



PQRG

POCKET QUALITY REFERENCE GUIDE



U.S. Edition
April 2025

Introduction

We listened. At your request, the Pocket Quality Reference Guide (PQRG) will continue to be available in print! The electronic Quality Reference Guide (QRG) can still be found online on Fred.

Items in the PQRG are core menu items only. Information for LTOs can be found on the NABIT website.

As you will see, the Table of Contents categorizes products by day parts and menus. Within each chapter, everything you need for a product is found in one convenient location.

Table headers are color coded throughout the PQRG so you can easily find information.

PQRG Data Color Key

	Receiving Deliveries & Storage
	Grill Times, Temperatures & Settings
	Toaster Times, Temperatures & Settings
	Fryer Times, Temperatures & Settings
	Oven Times, Temperatures & Settings
	Holding Instructions
	Troubleshooting

Note: The Gold Standard Quality Descriptions found in the PQRG only contain menu items that are reviewed during PACE (Performance and Customer Experience) visits. All other Gold Standard Quality Descriptions can be found in the electronic version of the QRG on Fred.

The Spanish printed version of this guide can also be found online.

The English and Spanish version of the PQRG will be available for purchase at Franke Foodservice Systems. Please visit frankesupply.com or call 800-423-5247.

We always welcome feedback to make your performance training tools more effective, so please direct any feedback to Cherie.

Mozerka@us.mcd.com.

In case of versions not matching, the digital version is the **most up-to-date version available**.

Pocket Quality Reference Guide

BREAKFAST	2
Grilled Meat Products	2
Egg Products	6
Hash Browns	11
Ingredients	12
Q-ing Breakfast Products	25
Gold Standard Quality Descriptions	28
REGULAR MENU	36
Grilled Meat Products	36
Fried Products	42
French Fries	46
Ingredients	47
Gold Standard Quality Descriptions	53
DESSERTS	67
Dessert Products	67
Baked Goods	69
Gold Standard Quality Descriptions	72
McCAFÉ	75
McCafé Beverage Menu Items	75
McCafé Beverage Products	76
Gold Standard Quality Descriptions	81
BEVERAGES	86
Beverage Menu Items	86
Beverage Products	87
Gold Standard Quality Descriptions	88
CONDIMENTS	89
YIELDS	92
FOOD SAFETY	93
UHC LAYOUTS	92
DIGITAL, DRIVE THRU, & DELIVERY	98
Building Blocks	96
Keep Your Eyes on Fries	97
Accuracy Best Bets	97
Maximize the Potential	99
POS Timing Reports	100
Mobile Order & Pay	102
SHIFT LEADERSHIP	104
Shift Questions	104
Troubleshooting Tool	106
eProduction Overview	108
QR CODES	110

Table of
Contents

Breakfast

Regular
Menu

Desserts

Beverages

Shift
Leadership

Grilled Meat Products

Bacon, Applewood Smoked

Receiving Deliveries & Storage

Case count	640 strips per case
Package count	8 packs, 80 strips per pack
Primary storage	Walk-in freezer
Primary shelf life	270 days
Stack height	9 cases
Secondary storage	Walk-in refrigerator
Thaw time	24 hrs, single layer on a thaw rack
Secondary shelf life	10 days - Refrigerated (unopened) 72 hours - Refrigerated (open)

Grill Area Storage

Grill area storage	Grill area refrigerator
Grill area shelf life	Open pack: 72 hrs

Grill Times, Temperatures & Settings

Cook time	90 sec start point
Gap setting	.265
Target removal time	12 sec
Maximum run size	8 strips
Grill temperature	Upper: 425°F, Lower: 365°F
Grill warm up time	20 min

Blodgett Combi Oven

Minimum per tray	1 sheet (8 strips) per tray
Maximum per tray	2 sheets (16 strips) per tray
Total trays	Up to 5 trays
Temperature	375°F
Cook time	4 min
Steam	10%
Fan Speed	80%

Convotherm Combi Oven

Minimum per tray	1 sheet (8 strips) per tray
Maximum per tray	2 sheets (16 strips) per tray
Total trays	Up to 5 trays
Temperature	385°F
Cook time	4 min 15 sec
Cook mode	Hot air
Fan speed	100%
Crisp and tasty	Level 3
Steam	No

Bacon Rack Holding Instructions

Bacon rack	Room temp 4 hrs
Maximum	16 full strips per tray

Troubleshooting

Problem	Cause	Remedy
Burnt/ brittle/ hard	Over-cooked, grill too hot	Check settings, allow grill to cool to proper temperature, check calibration
Limp/ not crispy	Under-cooked	Check settings, increase cook time to achieve target quality

Canadian Bacon**Receiving Deliveries & Storage**

Case count	312 +/- 24 slices per case
Package count	8 packs, 39 slices per pack
Primary storage	Walk-in refrigerator
Primary shelf life	65 days – Refrigerated (unopened)
Secondary shelf life	3 days – Refrigerated (opened)
Stack height	7 cases

Grill Area Storage

Grill area storage	Grill area refrigerator
Grill area shelf life	Open pack: 72 hrs
Room temperature storage	Can be stored near grill at room temp 30 min

Refrigerated drawer holding options

Cold Zone Times & Settings

Cook time	8-10 sec per side
Maximum run size	8 slices

UHC Holding Instructions

Slot temperature	175°F or 185°F top/bottom
Holding time	30 min
Maximum per 1/3-size tray with false bottom and NO water	16 total, 4 stacks, 4 high

Cold Zone Times & Settings

Cook time	8-10 sec per side
Maximum run size	8 slices

UHC Holding Instructions

Slot temperature	175°F or 185°F top/bottom
Holding time	30 min
Maximum per 1/3-size tray with false bottom and NO water	16 total, 4 stacks, 4 high

Troubleshooting

Problem	Cause	Remedy
Dark/dry	Improper cooking/overholding	Cook and place in UHC according to procedures

Sausage

Receiving Deliveries & Storage

Case count	324 +/- 4 patties per case
Package count	3 bags, 108 patties per bag
Primary storage	Walk-in freezer
Primary shelf life	90 days - Frozen
Stack height	6 cases

Grill Area Storage

Grill-side freezer	All day
Secondary shelf life	Use-thru date on package

Grill Times, Temperatures & Settings

Cook time	88 sec start point
Gap setting	.350
Target removal time	12 sec
Maximum run size	8 patties
Grill temperatures	Upper: 425°F, Lower: 365°F
Grill warm up time	20 min

UHC Holding Instructions

Slot temperature	175°F, 185°F or 200°F top/bottom
Holding time	60 min
Maximum per tray with liner	16 total, 4 stacks, 4 high

Staging Cabinet Holding

Slot temperature	160°F air / 186°F water
Holding time	120 min
Maximum per insert (orange ring)	Small: 8 total, 2 stacks, 4 high no liner Large: 24 total, 6 stacks, 4 high no liner (only if cooking on a 3 platen grill)

Reccomended shelf	1-8
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Troubleshooting

Problem	Cause	Remedy
Dry	Grill settings incorrect	Check settings, use tray liner
Greasy/soggy	No UHC liner	Use tray liner
Small	Grill too hot, patties overcooked or raw product out of code	Check grill settings, calibration, cooking procedures, and internal temperature

Steak

Receiving Deliveries & Storage

Case count	128 patties per case
Primary storage	Walk-in freezer
Primary shelf life	110 days
Stack height	8 cases

Grill Area Storage

Grill-side freezer	All day
Secondary shelf life	Use-thru date on package

Grill Times, Temperatures & Settings

Cook time	158 sec start point
Gap setting	.530
Target removal time	12 sec
Maximum run size	4 patties
Grill temperature	Upper: 425°F, Lower: 365°F
Grill warm up time	20 min

UHC Holding Instructions

Slot temperature	175°F top/bottom
Holding time	30 min
Maximum per tray with liner	4 stacks, 1 high, 4 total

Troubleshooting

Problem	Cause	Remedy
Dry	Improper cooking and/or holding procedures	Verify GAP is at .530, and cook time start achieves Food Safety Standards and Gold Standard Quality

Steak Seasoning

Receiving Deliveries & Storage

Case count	60 oz per case
Package count	10 packages, 6-oz per package
Primary storage	Dry storage
Primary shelf life	12 months
Secondary storage	Grill area in shaker
Secondary Shelf Life	Use-thru date on package

Folded Eggs

Receiving Deliveries & Storage

Case count	384 pieces per case
Package count	32 packs, 12 pieces per pack
Primary storage	Walk-in freezer
Primary shelf life	90 days
Stack height	6 cases
Secondary storage	Walk-in refrigerator
Thaw time	24 hrs for single layer on a bun tray
Secondary shelf life	Unopened: 72 hrs including thaw Opened: 24 hrs, not to exceed original hold time

Grill Area Storage

Secondary storage	Grill-side refrigerator
Secondary shelf life	Secondary code date
Grill area	Can be stored near grill at room temp 30 min

Simplified Breakfast - Grill Times, Temps & Settings

Cook time	120 sec
Gap setting	.625 (Taylor Next Gen Grill .720)
Target removal time	30 sec
Maximum run size	2 platen: 18 (4oz water) 3 platen: 12 (2oz water)
Cook temperature	Upper: 300°F, Lower: 285°F
Warm up time	20 min

Grill Times, Temperatures & Settings

Cook time	120 sec
Gap setting	.625 (Taylor Next Gen Grill .720)
Target removal time	30 sec
Maximum run size	12 eggs
Cook temperature	Upper: 300°F, Lower: 285°F
Warm up time	20 min

Split-lid Retrofit

Cook time	1 min 45 sec
Maximum run size	6 front or 5 rear
Cook temperature	285°F
Warm up time	30 min

**Split-lid retrofit not recommended for Simplified Breakfast*

Next Gen Egg Cooker

Cook time	2 min
Maximum run size	6 front or 6 rear
Cook temperature	275°F
Warm up time	30 min

Next Gen Egg Cooker will arrive preprogrammed.

