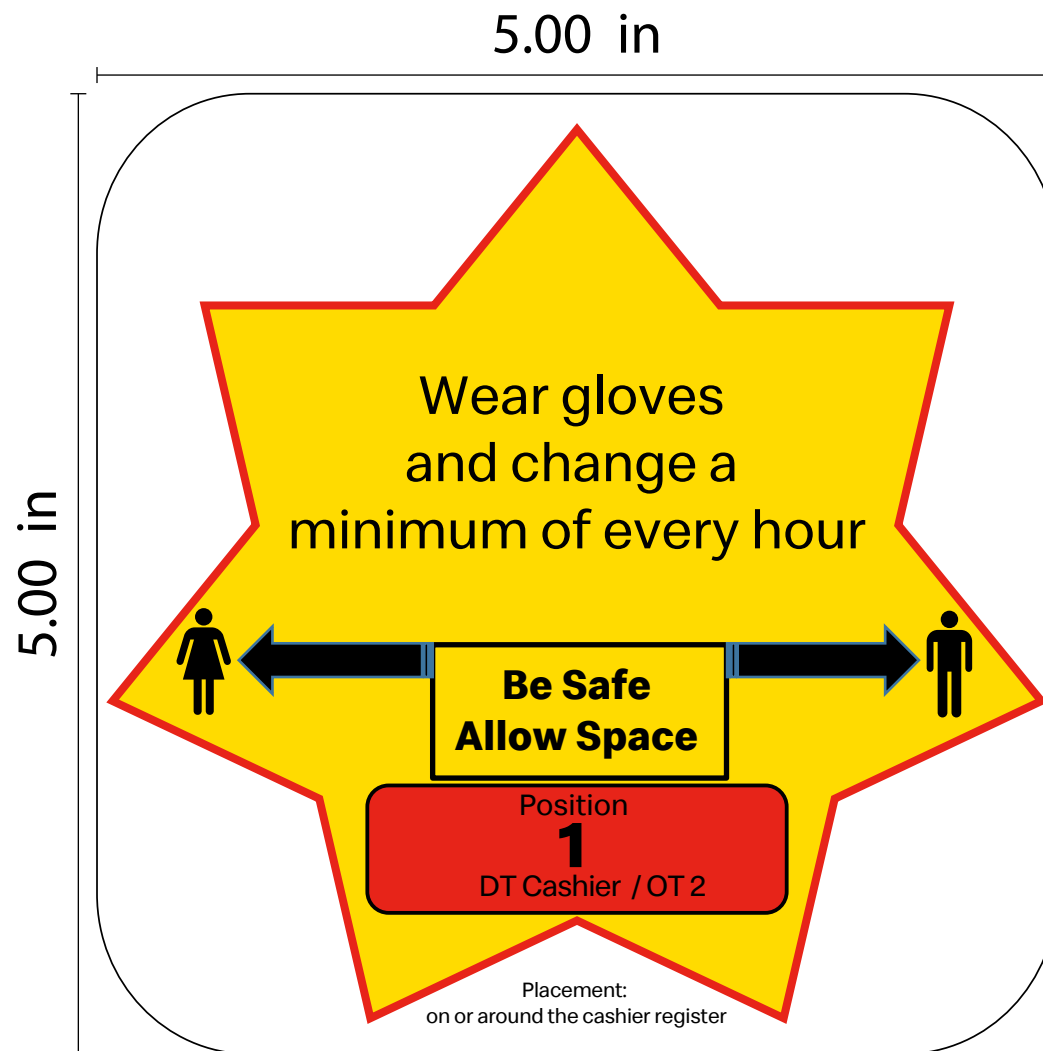
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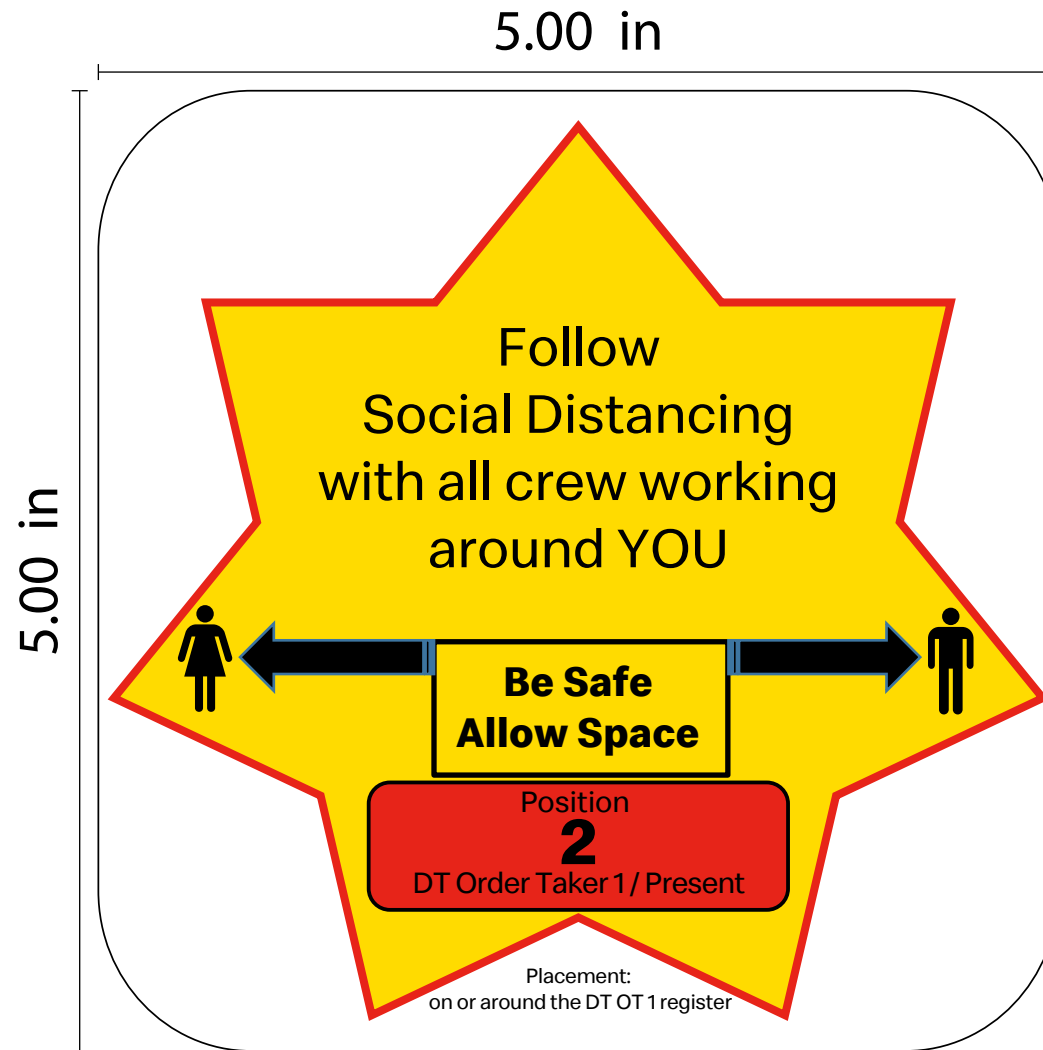