**Egg cooker not recommended for Simplified Breakfast*

Folded Eggs, continued

Simplified Breakfast - Combi Ovens

Blodgett Folded Eggs

Minimum per tray	12
Maximum per tray	12
Total trays (LRS Lined)	Up to 3 trays
Cook time	3 min 30 sec
Steam	90%
Fan Speed	60%

Convotherm Folded Eggs

Minimum per tray	12
Maximum per tray	12
Total trays	Up to 3 trays
Cook time	3 min 30 sec
Steam	100%
Fan Speed	50%

Combi Ovens

Blodgett Folded Eggs Folded Eggs Partial Tray

Minimum per tray	11	2
Maximum per tray	12	10
Total trays (LRS Lined)	Up to 3 trays	Up to 3 trays
Temperature	360°F	360°F
Cook time	3 min 30 sec	3 min
Steam	90%	90%
Fan Speed	60%	60%

Convotherm Folded Eggs

Minimum per tray	2 per tray
Maximum per tray	12 per tray
Total trays	Up to 3 trays
Temperature	360°F
Cook time	3 min 30 sec
Cook mode	Combi
Fan speed	50%
Crisp & tasty	Level 0
Steam	100%

Folded Eggs, continued

Staging Cabinet Holding

Slot temperature	160°F air / 186°F water
Holding time	120 min
Maximum per insert (yellow ring)	Small insert: 6 total, 2 stacks, 3 high No false bottom
Recommended Shelf	1-8

UHC Holding Instructions

Slot temperature	175°F top/bottom
Holding time	20 min
Maximum per 1/3-size tray with false bottom and Accu-Water	12 total, 6 stacks, 2 high Add 1 pour of room temp water from the Accu-Water dispenser, refill as needed

Troubleshooting

Problem	Cause	Remedy
Excessive browning (very minimal browning is acceptable)	Dirty grill	Clean grill after every run
	Incorrect amount of clarified butter	Check the amount of clarified butter used
	Incorrect cook time	Check cooking procedures
	Not enough water	Ensure enough water
Cold eggs	Eggs not thawed Not using correct amount of water Incorrect cooking times and temps	Check thaw procedures, water amount, and equipment settings
Rubbery	Overcooked	Check cooking time and temp, adjust as necessary

Scrambled Eggs (Liquid Eggs)

Receiving Deliveries & Storage

Case count	39.6 lbs per case
Package count	18 cartons, 2.2 lbs per carton
Primary storage	Walk-in refrigerator
Primary shelf life	84 days
Stack height	5 cases
Yield	9 to 10 Big Breakfasts per carton

Grill Area Storage

Secondary storage	Grill-side refrigerator
Secondary shelf life	24 hrs after opening
Grill area	Can be stored near grill at room temp 30 min

Grill Times, Temperatures & Settings

Cook time	Visual
Target removal time	20 sec
Maximum run size	4 pours of liquid egg using 3.5-oz ladle
Grill temperature	Lower: 285°F
Grill warm up time	20 min

Staging Cabinet Holding

Cabinet temperature	160°F air / 186°F water
Holding time	120 min
Maximum per insert	Small insert green ring: false bottom 1 total, 1 high / 2 oz water Large insert: false bottom 4 total (do not stack) 1 high / 4 oz water (high volume)

Recommended shelf	2-8
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UHC Holding Instructions

Slot temperature	175°F top/bottom
Holding time	20 min
Maximum per 1/3-size tray with false bottom and Accu-Water	4 total, single layer (do not stack). Add 1 pour of room temp water from the Accu-Water dispenser, refill as needed

Troubleshooting

Problem	Cause	Remedy
Incorrect portion size	Incorrect portion size	Manual scrambler: ensure proper ladle is being used to portion liquid eggs

Shell Eggs (Round)**Receiving Deliveries & Storage**

Case count	180 eggs per case
Package count	6 trays, 30 eggs per tray
Primary storage	30 or 35 days, depending on region
Stack height	5 cases

Grill Area Storage

Secondary storage	Grill area refrigerator
Secondary shelf life	All day in grill area refrigerator
Grill area	Can be stored near grill at room temp 30 min

Grill Times, Temperatures & Settings

Cook time	150 sec
Gap setting	.625 (NGG .720)
Target removal time	30 sec
Maximum run size	8 eggs
Grill temperature	Upper: 300°F, Lower: 285°F
Grill warm up time	20 min

Shell Eggs (Round), continued

Split-lid Retrofit

Cook time, front	2 min 30 sec
Cook time, rear	2 min 40 sec
Maximum run size	6 front, 5 rear, total 11 eggs
Cook temperature	285°F
Warm up time	30 min

* Egg cooker not recommended for Simplified Breakfast

Next Gen Egg Cooker

Cook time	2 min 30 sec
Maximum run size	6 front, 6 rear, total 12 eggs
Cook temperature	275°F
Warm up time	30 min

Next Gen Egg Cookers will arrive preprogrammed.

* Egg cooker not recommended for Simplified Breakfast

Simplified Breakfast - Combi Ovens

Blodgett **Round Egg Insert (yellow ring)** **6 per insert / 2 stacks of 3**

Minimum per tray	8
Maximum per tray	8
# of trays (LRS Lined)	1 tray 2 trays 3 trays
Cook Time	2 min 30 sec plus CTP
Fan Speed	60%
Steam	90%

Convotherm

Minimum per tray	8
Maximum per tray	8
# of trays (LRS Lined)	1 tray 2 trays 3 trays
Cook time	4:05 4:05 4:10
Fan speed	50%

Combi Ovens

Blodgett	Round Egg
Minimum per tray	1 per tray
Maximum per tray	8 per tray
# of trays (LRS Lined)	Up to 2 trays
Temperature	360 °F
Cook time	Original egg cup: 4 min 15 sec Waterfall egg cup: 4 min
Fan speed	60%
Steam	90%



Original egg cup



Waterfall egg cup

Shell Eggs (Round), continued

Combi Ovens

Blodgett Round Eggs

Minimum per tray	1 per tray
Maximum per tray	8 per tray
Total trays	Up to 2 trays
Temperature	360°F
Cook time	4 min 15 sec
Steam	90%
Fan Speed	60%

Convotherm Round Eggs

Minimum per tray	1 per tray
Maximum per tray	8 per tray
Total trays	Up to 3 trays
Temperature	360°F
Cook time	4 min
Cook mode	Combi
Fan speed	50%
Crisp & Tasty	Level 0
Steam	100%

UHC Holding Instructions

Slot temperature	175°F top/bottom
Hold time	20 min
Maximum per 1/3-size tray with false bottom and Accu-Water	8 total, 4 stacks, 2 high Add 1 pour of room temp water from the Accu-Water dispenser, refill as needed

Troubleshooting

Problem	Cause	Remedy
Runny	Under-cooked	Check cooking procedures, raw product, proper water amount, and equipment before adjusting cooking time
Rubbery	Overcooked	Check cooking time and temperature, proper water amount, adjust as necessary

Hash Browns

Hash Browns

Receiving Deliveries & Storage

Case count	150 pieces per case
Package count	6 bags, 25 pieces per bag
Primary storage	Walk-in freezer
Primary shelf life	180 days
Stack height	9 cases

Grill Area Storage

Secondary storage	Frozen fry dispenser rack or kitchen reach-in freezer
Secondary shelf life	Use-thru date on package

Fryer Times, Temperatures & Settings

Cook time	3 min
Maximum run size	8 per basket
Basket	Hash browns
Fryer temperature	360°F
Fryer warm up time	45 min
Product selector	HBR

Fry Station Holding Instructions

Hold time	10 min in tray, single layer, bag hash browns to order
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Troubleshooting

Problem	Cause	Remedy
Dark	Old fryer oil	Follow oil management guidelines
Greasy/ Soggy	Overheld, pre-bagging, Hash brown basket left hanging over vat	Immediately place basket of Hash Browns from the freezer into the fryer, do not allow Hash Browns to hang over hot oil longer than 10 secs, bag to order, do not exceed 10-minute hold time

Ingredients

American Cheese

Receiving Deliveries & Storage

Case count	1,280 slices per case
Package count	8 sleeves, 160 slices per sleeve
Primary storage	Walk-in refrigerator
Primary shelf life	150 days
Stack height	6 cases
Secondary storage	Grill-area refrigerator
Secondary shelf life	72 hrs, prepped in cheese pan
Secondary holding time	Prep table cheese pan: 1 hour tempering in cheese pan and 3 hours for Ready Now (discard after 4 hours)

Troubleshooting

Problem	Cause	Remedy
Not melted	Cheese too cold	Ensure cheese is tempered correctly
Dark and hard	Exposed to air too long	Adhere to hold times. 1-hour for tempering cheese and 3-hours for Ready Now cheese, combined total 4-hours

Bagels

Receiving Deliveries & Storage

Case count	72 bagels per case
Package count	6 sleeves, 12 bagels per sleeve
Primary storage	Walk-in freezer
Primary shelf life	120 days
Stack height	7 cases
Secondary storage	Bun racks, room temperature
Thaw time	12 hrs, single layer on a thaw rack
Secondary shelf life	48 hrs, including 12 hrs thaw time

Antunes Horizontal Radiant Toaster

Heater A	65%
Heater B	65%
Heater C	0%
Toaster color	500 (start point)

Antunes MT-12 Toaster

Warm up time	20 minutes
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Prince Castle Universal Toaster

Toast time	48 sec
Toast power	68%

Bagels, continued**Prince Castle Horizontal Toaster**

Toast time	56 sec (start point)
Toast power	68%

UHC Holding Instructions

Slot temperature	175°F top/bottom
Holding time	20 min
Maximum per 1/3-size tray with wire rack	5, single layer
Maximum per 1/2-size tray with wire rack	10, single layer