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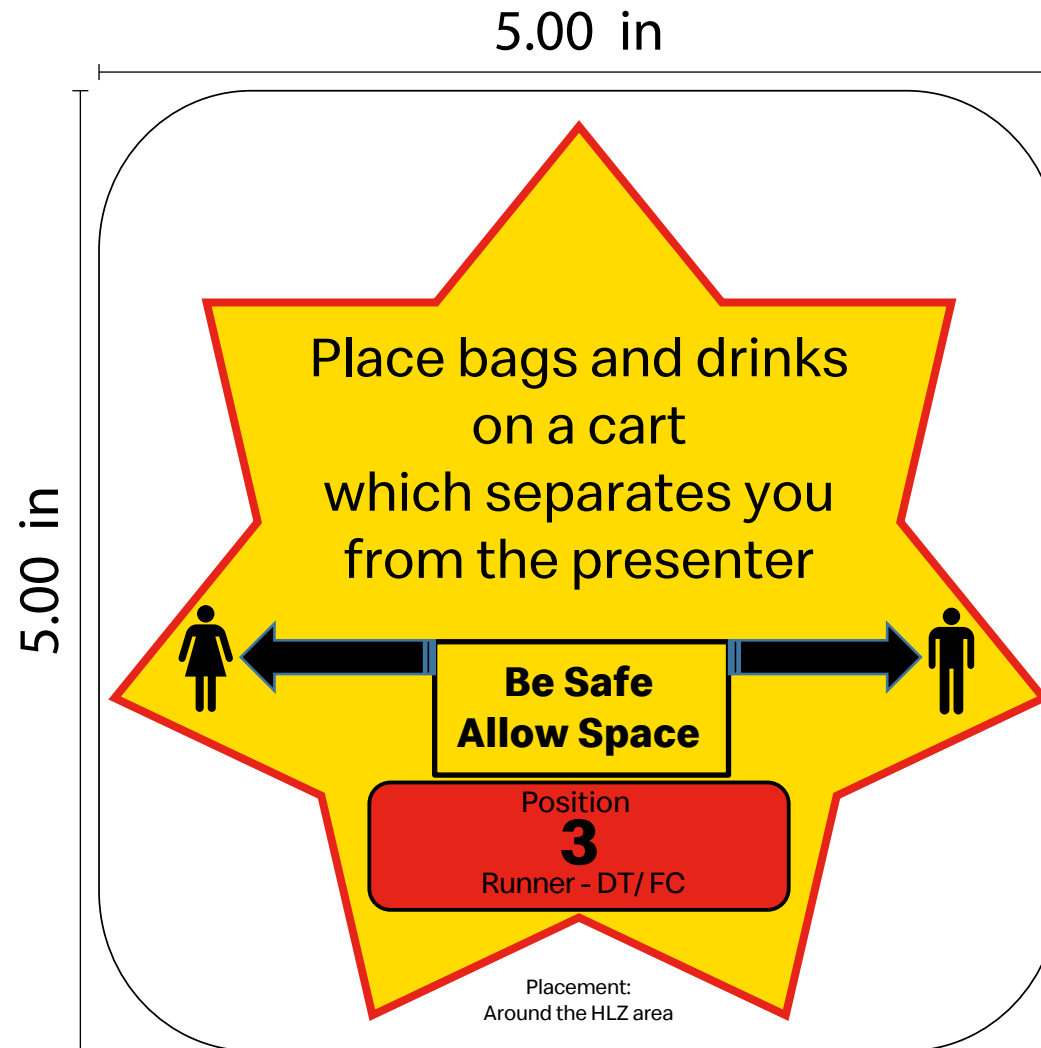
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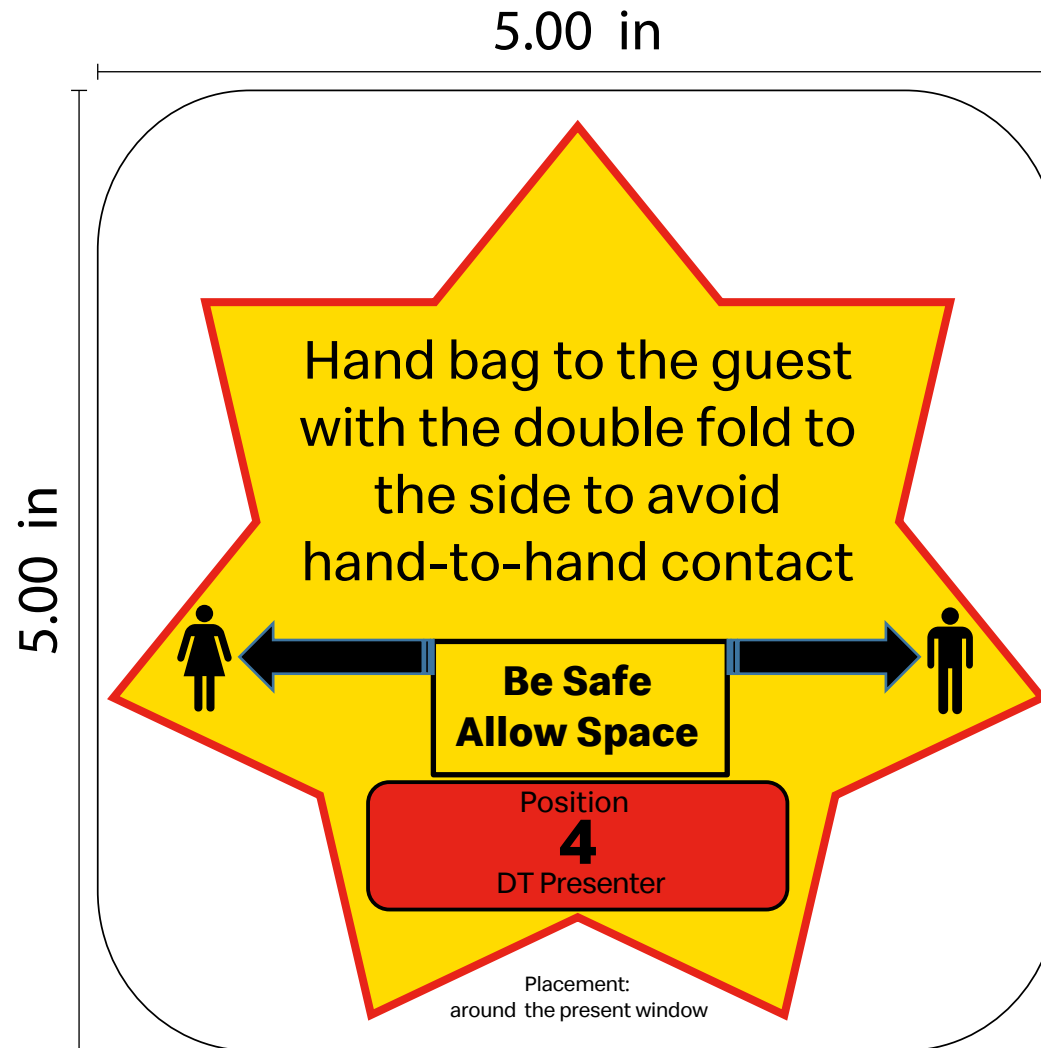
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