Biscuits, Frozen**Receiving Deliveries & Storage**

Case count	112 biscuits per case
Package count	7 trays, 16 biscuits per tray
Primary storage	Walk-in freezer
Primary shelf life	Bama - 90 days Conagra prim - 120 days
Stack height	7 cases
Secondary storage	Kitchen reach-in freezer

Hobart/Wells "Non Flex" Oven

Trays	Amount	Temp	Shelf Position	Time
1	16 biscuits	375°F	Middle (5)	5 min
2	32 biscuits	375°F	Top (2), bottom (8)	5 min
Partial	4 or 8 biscuits	375°F	Middle (5)	3 min, 30 sec

Garland Convection "Flex" Oven

Trays	Amount	Temp	Shelf Position	Time
1	16 biscuits	375°F	Middle (5)	4 min, 15 sec
2	32 biscuits	375°F	Top (2), bottom (8)	4 min, 15 sec
Partial	4 or 8 biscuits	375°F	Middle (5)	3 min, 30 sec

Wells M 4200 "Flex" Oven

Trays	Amount	Temp	Shelf Position	Time
1	16 biscuits	375°F	Middle (5)	5 min
2	32 biscuits	375°F	Top (2), bottom (8)	5 min
Partial	4 or 8 biscuits	375°F	Middle (5)	3 min, 30 sec

Blodgett Combi Oven

Tray	Amount	No. of Trays	Temp	Time
Full	16 biscuits	3	375°F	5 min, 45 sec
1/2	8 biscuits	3	375°F	5 min
1/4	4 biscuits	3	375°F	4 min

Biscuits, Frozen, continued

Convotherm Combi Oven

		Number					Crisp & Tasty
Tray	Amount	of Trays	Temp	Time	Mode	Speed	
Full	16 bis- cuits	3	375°F	5 min, 45 sec	Hot air	100%	Level 0
1/2	8 biscuits	3	375°F	5 min, 45 sec	Hot air	100%	Level 0
1/4	4 biscuits	3	375°F	4 min	Hot air	100%	Level 0

Q-ing Oven

Code	Full Run Size	Enter	Amount	Q-ing Oven Time*
22	16 bis- cuits	1	1 tray (16 biscuits)	2 min
		2	1/2 tray (8 biscuits)	1 min, 15 sec
		3	1/4 tray (4 biscuits)	45 sec

*Note: Frozen Biscuits cannot be Q-ed in the OnCue Oven.

UHC Holding Instructions

Slot temperature	175°F top/bottom
Holding time	30 min
Maximum per 1/3-size tray w/liner	4 per tray
Maximum per 2/3-size tray w/liner	16 per tray

Troubleshooting

Problem	Cause	Remedy
Dry/ hard	Baked too long, overheld, thawed before Q-ing, didn't use butter	Check bake times, UHC hold time and temperature, keep frozen, ensure correct amount of softened butter is used (not clarified)
Burnt/ too light	Improper heating	Check oven calibration, bake times, temperature settings, and shelf positioning
Doesn't separate easily	Cold center	Check oven calibration, bake times and temperature settings, verify Q-ing before baking

Biscuits, Scratch Made

Biscuit Mix

Receiving Deliveries & Storage

Case count	15 pouches of biscuit mix 1 pouch of dusting flour
Package count	2.29 lbs per pouch
Primary storage	Walk-in refrigerator
Primary shelf life	90 days
Stack height	5 cases
Secondary storage	Grill-area refrigerator
Prepared trays	Label the bag with 30-min cooling time minimum and 6 hrs maximum refrigerated Stage on bacon rack in walk-in cooler, 5 trays maximum
Yield	225 biscuits per case

Buttermilk

Receiving Deliveries & Storage

Case count	5 gal
Package count	2 bags, 2.5 gal per bag
Primary storage	Walk-in refrigerator
Primary shelf life	21 days
Stack height	5 cases
Yield	15 pours per pouch, 30 pours per case

Hobart/Wells "Non Flex" Oven

Trays	Amount	Temp	Shelf Position	Time
1 lined	15 to 18 biscuits	375°F	Middle (5)	11 min, 30 sec
2 lined	30 to 36 biscuits	375°F	Top (2), bottom (8)	12 min, 30 sec
3 lined	45 to 54 biscuits	375°F	Top (2), middle (5), bottom (8)	13 min
Partial: 1 lined	6 to 9 biscuits	375°F	Middle (5)	9 min, 30 sec

Garland Convection "Flex" Oven

Trays	Amount	Temp	Shelf Position	Time
1 lined	15 to 18 biscuits	375°F	Middle (5)	11 min, 30 sec
2 lined	30 to 36 biscuits	375°F	Top (2), bottom (8)	11 min, 30 sec
3 lined	45 to 54 biscuits	375°F	Top (2), middle (5), bottom (8)	11 min, 30 sec
Partial: 1 lined	6 to 9 biscuits	375°F	Middle (5)	9 min

Biscuits, Scratch Made, continued

Wells M 4200 "Flex" Oven

Trays	Amount	Temp	Shelf Position	Time
1 lined	15 to 18 biscuits	375°F	Middle (5)	11 min, 30 sec
2 lined	30 to 36 biscuits	375°F	Top (2), bottom (8)	11 min, 30 sec
3 lined	45 to 54 biscuits	375°F	Top (2), middle (5), bottom (8)	11 min, 30 sec
Partial: 1 lined	6 to 9 biscuits	375°F	Middle (5)	9 min, 30 sec

Blodgett Combi Oven

Trays	Amount	No. of Trays	Temp	Cook Time	Steam
Partial: 1/2 tray	6 to 9 biscuits	1	375°F	9 min	No
Full	15 to 18 biscuits	2	375°F	10 min, 30 sec	No

Convotherm Combi Oven

Trays	Amount	No. of Trays	Temp	Cook Time	Mode	Fan Speed	Crisp & Tasty
Partial, 1/2 tray	6 to 9 biscuits	3	375°F	9 min	Hot air	100%	Level 3
Full tray	15 biscuits	1 to 2	375°F	10 min, 30 sec	Hot air	100%	Level 3

UHC Holding Instructions

Slot temperature	175°F top/bottom
Holding time	30 min
Maximum per 1/3-size tray with liner	4 per tray
Maximum per 2/3-size tray with liner	16 per tray

Troubleshooting

Problem	Cause	Remedy
Dry/hard	Baked too long, overheld, didn't use stick butter	Check bake times, UHC holding times, and temperature settings, ensure softened stick butter is being used (not clarified)
Burnt/too light	Improper heating	Check oven calibration, bake times, temperature settings, and shelf positioning
Doesn't separate easily	Cold center	Check oven calibration, bake times, and temperature settings

Breakfast Sauce

Receiving Deliveries & Storage

Case count	128 oz per case
Package count	8 pouches, 16 oz per pouch
Primary storage	Walk-in refrigerator
Primary shelf life	120 days
Stack height	2 cases
Secondary storage	Walk-in refrigerator
Secondary shelf life	7 days in FIFO squeeze bottles
Grill area storage	Temper 4 hours before use, store in sauce holder at prep table
Yield	54 to 60 bagels per pouch

Burrito, Sausage

Burrito Mix

Receiving Deliveries & Storage

Case count	36 lbs per case
Package count	12 bags, 3 lbs per bag
Primary storage	Walk-in freezer
Primary shelf life	135 days
Stack height	5 cases
Secondary storage	Walk-in refrigerator
Thaw time	24 hrs, single layer on a thaw rack
Secondary shelf life	72 hrs, including 24 hrs thaw time
Yield	24 burritos per bag, 288 burritos per case

Tortillas

Receiving Deliveries & Storage

Case count	288 tortillas per case
Package count	12 packages, 24 tortillas per pack
Primary storage	Walk-in freezer
Primary shelf life	120 days
Stack height	3 cases
Secondary storage	Bun racks, room temperature
Secondary shelf life	48 hrs, including 12 hrs thaw time
Thaw time	12 hrs, single layer on a bun tray

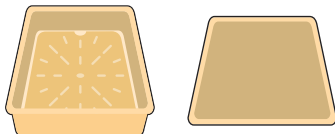
Grill Area Storage, Rolled Burritos

Secondary storage	Grill area refrigerator Store in burrito pan, 20 rolled burritos maximum, 1 layer
Secondary shelf life	24 hrs

Q-ing Oven & OnCue Oven

Code	Full Run Size	Enter	Amount	Q-ing Oven Time	OnCue Oven Time
55	6 burritos	1	1 burrito	19 sec	19 sec
		2	2 burritos	33 sec	32 sec
		3	3 burritos	45 sec	44 sec
		4	4 burritos	58 sec	55 sec
		5	5 burritos	78 sec	70 sec
		6	6 burritos	97 sec	83 sec

Half-size square container with lid and false bottom



Refer to the Q-ing/On Cue station guide for Sausage Burrito placement. Burritos can be Q-ed and served, or staged in UHC during high volume.

UHC Holding Instructions

Slot temperature	175°F top/bottom
Holding time	20 min
Maximum per 1/3-size tray with liner	6 burritos, single layer

Staging Cabinet Holding

Slot temperature	160°F air / 186°F water
Holding time	120 min
Maximum per tray	36 burritos
Recommended shelf	9-10

Troubleshooting

Problem	Cause	Remedy
Hard or dry	Improper preparation (tortillas exposed to air), adhering to secondary shelf life in reach-in refrigerator, or overholding in UHC. Not following Q-ing product position with a lid and false bottom	Ensure crew are following proper procedures for preparing and Q-ing burritos, monitoring secondary shelf life in walk-in refrigerator and UHC hold times
Cold spots	Not completely thawed. Q-ing oven is not heating burritos to their optimal serving temperature	Ensure 24-hr thaw, conduct an oven calibration check, immediately notify your owner/operator or supervisor if Q-ing oven does not meet standards

Butter, Clarified

Receiving Deliveries & Storage

Case count	20 lbs per case
Package count	4 tubs, 5 lbs per tub
Primary storage	Dry storage
Primary shelf life	150 days unopened
Secondary shelf life	Melted: 24 hrs in spray bottle
Stack height	3 cases
Secondary storage	On the GTO after each use

Q-ing Oven & OnCue Oven

Code	Full Run Size	Minimum Amount	Enter	Amount	Q-ing Oven Time	OnCue Oven Time
98	4 scoops	2 scoops	2	2 scoops	30 sec	20 sec
			3	3 scoops	30 sec	20 sec
			4	4 scoops	30 sec	20 sec

Use blue handled #16 disher. If clarified butter is not melted, Q for an additional 10 seconds.