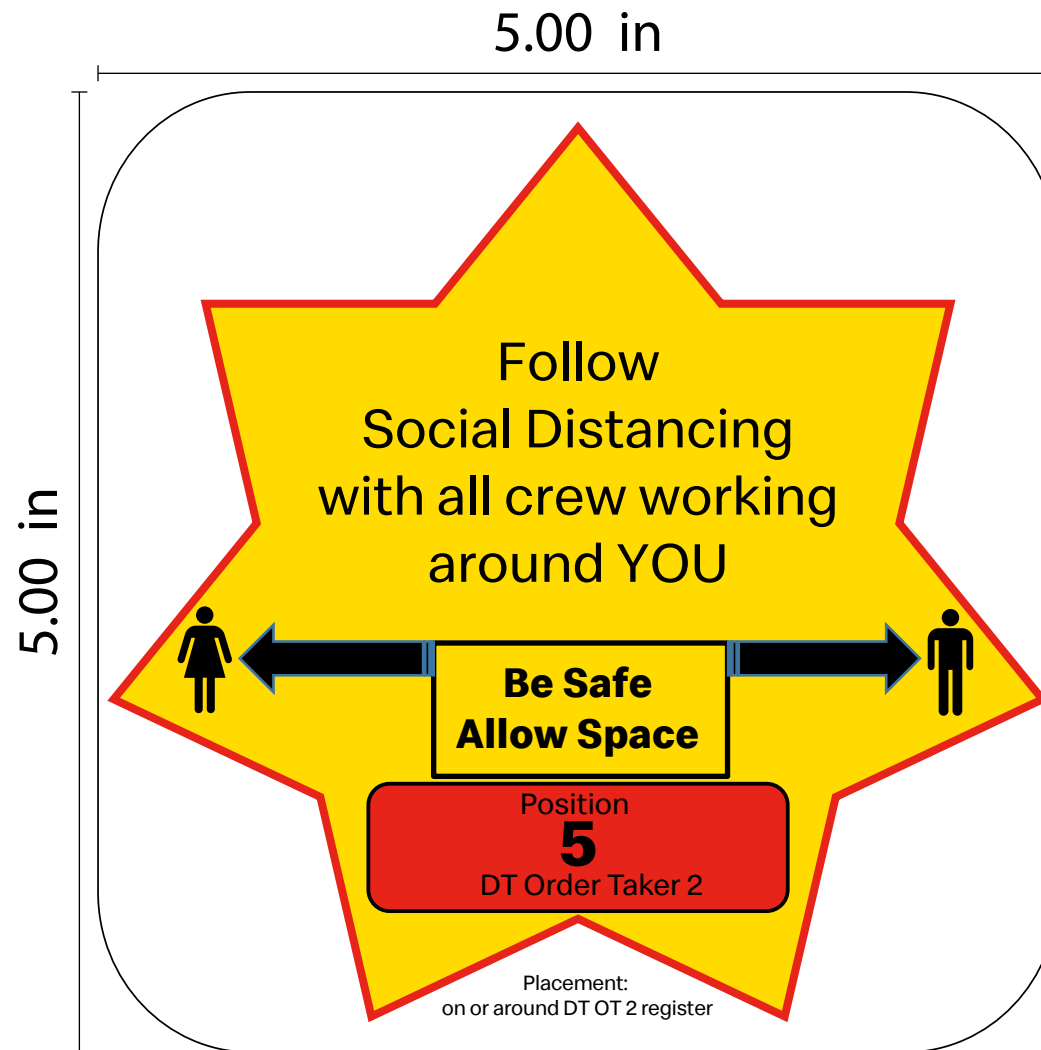
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