Butter, Stick

Receiving Deliveries & Storage

Case count	144 sticks per case
Package count	4 oz per stick
Primary storage	Walk-in refrigerator
Primary shelf life	180 days
Stack height	4 cases
Secondary storage	Pre-staged in butter cup with lid, good for 7 days in grill-area refrigerator
Secondary shelf life	4 hrs after Q-ing at room temp or in butter warmer

For Stick Butter yields refer to yields section

Q-ing Oven & OnCue Oven

Code	Full Run Size	Enter	Amount	Q-ing Oven Time	OnCue Oven Time
99	4 sticks	1	1 stick	15 sec	12 sec
		2	2 sticks	20 sec	16 sec
		3	3 sticks	25 sec	23 sec
		4	4 sticks	30 sec	28 sec

If necessary, heat in 2-second increments until temp of 82°F to 84°F is met.

Troubleshooting

Problem	Cause	Remedy
Liquefied	Overheated	Discard
Leaking into warmer	Nozzle is cut	Ensure squeeze bottle nozzle is not cut
Not soft-ened after Q-ed	Not Q-ed properly, or Q-ing oven out of calibration	Ensure Q-ing procedures are followed, check Q-ing oven calibration

English Muffins

Receiving Deliveries & Storage

Case count	72 muffins per tray
Package count	6 bags, 12 muffins per bag
Primary storage	Walk-in freezer
Primary shelf life	90 days
Stack height	18 trays
Secondary storage	Room temperature
Thaw time	12 hrs, single tray on thaw rack
Secondary shelf life	48 hrs, including 12 hrs thaw time

Antunes Horizontal & Radiant Toaster

Heater A	65%
Heater B	65%
Heater C	0%
Toaster color	750 (start point)

Antunes Universal Toaster

Speed	178 to 184
Upper IR	Range 80 to 84
Lower IR	Range 32 to 36

Antunes MT-12 Toaster

Warm up time	20 min
Toast time	Adjust screw in back of toaster to achieve target toast

Prince Castle Universal Toaster

Toast time	94 to 100 sec (start point)
Toast power	68%

Prince Castle Horizontal Toaster

Toast time	94 sec (start point)
Toast power	68%

UHC Holding Instructions

Slot temperature	175°F top/bottom
Holding time	15 min
Maximum per 1/3-size green tray	5 stacks, 1 high, 5 total, crown side up

English Muffins, continued

Troubleshooting

Problem	Cause	Remedy
Burnt or too light	Toast time is incorrect or improper cleaning of the toaster	Adjust the timer and ensure the toaster is regularly cleaned
Cold	Overholding in the UHC or not properly thawed	Ensure 15 min holding time in UHC is being followed Use green tray with green insert
Hard or dry	Not properly buttered	Ensure English muffin crown is properly buttered Use green tray with green insert
Soggy or hard	Incorrect UHC tray used	Use green tray with green insert

Hotcakes

Receiving Deliveries & Storage

Case count	216 hotcakes per case
Package count	18 bags, 12 hotcakes per bag
Primary storage	Walk-in freezer
Primary shelf life	180 days
Stack height	8 cases
Secondary storage	Walk-in refrigerator
Thaw time	24 hrs, single layer on a thaw rack
Secondary shelf life	72 hrs, including 24 hrs thaw time
Yield	72 serving of 3 per order

Grill Area Storage

Grill-side refrigerator Follow secondary holding time on package

Q-ing Oven & OnCue Oven

Code	Full Run Size	Enter	Amount	Q-ing Oven Time	OnCue Oven Time
33	2 orders, stacked 3 high	1	1 order (3 hotcakes)	21 sec	19 sec
		2	2 orders (6 hotcakes)	41 sec	40 sec
		3	3 orders (9 hotcakes)	62 sec	62 sec
		4	4 orders (12 hotcakes)	80 sec	80 sec

UHC Holding Instructions

Slot temperature	175°F top/bottom
Holding time	30 min
Maximum per 1/2-size fried product tray	4 orders (12 hotcakes) per tray

Hotcakes can be Q-ed and served, or be staged in UHC during high volume.

Hotcakes, continued

Troubleshooting

Problem	Cause	Remedy
Dry/hard edges	Not refrigerated in grill area, exceeds 34°F to 40°F	Ensure proper handling in grill area is followed
	Not protected by packaging	Ensure holding time in UHC does not exceed 30 min
	Exceeds holding time	
Cold spots	Hotcakes not thawed before Q-ing	Ensure hotcakes are properly thawed in single layer for 24 hrs
Broken hotcakes	Case dropped, case not stored flat	Ensure cases are not dropped, store cases flat, not on side

McGriddles

Receiving Deliveries & Storage

Case count	192 McGriddles per case
Package count	4 bags, 48 McGriddles per bag
Primary storage	Walk-in freezer
Primary shelf life	270 days
Stack height	7 cases
Secondary storage	Reach-in freezer
Yield	96 servings per case, 24 per bag

Hobart/Wells “Non Flex” Oven

Trays	Amount	Temp	Shelf Position	Time
1/2:	3 orders	375°F	Middle (5)	7 min
1 lined	(6 McGriddles)			
1 lined	6 orders	375°F	Middle (5)	7 min
	(12 McGriddles)			
2 lined	12 orders	375°F	Top (2), bottom (8)	7 min
	(24 McGriddles)			
3 lined	18 orders	375°F	Top (2), middle (5), bottom (8)	7 min
	(36 McGriddles)			

Note: Maximum per tray is 12 McGriddles. Maximum bake is 3 trays. Bake McGriddles on a Quilon liner.

Garland Convection “Flex” Oven

Trays	Amount	Temp	Shelf Position	Time
1/2:	3 orders	375°F	Middle (5)	6 min
1 lined	(6 McGriddles)			
1 lined	6 orders	375°F	Middle (5)	6 min
	(12 McGriddles)			
2 lined	12 orders	375°F	Top (2), bottom (8)	6 min
	(24 McGriddles)			
3 lined	18 orders	375°F	Top (2), middle (5), bottom (8)	6 min
	(36 McGriddles)			

Note: Maximum per tray is 12 McGriddles. Maximum bake is 3 trays. Bake McGriddles on a Quilon liner.

McGriddles, continued

Wells M 4200 "Flex" Oven

Trays	Amount	Temp	Shelf Position	Time
1/2:	3 orders	375°F	Middle (5)	7 min
1 lined	(6 McGriddles)			
1 lined	6 orders	375°F	Middle (5)	7 min
	(12 McGriddles)			
2 lined	12 orders	375°F	Top (2), bottom	7 min
	(24 McGriddles)		(8)	
3 lined	18 orders	375°F	Top (2), middle (5),	7 min
	(36 McGriddles)		bottom (8)	

Note: Maximum per tray is 12 McGriddles. Maximum bake is 3 trays. Bake McGriddles on a Quilon liner.

Blodgett Combi Oven

Tray	Amount	Number of Trays	Temp	Time
Full	7 min/12 max	3, lined (parchment)	375°F	7 min

Convotherm Combi Oven

Tray	Amount	Number of Trays	Temp	Time	Cook Mode	Fan Speed	Crisp & Tasty
Full	6 min/12 max	1 to 3, lined	375°F	6 min	Hot air	100%	Level 0

Secondary Storage Out of Oven

Pan	1/3 4-inch deep pan with false bottom and no lid
Hold time	Room temperature 4 hrs
Maximum per 1/3-size 4-inch deep pan with false bottom	18 McGriddles, 3 rows of 6 McGriddles (shingled)
Cool time	15 min. If used within this time, no need to Q

Q-ing Oven & OnCue Oven

Code	Full Run Size	Enter	Amount	Q-ing Oven Time	OnCue Oven Time
11	4 orders (8 McGriddles)	1	2 McGriddles	10 sec	9 sec
		2	4 McGriddles	15 sec	14 sec
		3	6 McGriddles	20 sec	20 sec
		4	8 McGriddles	25 sec	25 sec

McGriddles can be Q-ed and served, or staged in UHC during high volume. Allow McGriddles to cool for 15 minutes out of oven. If used within 15 minutes, no need to Q.

McGriddles, continued

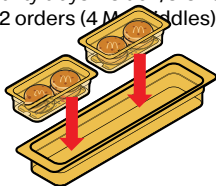
UHC Holding Instructions

Slot temperature 175°F top/bottom

texture

Holding time 20 min

UHC trays Place 1 or 2 utility trays inside 1/3-size UHC tray
1 utility tray: 2 orders (4 McGriddles) per tray



McGriddles can be Q-ed and served, or staged in UHC during high volume.

Troubleshooting

Problem	Cause	Remedy
Doughy texture	Internal temp not reaching target 170°F Improper cooling	Check oven calibration, bake time, and temp settings, ensure McGriddles are held in 1/3-size, amber, 4-inch pan with false bottom and no lid (shingled)
Too light/dark	Improper reheating procedures	Check oven calibration, bake time, and temperature settings, ensure McGriddles are baked from a frozen state
Dry/too tough	UHC hold time exceeded	Ensure maximum holding time is 20 min in UHC and 4 hrs at room temperature after baking
Mis-shapen	Improper room temp staging Exceeded holding time out of oven	Ensure McGriddles are staged properly with 3 rows of 6 cakes in 1/3-size 4-inch pan with false bottom, ensure McGriddles are not held out of oven over 4 hrs

Oatmeal

Receiving Deliveries & Storage

Case count	150 packets per case
Primary storage	Dry storage
Primary shelf life	270 days
Stack height	6 cases
Secondary storage	Service area center island
Secondary shelf life	Unopened use-thru date on package - Opened in pre-staged bowl with lid: 24 hrs

Cranberry/Raisin Blend

Receiving Deliveries & Storage

Case count	200 packets per case
Primary storage	Dry storage
Primary shelf life	365 days
Secondary storage	Center island
Secondary shelf life	Use-thru date on package

Diced Apples

Receiving Deliveries & Storage

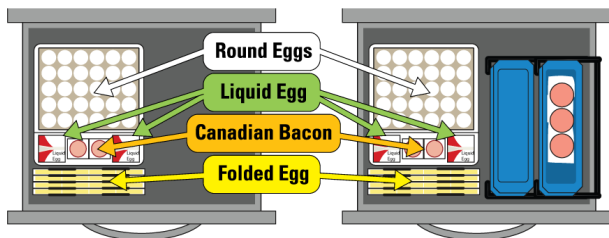
Case count	40 packets per case
Primary storage	Walk-in refrigerator
Primary shelf life	14 days
Stack height	3 cases
Secondary storage	Service area refrigerator or cold pan
Secondary shelf life	Use-thru date on package If using cold pan, pan must be changed every 4 hours

Q-ing Breakfast Products

Two types of Q-ing ovens are in McDonald's restaurant system – the standard Q-ing Oven and the OnCue Oven. Ensure the proper oven times are being followed.



Refrigerated Drawer Holding Layout

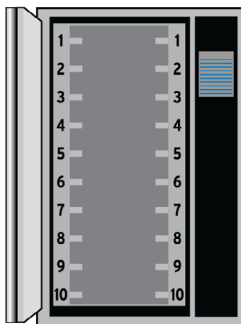


Staging Cabinet Layout

rows 1-8 are used for sausage & folded eggs

rows 2-8 are used for scrambled eggs

rows 9 & 10 are used for breakfast burritos



Gold Standard Quality Descriptions

Hash Browns



Appearance

- Oval patties with varying degrees of golden tones on the surface.
- Minor highlights and bright white interior.
- Firm enough to hold without breaking easily.
- Not excessively oily.
- Served hot and fresh.

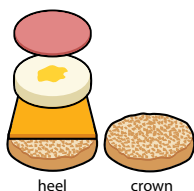
Temperature and Texture

- Crisp firm bite with moist potato inside and distinct piece identity, with slight bite resistance.

Taste

Lightly seasoned, freshly cooked fried potato flavor, with clean oil flavor and slightly salty.

Egg McMuffin



Appearance

- Egg McMuffin is an egg, Canadian bacon, and cheese breakfast sandwich. The sandwich is neat and holds together well.
- The English muffin is a round, creamy-white muffin with medium golden brown exterior highlights, and a light cornmeal dusting.
- Internally, the muffin is porous with varying small and large holes (has pronounced nooks and crannies). With a brown uniform toast (not burnt).
- Cheese is slightly melted with draped corners.
- The whole round egg is fully cooked, with a cooked/gelled yellow yolk.
- Round Canadian style bacon is reddish pink, with a slightly darker rind.

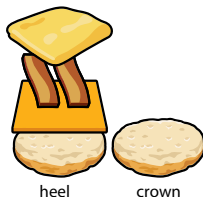
Temperature and Texture

- The Egg McMuffin sandwich is hot.
- Toasted English Muffin is slightly crisp, with a tender, resilient, slightly moist texture.
- The egg is tender, moist, and slightly resilient, with a smooth creamy texture from the cheese.
- The Canadian style bacon is moist and tender with a slight chew.

Taste

The taste is freshly toasted English Muffin, with mild egg, light butter, and cheddar cheese flavors, with a sweet and salty, smoked cured pork flavor.

Bacon, Egg & Cheese Biscuit



Appearance

- The sandwich is neat and holds together well.
- The biscuit has a uniform, golden brown, slightly shiny surface.
- Golden yellow folded egg, with 2 half strips of reddish-brown, Applewood smoked bacon.
- Cheese is slightly melted with draped corners.

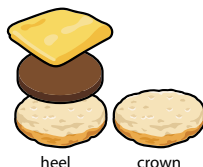
Temperature and Texture

- The sandwich is hot.
- Biscuit is slightly crispy with a lightly buttered crown and a flaky, moist interior.
- The folded egg is tender, moist, and fluffy with a smooth creamy texture from the cheese.
- The bacon is slightly crisp and tender.

Taste

The taste is a balanced blend of a tender, flaky, lightly buttered buttermilk biscuit, egg and creamy, mild cheddar cheese flavor and Applewood smoked, salty bacon flavor.

Sausage Biscuit with Egg



Appearance

- Sausage Biscuit with Egg is an egg and sausage breakfast sandwich. The sandwich is neat and holds together well.
- The biscuit has a uniform, golden brown, slightly shiny surface.

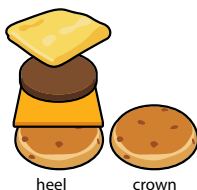
Temperature and Texture

- The Sausage Biscuit with Egg sandwich is hot.
- Biscuit is slightly crispy with a lightly buttered crown and a flaky, moist interior.
- The folded egg is tender, moist, and fluffy.
- The sausage is moist and has a tender bite.

Taste

Tender and flaky, lightly buttered buttermilk biscuit, moist fluffy egg and spicy/sage pork flavor with a slight sweetness and saltiness.

Sausage, Egg & Cheese McGriddle



Appearance

- The sandwich is neat and holds together well.
- The golden brown McGriddle cake is a non-uniform mix of light to golden brown color, infused with sweetness of syrup, and the Golden Arches logo clearly visible on the top.
- Golden yellow folded egg and a seared, brown, pork sausage patty and slightly melted cheese with draped corners.

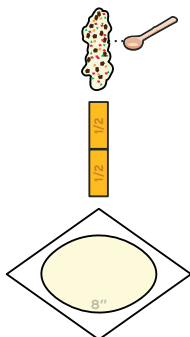
Temperature and Texture

- The sandwich is hot.
- The McGriddle cake has a resilient outside surface with a slightly chewy, moist center that breaks down easily in the mouth with a dense pancake texture and hints of syrup. It may have a slight crispness on external edge.
- The folded egg is tender, moist, and fluffy with a smooth creamy texture from the cheese.
- The sausage is moist and has a tender bite.

Taste

Sweet maple flavor from the McGriddle cake, with most fluffy egg, spicy sage and red pepper heat from the pork sausage, and creamy mild cheddar cheese flavor.

Breakfast Sausage Burrito



Appearance

Sausage Burrito is an 8-inch creamy white flour tortilla with brown toast points filled with cheese, egg scrambles, red and green pepper pieces, and brown sausage crumbles.

Temperature and Texture

- The burrito is hot.
- The tortilla is soft, tender and pliable.
- One end is folded and is tender, not hard or dry.
- The filling is a blend of moist, tender egg, sausage and vegetable pieces, and creamy cheese slightly melted.

Taste

The taste is a well-balanced blend of tortilla, vegetables, egg, mild cheddar cheese, and slightly spicy pork sausage flavors, with a mild black pepper flavor.

Big Breakfast with Hotcakes



Appearance

- Big Breakfast with Hotcakes is a platter with fluffy, bright yellow scrambled eggs, a seared, round pork sausage patty, a stack of golden brown, round hotcakes, and a golden brown biscuit.
- Hash brown has varying degrees of golden tones on the surface with minor highlights and bright white interior.
- Hash brown is firm enough to hold without breaking easily and not excessively oily.

Temperature and Texture

- The sausage patty is moist and has a tender bite.
- Scrambled egg is moist and tender.
- Hotcakes are tender and have an airy texture, and the biscuit is slightly crispy with a flaky and moist interior.
- Hash brown is hot and fresh.
- Hash brown has a crisp firm bite with moist potato inside and distinct piece identity, with slight bite resistance.

Taste

Pork sausage is slightly spicy with a moderate sage flavor and finishes with a slight sweetness and saltiness. Hotcakes have a balanced flavor of sweetness, a hint of vanilla and dairy flavor. Biscuit has a buttery, buttermilk flavor and the eggs have a mild egg flavor. Hash brown is lightly seasoned, freshly cooked fried potato flavor, with clean oil flavor and slightly salty.

Breakfast Menu Quality Ingredients

Ingredient	Quality Characteristics
American Cheese	Creamy, mild cheddar flavor, slightly salty.
Bacon, Applewood Smoked	Bacon is slightly crisp and chewy, but easy to bite through.
Bagels	Lightly buttered, evenly toasted, golden brown, slightly crisp outside.
Breakfast Sauce	Creamy, glossy, pale yellow color with black pepper specks; vinegary, tangy, and peppery with mild onion, egg, and smoked bacon flavor.
Canadian Bacon	Light smoky, slightly salty flavor, pink color, dark rind.
English Muffins	Lightly buttered, evenly toasted, moist and slightly crisp.
Biscuits	Slightly crisp crown and heel, with a flaky, moist interior, buttermilk flavor, lightly buttered crown.
Folded Eggs	Bright yellow color, moist, tender, fluffy, minimal browning.
McGriddles	Light golden brown with dark brown maple spots, clearly visible McDonald's logo, cream colored interior with some dark brown areas, springy, moist and slightly chewy, slightly crisp outside edge. Serve with Golden Arches logo facing out on finished sandwich.
Hash Browns	Golden brown color, crispy outside, slightly salty, moist potato inside.
Hotcakes	Golden brown color, airy texture, sweet.
Round Eggs (Cooked)	Round, moist, and tender with the egg white solid and not runny, and the yolk gelled, not runny or hard cooked.
Sausage Burrito Mix	Tender, moist, light scrambled egg texture with slightly resilient, tender sausage pieces. Flavor is a well-balanced blend of sausage, egg, vegetables and black pepper flavoring.
Sausage Patties	Brown appearance, fairly round and consistent in size and color, uniform thickness, evenly browned, flat and no pink color, sweet, spicy, high quality pork, moist, juicy, tender to bite.
Scrambled Eggs	Bright yellow color, moist, tender, fluffy.
Steak Patties	Mild beef flavor, juicy, correctly seasoned.
Steak Seasoning	Strong salt, garlic, and black pepper flavor, textured with spice seeds, salt, dill seed, coriander seed, and red pepper.
Tortillas, 8-inch Flour	Round to slightly oval and creamy white in color with medium brown toast points randomly spaced and visible on both sides, soft and pliable.