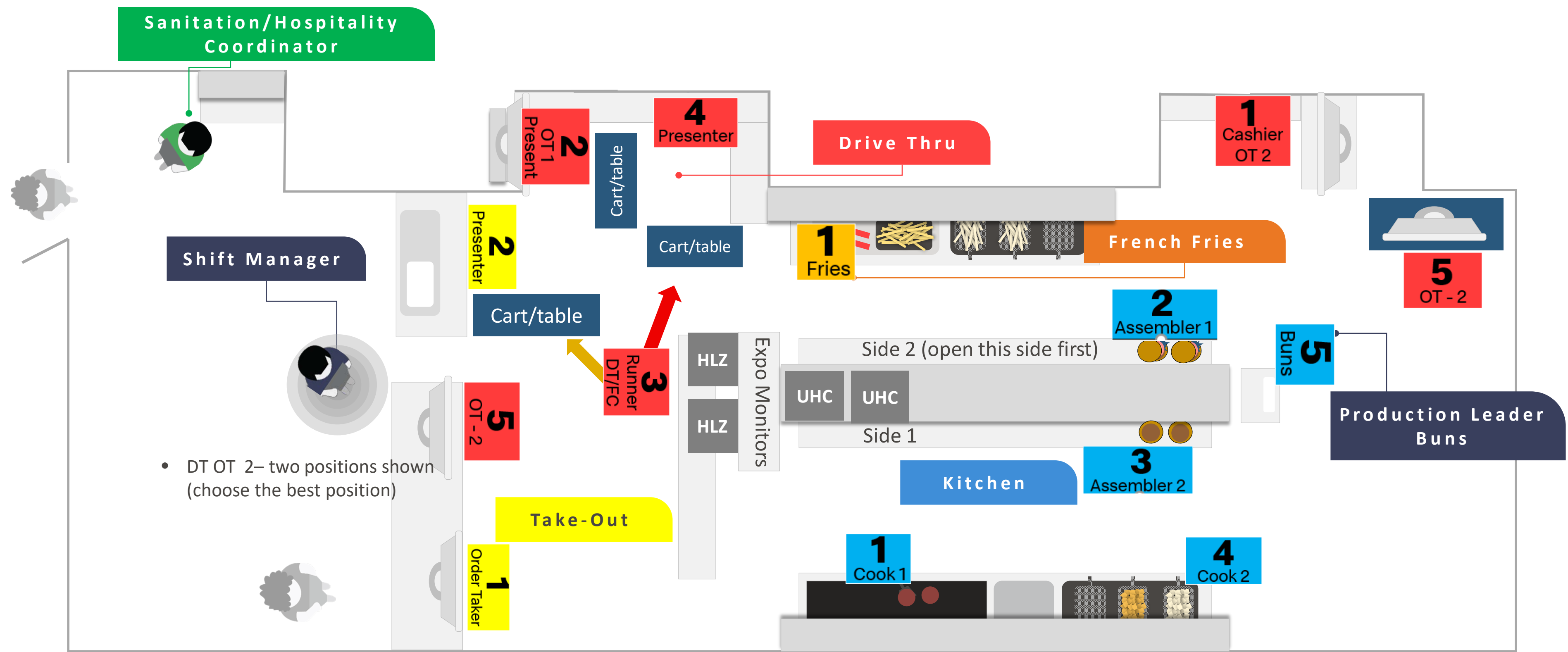
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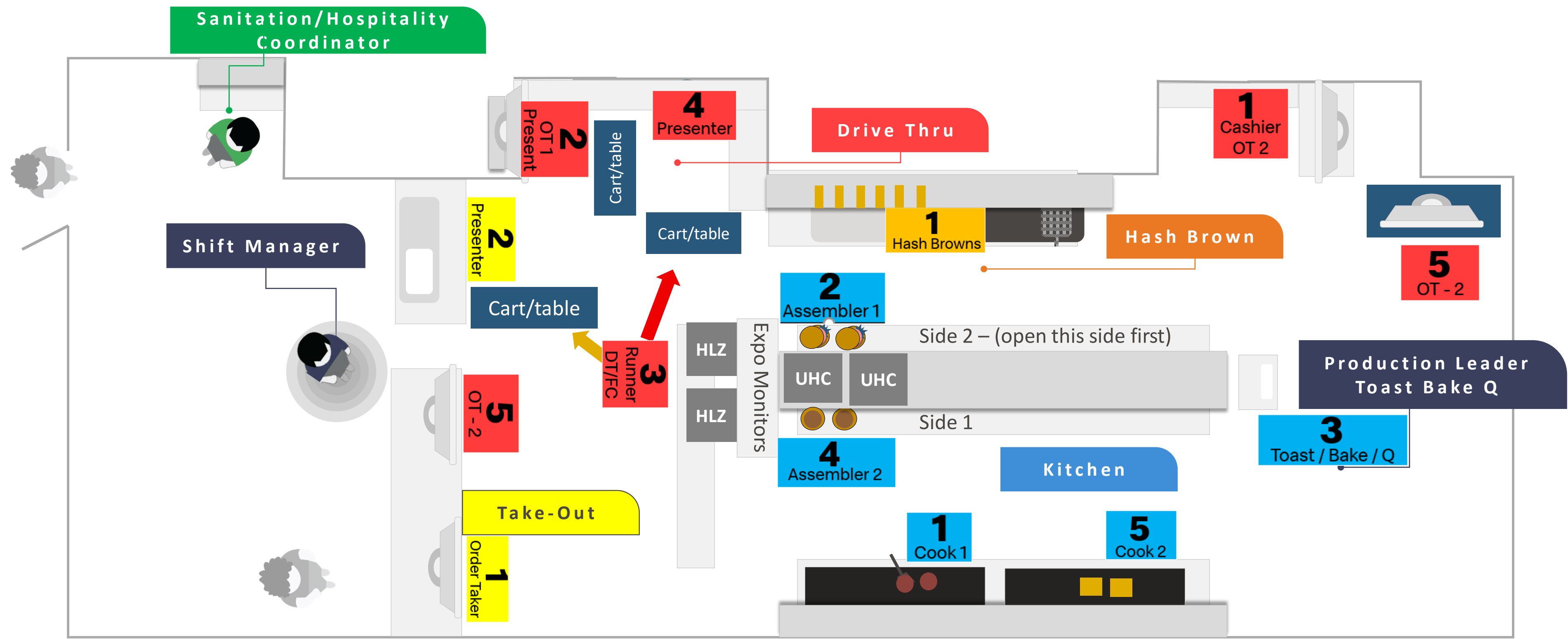
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Social Distancing / **Regular** Menu – Positioning