Grilled Meat Products

Bacon, Applewood Smoked

Receiving Deliveries & Storage

Case count	640 strips per case
Package count	8 packs, 80 strips per pack
Primary storage	Walk-in freezer
Primary shelf life	270 days – Frozen (unopened)
Stack height	9 cases
Secondary storage	Walk-in refrigerator
Thaw time	24 hrs for single layer on a thaw rack
Secondary shelf life	10 days – Refrigerated (unopened) 72 hours – Refrigerated (open)

Grill Area Storage

Grill area storage	Grill area refrigerator
Grill area shelf life	Open pack: 72 hrs

Grill Times, Temperatures & Settings

Cook time	90 sec start point
Gap setting	.265
Target removal time	12 sec
Maximum run size	8 strips
Grill temperature	Upper: 425°F, Lower: 365°F
Grill warm up time	20 min

Blodgett Combi Oven

Minimum per tray	1 sheet (8 strips) per tray
Maximum per tray	2 sheets (16 strips) per tray
Total trays	Up to 5 trays
Temperature	375°F
Cook time	4 min
Steam	10%
Fan Speed	80%

Convotherm Combi Oven

Minimum per tray	1 sheet (8 strips) per tray
Maximum per tray	2 sheets (16 strips) per tray
Total trays	Up to 5 trays
Temperature	385°F
Cook time	4 min 15 sec
Cook mode	Hot air
Fan speed	100%
Crisp and tasty	Level 3
Steam	No

Bacon Rack Holding Instructions

Bacon rack	Room temp 4 hrs
Maximum	16 full strips per tray

Troubleshooting

Problem	Cause	Remedy
Burnt/brittle/hard	Overcooked, grill too hot	Check settings, allow grill to cool to proper temperature, check calibration
Limp/not crispy	Under-cooked	Check settings, increase cook time to achieve target quality

10:1 Meat (Regular)

Receiving Deliveries & Storage

Case count	384 +/- 4 patties
Primary storage	Walk-in freezer
Primary shelf life	90 days
Stack height	8 cases

Grill Area Storage

Grill-side freezer	All day
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Grill Times, Temperatures & Settings

Cook time	42 sec start point
Gap setting stage 1	.225 for 20 sec *Next Gen Taylor Grills .245
Gap setting stage 2	.290 for 22 sec
Target removal time	18 sec
Maximum run size	6 patties
Grill temperature	Upper: 425°F, Lower: 365°F
Grill warm up time	20 min

UHC Holding Instructions

Slot temperature	175° top/bottom
Holding time	10 min
Maximum per tray with liner	6 total, 2 stacks, 3 high

Troubleshooting

Problem	Cause	Remedy
Dry	Overheld in UHC Not dialed in to meet food safety and quality temperatures	Ensure product is not being overheld in UHC Check cooking procedures and equipment before adjusting cooking time
Blow holes	Overcooked Patties not cooked from frozen (0 to -10°F) Grill gaps	Check cook time Check cooking procedures Check temperature of grill-side freezer Check gap settings using go-no-go tool

Quarter Meat (Fresh)

Receiving Deliveries & Storage

Case count	60 patties per case
Package count	4 sleeves, 15 patties per sleeve
Primary storage	Walk-in refrigerator
Primary shelf life	Use-thru date on box
Stack height	9 cases

Grill Area Storage

Grill-side refrigerator	Follow 24-hr holding time on pan
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Grill Times, Temperatures & Settings

Cook time	68 sec start point
Gap setting	.395
Target removal time	12 sec
Maximum run size	3 patties
Grill temperature	Upper: 425°F, Lower: 365°F
Grill warm up time	20 min

Troubleshooting

Problem	Cause	Remedy
Dry	Grill tools not sharp	Ensure blades are sharp, if not replace as needed
	Gap settings	Check gap settings using go-no-go tool
	Cook time	Check cook time
		Check cooking procedures

Fresh Beef 4:1 arrives fresh to restaurants. This is a cook to order product. Fresh Beef 4:1 can NEVER be placed in the UHC cabinet.

Quarter Meat (Frozen)

Receiving Deliveries & Storage

Case count	120 patties per case
Primary storage	Walk-in freezer
Primary shelf life	90 days
Stack height	8 cases

Grill Area Storage

Grill-side freezer	All day
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Grill Times, Temperatures & Settings

Cook time	136 sec start point
Gap setting	.400 for 20 sec
Gap setting/remove gap	.450
NGG remove gap	.450
NGG remove time	126 sec
Target removal time	12 sec
Maximum run size	4 patties
Grill temperature	Upper: 425°F, Lower: 365°F
Grill warm up time	20 min

UHC Holding Instructions

Slot temperature	175°F top/bottom
Holding time	10 min
Maximum per tray with liner	8 total, 4 stacks, 2 high

Troubleshooting

Problem	Cause	Remedy
Dry	Overheld in UHC Not dialed in to meet food safety and quality temperatures	Ensure meat is not being overheld in UHC, check cooking procedures and equipment before adjusting cooking time Use UHC tray liner
Greasy/soggy	Not using liner in UHC tray	
Blow holes	Overcooked Patties not cooked from frozen (0°F to -10°F) Grill gaps not correct	Check cook time, check cooking procedures, check temperature on grill side freezer, check gap settings using go-no-go tool

Frozen Beef 4:1 is Quarter Meat that is only used in select markets.

McRib

McRib Sauce

Receiving Deliveries & Storage

Case count	512 oz per case
Package count	16 pouches, 32 oz per pouch
Primary storage	Dry storage
Primary shelf life	240 days
Secondary storage	Grill area
Secondary shelf life	7 days after opening
Yield	275 servings

Q-ing McRib Sauce

Code	Pan	Enter	Amount	Q-ing Oven Instructions	Qing Overn Instructions
97	4-in deep 1/3-size pan with lid	1	1 pouch	Heat 70 sec, Stir 8 to 20 sec Repeat: Heat 70 sec, Stir 8 to 20 sec	Heat 50 sec, Stir 8 to 20 sec Repeat: Heat 50 sec, Stir 8 to 20 sec

After heating second time, check internal temperature in 3 places. Temperature should be 145°F or above. If necessary, heat in 15-sec increments until temp reaches 145°F

McRib Patties

Receiving Deliveries & Storage

Case count	108 per case
Primary storage	Walk-in freezer
Primary shelf life	140 days

Grill Area Storage

Grill-side freezer	All day
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Grill Times, Temperatures & Settings

Cook time	157 sec
Gap setting	.530
Target removal time	12 sec
Maximum run size	6 patties
Grill temperature	Upper: 425°F, Lower: 365°F
Grill warm up time	20 min

UHC Holding Instructions

Slot temperature	175° top/bottom
Holding time	2 hrs
Maximum per tray with liner	6 total, 3 stacks, 2 high

Marinator Instructions

Temperature	180°F
Holding time	3 hrs
Maximum	15 patties
Warmup time	1 hr

McRib Buns**Receiving Deliveries & Storage**

Case count	48 buns per tray
Package count	2 packs, 24 per pack
Primary storage	Walk-in freezer
Primary shelf life	90 days
Stack height	18 trays
Secondary storage	Thaw rack
Thaw time	4 hrs, single tray on a thaw rack (12 hrs thaw time without thaw rack)
Secondary shelf life	48 hrs, including 4 hrs thaw time (12 hrs thaw time without thaw rack)

Troubleshooting

Problem	Cause	Remedy
Sauce is too cool	Heating procedure not followed	Verify Q-ing oven is properly programmed with code 97 for 70 sec and heating procedures are followed
Sauce not adhering to McRib	Cooked patties are not properly drained when removed from grill	Ensure patties are drained properly when removed from grill
Undercooked patty	McRib patties not cooked rib side down	Ensure patties are cooked rib side down

Fried Products

Chicken McNuggets & Spicy Chicken McNuggets

Receiving Deliveries & Storage

Case count	828 to 900 pieces per case
Package count	18 bags, 48 pieces per bag
Primary storage	Walk-in freezer
Primary shelf life	180 days
Stack height	6 cases

Grill Area Storage

Secondary storage	Reach-in freezer
Secondary shelf life	All day

Fryer Times, Temperatures & Settings

Cook time	3 min, 30 sec
Maximum run size	48 McNuggets per basket
Basket	4 slotted segmented: 1 bag
Fryer temperature	360°F
Fryer warm up time	45 min
Product selector	NUG

UHC Holding Instructions

Slot temperature	200°F top/bottom
Holding time	20 min
Maximum per 1/2-size tray with wire rack	48 total, single layer
Maximum per 1/3-size tray with wire rack	24 total, single layer

Troubleshooting

Problem	Cause	Remedy
Under-cooked/ pink	Incorrect temperature settings, incorrect basket used, and/or temperature abuse	Check settings, basket type, and ensure proper raw handling
Damaged coating	Rough handling	Ensure chicken products are handled with care
Dry	Overcooked and/or overheld in the UHC	Check equipment settings and ensure product is discarded when hold time expires

McCrispy

Receiving Deliveries & Storage

Case count	120-136 filets per case
Package count	8 bags, 16 filets per bag
Primary storage	Walk-in freezer
Primary shelf life	270 days
Stack height	6 cases
Yield	128 servings

Grill Area Storage

Secondary storage	Reach-in freezer
Secondary shelf life	All day

Fryer Times, Temperatures & Settings

Cook time	6 min, 55 sec
Maximum run size	4 filets
Basket	1/2-size, slotted
Fryer temperature	360°F
Fryer warm up time	45 min
Product selector	CSPY

UHC Holding Instructions

Slot temperature	185°F top/bottom
Holding time	60 min
Maximum per 1/3-size tray with wire rack	4 total, single layer

Troubleshooting

Problem	Cause	Remedy
Under-cooked/pink	Incorrect temperature settings, incorrect basket used, and/or temperature abuse	Check settings, basket type, and ensure proper raw handling
Damaged coating	Rough handling	Ensure product is handled with care
Dry	Overcooked and/or overheld in the UHC	Check equipment settings and ensure product is discarded when hold time expires

McCrispy Strips

Table of Contents

Breakfast

Regular Menu

Desserts

Beverages

Shift Leadership

REGULAR MENU

Receiving Deliveries & Storage

Case count	288 strips per case
Package count	12 bags, 24 strips per bag
Primary storage	Walk-in freezer
Primary shelf life	270 days
Yield	128 servings

Grill Area Storage

Secondary storage	Reach-in freezer
Secondary shelf life	All day

Fryer Times, Temperatures & Settings

Cook time	6 min (LOV only), 6 min 15 sec (All others)
Maximum run size	6 strips
Basket	1/2-size, slotted
Fryer temperature	360°F
Fryer warm up time	45 min
Product selector	ChkStr

UHC Holding Instructions

Slot temperature	185°F top/bottom
Holding time	45 min
Maximum per 1/3-size tray with wire rack	6 total, single layer

Troubleshooting

Problem	Cause	Remedy
Under-cooked/ pink	Incorrect temperature settings, incorrect basket used, and/or temperature abuse	Check equipment settings, max run size, wait at least 30 seconds before cooking a second basket in the same vat
Dry	Overcooked and/or overheld in the UHC	Check equipment settings and ensure product is discarded once the UHC holding time expires

McChicken & Hot 'n Spicy McChicken

Receiving Deliveries & Storage

Case count	224 to 240 pieces per case
Package count	8 bags, 29 pieces per bag
Primary storage	Walk-in freezer
Primary shelf life	McChicken: 150 days Hot 'n Spicy McChicken: 180 days
Stack height	6 cases

Grill Area Storage

Secondary storage	Reach-in freezer
Secondary shelf life	All day

Fryer Times, Temperatures & Settings

Cook time	3 min, 30 sec
Maximum run size	6 patties per basket
Basket	1/2-size, slotted
Fryer temperature	360°F
Fryer warm up time	45 min
Product selector	McCh

UHC Holding Instructions

Slot temperature	185°F or 200°F top/bottom
Holding time	30 min
Maximum per 1/2-size tray with wire rack	9 total, single layer
Maximum per 1/3-size tray with wire rack	6 total, single layer

Troubleshooting

Problem	Cause	Remedy
Under-cooked/ pink	Incorrect temperature settings, incorrect basket used, and/or temperature abuse	Check settings, basket type, and ensure proper raw product handling
Damaged coating	Rough handling	Ensure chicken products are handled with care
Dry	Overcooked and/or overheld in the UHC	Check equipment settings and ensure product is discarded when hold time expires

Filet-O-Fish

Receiving Deliveries & Storage

Case count	198 pieces per case
Package count	6 bags, 33 pieces per bag
Primary storage	Walk-in freezer
Primary shelf life	365 days
Stack height	6 cases

Grill Area Storage

Secondary storage	Reach-in freezer
Secondary shelf life	All day

Fryer Times, Temperatures & Settings

Cook time	3 min, 40 sec
Maximum run size	8 filets
Basket	1/2-size filet basket
Fryer temperature	350°F
Fryer warm up time	45 min
Product selector	FILT

Prince Castle Steamer - Optimized for Best Burger Buns

Warm up time	20 min
Steam cycle time	8 sec
Bun maximum	2, place cut side down, heel close to handle
Lower plate temp	350°F

Antunes Table Top Steamer

Warm up time	20 min
Steam cycle time	12 sec
Bun maximum	2, place cut side down
Lower plate temp	400°F

UHC Holding Instructions

Slot temperature	185°F top/bottom
Holding time	30 min
Maximum per 1/3 size tray with wire rack	8 total, single layer

Troubleshooting

Problem	Cause	Remedy
Filet-O-Fish sticking to basket	Basket not seasoned/over-cooked	Ensure basket of filets is seasoned in cooking oil, check vat temperature and cooking times

French Fries

Receiving Deliveries & Storage

Case count	36 lbs per case
Package count	6 bags, 96 oz per bag
Primary storage	Walk-in freezer
Primary shelf life	275 days
Stack height	6 cases
Yield	47 kid servings
	22.5 small servings
	16 medium servings
	10.5 large servings
	8 basket servings

Frozen Fry Dispenser Secondary Storage

Secondary storage	Frozen fry dispenser or soldier stacked in grill-area freezer
Secondary shelf life	All day
Volume/run size	Low: 1/2 lb
	Medium: 1 lb (recommended)
	High: 1.5 lbs

Fryer Times, Temperatures & Settings

Cook time	3 min, 10 sec
Basket	Full open basket
Fryer temperature	335°F
Fryer warm up time	45 min
Product selector	FRY

Fry Station Holding Instructions

Maximum hold time	7 min or less (gold standard quality)
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Salt Fries using the Accu-Salt Dispenser	1 full dispense = 4 grams per basket
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Troubleshooting

Problem	Cause	Remedy
Bland flavor	Improper use of Accu-Salt Dispenser	Ensure both blue inserts are present in the Accu-Salt Dispenser, salt immediately after dumping fries in the fry bin, ensure one full dispense
Cold Fries	Over-held	Cook less more often (utilizing 1 lb baskets)
Limp Fries	Leaving frozen fries to thaw (pre-dispensing), pre-bagging, leaving basket over fry vat	Immediately place basket of fries from the fry dispenser into the fryer, do not allow fries to hang over hot oil longer than 10 seconds, bag to order, do not exceed 7-minute holding time

Dark & Caramelized Flavor	Old fryer oil	Follow oil management guidelines
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Ingredients

86:14 Seasoning

Receiving Deliveries & Storage

Case count	30 lbs per case
Package count	15 bags, 2 lbs per bag
Primary storage	Dry storage
Primary shelf life	Use-thru date on package
Secondary storage	Grill-area in seasoning dispenser
Secondary shelf life	Use-thru date on package

American Cheese

Receiving Deliveries & Storage

Case count	1,280 slices per case
Package count	8 sleeves, 160 slices per sleeve
Primary storage	Walk-in refrigerator
Primary shelf life	150 days
Stack height	6 cases
Secondary storage	Grill-area refrigerator
Secondary shelf life	72 hrs prepped in cheese pan
Secondary holding time	Temper 1 hour in cheese pan, 3 hours for Ready Now, discard after 4 hours

Troubleshooting

Problem	Cause	Remedy
Not melted	Cheese too cold	Ensure cheese is tempered correctly
Dark and hard	Exposed to air too long	Adhere to hold times. 1-hour for Tempering Cheese and 3-hours for Ready Now Cheese, combined total 4-hours.

Big Mac Sauce

Receiving Deliveries & Storage

Case count	600 fl oz per case
Package count	30 pouches, 20 fl oz per pouch
Primary storage	Walk-in refrigerator
Primary shelf life	90 days
Stack height	6 cases
Secondary storage	Prep table
Secondary shelf life	24 hrs
Temper	4 hrs before use
Yield	30-32 servings per pouch (One shot is equal to one serving)

Buns

Receiving Deliveries & Storage

Case count	30 Mac buns and Potato Rolls per tray, 60 Quarter and Regular buns per tray
Package count	Quarter buns and Regular buns: 2 packs, 30 buns per pack Big Mac buns and Potato Rolls: 30 per pack
Primary storage	Walk-in freezer
Primary shelf life	90 days
Stack height	18 trays
Secondary storage	Thaw rack
Thaw time	4 hrs, single layer on a thaw rack (12 hrs thaw time without thaw rack)
Secondary shelf life	48 hrs, including 4 hrs thaw time (12 hrs thaw time without thaw rack)

Toasting Big Mac Buns, Quarter Buns, Regular Buns, Potato Rolls, McRib Buns

Antunes Horizontal Toaster

Warm up time	20 min
Platen A	540°F
Platen B	540°F
Platen C	490°F
Bun speed	22 sec
Compression setting	4 (starting point)

Antunes Universal Toaster

Warm up time	20 min
Bun speed	5270 conveyor speed
Platen temperature	570°F
Compression setting	3 (starting point)

Antunes Club Toaster

Warm up time	20 min
Bun speed	1700 conveyor speed
Lower platen temperature	560°F
Upper platen temperature	560°F

Prince Castle Universal Toaster

Warm up time	20 min
Bun speed	20 sec
Platen temperature	545°F
Club temperature	530°F
Compression setting	24

Prince Castle Horizontal Toaster

Toast time	22 sec
Platen temperature	455°F
Club section temperature	500°F
Compression knob setting	3 (starting point)

Steaming Filet-O-Fish Buns**Prince Castle Steamer - Optimized for Best Burger Buns**

Warm up time	20 min
Steam cycle time	8 sec
Bun maximum	2, place cut side down, heel close to handle
Lower plate temp	350°F

Antunes Table Top Steamer

Warm up time	20 min
Steam cycle time	12 sec
Bun maximum	2, cut side down
Lower plate temp	400°F

Ketchup, Bulk**Receiving Deliveries & Storage**

Case count	24 lbs per case
Package count	12 pouches, 2 lb per pouch
Primary shelf life	180 days
Primary storage	Dry storage
Stack height	8 cases
Secondary storage	Prep table
Secondary shelf life	24 hrs
Yield	78 to 82 servings per pouch