Social Distancing / Breakfast Menu – Positioning

Use the third page for detailed guidance



Proprietary and Confidential

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Positioning/Staffing for areas of the restaurant – Social Distancing

Shift Manager

Manage the Shift

- Maintain Food Safety Standards
- Sanitation Follow up & Awareness
- Maintain Social Distancing w/crew
- Shift Preparedness

Drive Thru*

2-3 Staff - 1 Lane DT Operations

- 1 – OT 1 / Cashier
- 2 – Runner (DT & FC)
- 3 – Presenter

4-5 Staff - 2 Lane DT Operations

- 1 – Cashier / OT 2
- 2 – OT 1
- 3 – Runner (DT & FC)
- 4 – Presenter
- 5 – OT 2 (depending on restaurant configuration, position OT2 in large CBB cell or back booth after separating registers - goal is to maintain 6' social distancing)

Kitchen*

Staff – Breakfast Menu

- 1 – Cook 1
- 2 – Assembly 1 (opposite side of grill)
- 3 – Production Leader - Toast/Bake/Q
- 4 – Assembly 2 (open other side of prep table)
- 5 – Cook 2

Staff – Regular Menu

- 1 – Cook 1
- 2 – Assembly 1 (opposite side of grill)
- 3 – Assembly 2 (open other side of prep table)
- 4 – Cook 2
- 5 – Production Leader (buns)
- 6 & 7 – Additional Assembly Staff (maintain 6 foot social distancing, between assemblers)

Fries/Hash

French Fries / Hash Brown Staff

- 1 – Fry Area

Take-Out*

Take-Out (Front Counter) Staffing

- 1 – OT
- 2 – Presenter
- Runner added only in extreme situations (high McDelivery orders, high average check etc.), where 6 foot social distancing can be maintained

McCafe

McCafe/BDAP

- 1 – McCafe Drinks

Sanitation/Hospitality Coordinator

- Cleanliness/Sanitation
- Manage customer flow, per local regulations
- Guide Guests (manage 6 foot rule)
- Runs out “parked orders” or “roll forward orders” as needed

*Maximum crew in each area can be more or less depending on your restaurant configuration to maintain the 6 foot rule, per the CDC guidance

Social Distancing – Positioning of Staff

What is Social Distancing:

Social distancing is a public health practice that aims to prevent people with the virus from coming in close contact with healthy people in order to reduce opportunities for the spread of the Coronavirus.

What follows are suggestions to obtain the requirement of Social Distancing in your restaurant(s) per the CDC guidelines and the social distancing of your employees. Careful analysis of the positioning of staff in each restaurant, could be more or less and should be assessed, as every restaurant has different configurations.

Please Note: Social Distancing for employees and guests is **required** and Owner Operators should make their own decisions in order to perfect social distancing per the CDC guidance in their restaurants.

Drive-Thru

- Use 2-1 ready carts in the DT to help with bag and drink drop-off.
- DT Runner also is the Take-Out (FC) Runner to prevent any crossover issues related to Social Distancing.
- Recommend up to 5 staff to follow 6 foot social distancing. If additional staff are needed, relocation of equipment may be required to add additional staff.
- In BDAP restaurants with dual lane, it is recommended that both DT order takers are located in the BDAP cell and assist in preparing all deserts, breakfast drinks, mccafe, etc.
- In non BDAP restaurants, recommend reposition OT register in back booth to obtain 6 feet distance, or use the 2 registers in the present booth, based on your restaurant configuration. Another option is to make a FC register a dedicated “order taker” during peak times if 6 feet social distancing can be achieved.

Kitchen

- Designate a Production Leader to manage the kitchen, most likely they will be in a position.
- Recommended up to 5 staff for breakfast and regular menu. If you require more staff, relocation of equipment may be required to achieve 6 foot social distancing.
- During low volume the assembler would open up side 2 first.
- When 2 staff are on one side for assembly, the two person assembly team will need to practice social distancing, through communication and assigned specific duties. Be mindful, you may not be able to have a finisher on side 2 to accommodate social distancing with the Fry Person.

Take-Out (Front Counter)

- Every staff member has a role and should be conscience of each members duties to stay in position and limit crossover of the team (e.g. OT stays in position).
- Recommend up to 2 staff.
 - During extreme situations, a third person could be added as a dedicated Runner, but the shift manager will have to evaluate and manage the crossover of employees based on the configuration of the restaurant
- When 2 registers are available, use only one located farthest from the HLZ.
- In most cases a single register is most commonly needed, but a 2nd register can be used if social distancing can be maintained.
- If a Presenter is utilized, recommend to use a cart or counter for Runner to hand off food to Presenter without contact.

French Fries/Hash Browns

- Fry person intentionally moves to the right when done bagging fries.
- Runner communicates fry needs to fry person to ensure they are ready for pick-up to allow for no contact.

Office/ Backroom / Cooler / Freezer / Crew Room

- Only 1 person at a time is allowed in small square footage areas such as a crew room, manager office, walk in cooler, and walk in freezer.

Sanitation/Hospitality Coordinator (Take-Out)

Restaurant conditions and local guidelines may determine that someone is needed near the front entry. This persons responsibilities could be to:

- Ensure Cleanliness and Sanitary conditions of the guests areas
- Sanitize high-touch point areas (Lobby door handles, overall restroom sanitation).
- Manage guest flow and 6 foot rule, per local regulations.
- Guide customers to follow the 6 foot rule of social distancing.