Lettuce, Shredded**Receiving Deliveries & Storage**

Case count	20 lbs per case
Package count	4 bags, 5 lbs per bag
Primary shelf life	10 days
Primary storage	Walk-in refrigerator
Stack height	N/A
Secondary storage	Reach-in refrigerator/Prep table
Secondary shelf life	Reach-in refrigerator: 24 hrs open Prep table: 2 hrs
Yield	74 to 76 servings per bag

Mayonnaise

Receiving Deliveries & Storage

Case count	30 pouches per case
Package count	20 oz per pouch
Primary shelf life	120 days
Primary storage	Walk-in refrigerator
Stack height	6 cases
Secondary storage	Prep table
Secondary shelf life	24 hrs
Temper	4 hrs before use
Yield	38 to 39 servings per pouch

Mustard, Bulk

Receiving Deliveries & Storage

Case count	24 lbs per case
Package count	24 pouches, 1 lb per pouch
Primary shelf life	270 days
Primary storage	Dry storage
Stack height	4 cases
Secondary storage	Prep table
Secondary shelf life	24 hrs
Yield	661 to 685 servings per pouch

Onions, Dehydrated

Receiving Deliveries & Storage

Case count	32 bags per case
Package count	12 oz per bag
Primary shelf life	365 days
Primary storage	Dry storage
Stack height	5 cases
Secondary storage	Walk-in refrigerator or grill area refrigerator
Secondary shelf life	Reach-in refrigerator: 24 hrs 4 hrs grill side(not to exceed 24 hrs total)
Yield	246 servings per bag

Troubleshooting

Problem	Cause	Remedy
Onion pieces yellow/dark in color	Underhydrated	Add water to 1" from top of onion crock
Onion pieces pink in color	Warm water was used to hydrate	Use cold water from prep sink

Troubleshooting continued

Onion shaker dispenses too few onions	Onion shaker overfilled	Fill onion shaker to fill line, not above
	Onion shaker under-filled/ very low	Replace with newly filled shaker

Onions, Slivered**Receiving Deliveries & Storage**

Case count	10 lbs per case
Package count	10 bags, 1 lb per bag
Primary shelf life	10 days
Primary storage	Walk-in refrigerator
Stack height	2 cases
Secondary storage	Reach-in refrigerator/Prep table
Secondary shelf life	Reach-in refrigerator: 24 hrs open Prep table: 2 hrs
Yield	59 to 61 servings per bag

Pickles, Crinkle-Cut**Receiving Deliveries & Storage**

Case count	920 pickles per case
Package count	1 container, 920 pickles per container
Primary shelf life	153 days
Primary storage	Walk-in refrigerator
Secondary storage	Prep table/Chilled rail
Secondary shelf life	Chill Rail: 4 hours/drain Prep Table: 2 hours/drain in a 1/6th Size 2.5" Deep Cambro Pan
Yield	920 pickles per container

Pickles, Regular**Receiving Deliveries & Storage**

Case count	3,000 to 3,060 pickles per case
Package count	6 containers, 500 to 510 pickles per container
Primary shelf life	180 days
Primary storage	Dry storage
Stack height	5 cases
Secondary storage	Prep table
Secondary shelf life	6 hours drain in 1/6th size 4" Deep Cambro Pan. Cannot be placed in refrigerator after drain. Unused pickles left in brine can be refrigerated up to 24 hours from time seal is broken.
Yield	500 to 510 pickles per container

Sliced Apples

Receiving Deliveries & Storage

Case count	100 packets per case
Primary shelf life	14 days
Primary storage	Walk-in refrigerator
Stack height	3 cases
Secondary storage	Service area refrigerator or cold pan
Secondary shelf life	Use-thru date on package Stock for ½ day usage max. Return to walk-in refrigerator a close, use first next day. If using cold pan, pan must be changed every 4 hours

Spicy Pepper Sauce

Receiving Deliveries & Storage

Case count	128 oz per case
Package count	8 pouches, 16 oz per pouch
Primary shelf life	150 days
Primary storage	Walk-in refrigerator
Secondary storage	Prep table
Secondary shelf life	7 days
Yield	16 to 17 servings per pouch

Tomatoes, Roma (sliced)

Receiving Deliveries & Storage

Case count	260 slices per case
Package count	4 sleeves per case, 64 slices per sleeve
Primary shelf life	10 days
Primary storage	Walk-in refrigerator
Stack height	3 cases
Secondary storage	Prep table/Chilled rail
Secondary shelf life	Reach-in refrigerator 24 hours open Chilled Rail: 4 hours Prep table: 2 hours in a 1/6th size 2.5 inch Cambro pan

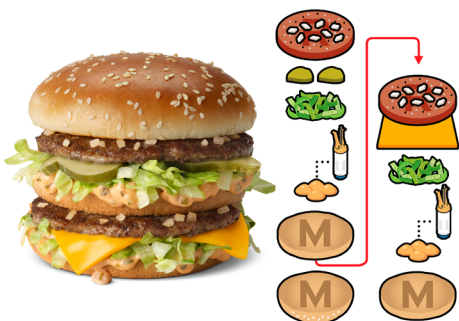
Tartar Sauce

Receiving Deliveries & Storage

Case count	30 pouches per case
Package count	20 oz per pouch
Primary shelf life	90 days
Primary storage	Walk-in refrigerator
Stack height	6 cases
Secondary storage	Prep table
Secondary shelf life	24 hrs open
Temper	4 hrs before use
Yield	27 to 28 servings per pouch

Gold Standard Quality Descriptions

Big Mac



Appearance

- The sandwich stands tall on a three-layered bun with sesame seeds on the crown.
- It is neatly assembled with overflowing fresh, green shredded lettuce.
- The melted cheese has draped corners.
- The beef patty is visible outside the sesame seed bun.

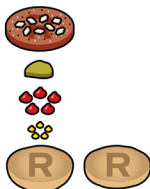
Temperature and Texture

- The sandwich is warm and holds together well.
- The texture of the sandwich is a soft, resilient, moist bun, with tender, juicy beef, crisp lettuce, moist, melted creamy cheese and creamy sauce, with occasional crispness from the dill pickle, onions and relish.

Taste

The taste is a signature taste that combines a distinctive balanced blend of freshly caramelized bread taste with sesame seeds, seared, seasoned mild beef, and creamy Big Mac sauce with a balance of sour, pungent mustard, sweet pickle relish, onion and savory tastes, fresh lettuce, creamy cheddar cheese flavor, with an isolated acidic bite from the dill pickle and mild onion.

Hamburger / Cheeseburger



Appearance

- The sandwich has a uniform golden brown bun.
- The sandwich looks neat and holds together well.
- One slice of slightly melted cheese, draped corners (cheeseburger only).

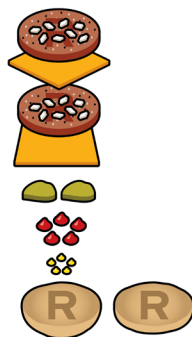
Temperature and Texture

- The sandwich is hot.
- The texture of the sandwich is a soft, resilient, moist bun, with tender, juicy beef, moistness from the melted creamy cheese and the condiments with occasional crispness of the dill pickle and onion.

Taste

The taste is a balanced blend of freshly caramelized bread taste, seared, seasoned mild beef, creamy, mild cheddar cheese flavor (cheeseburger only), sweet tangy McDonald's ketchup and mustard with an isolated acidic bite from the dill pickle and mild onion.

Double Cheeseburger



Appearance

- The sandwich has a uniform golden brown bun.
- The sandwich looks neat and holds together well.
- Two slices of slightly melted cheese, draped corners, between two beef patties.

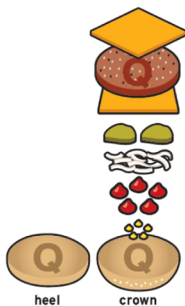
Temperature and Texture

- The sandwich is hot.
- The texture of the sandwich is a soft, resilient, moist bun, with tender, juicy beef, moistness from the melted creamy cheese and the condiments with occasional crispness of the dill pickle and onion.

Taste

The taste is a balanced blend of freshly caramelized bread taste, seared, seasoned mild beef, creamy, mild cheddar cheese flavor, sweet tangy McDonald's ketchup and mustard with an isolated acidic bite from the dill pickle and mild onion.

Quarter Pounder with Cheese



Appearance

- The sandwich is neat and holds together well on a medium brown, lightly glazed sesame seeded bun.
- The two slices of melted American cheese have draped corners and are fanned so that all 8 cheese corners can be seen.
- The beef patty is visible outside the bun.

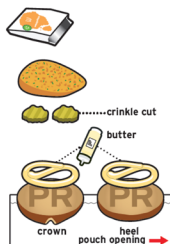
Temperature and Texture

- The sandwich is hot.
- The texture of the sandwich is a soft, tender, moist bun, with tender, crumbly, juicy beef, moistness from the melted creamy cheese and the condiments with occasional crispness of the dill pickles and fresh onions.

Taste

The taste is a balanced blend of aromatics and flavors from freshly toasted bread, nutty-ness of sesame seeds, dominant seared and seasoned beef, creamy cheddar cheese, sweet tangy McDonald's ketchup and mustard with an isolated acidic bite that lingers from the dill pickle and fresh onion.

McCrispy Sandwich



assemble on pouch with logo side
down & opening to the right
ensambla en la bolsa con el lado del logo hacia
abajo y la abertura hacia la derecha

Appearance

- The sandwich looks neat and holds together well.
- The sandwich has a split top bakery style toasted potato roll, a golden brown breading, all white meat whole muscle chicken thick fillet with premium crinkle cut pickles.

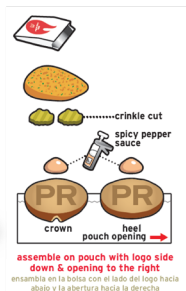
Temperature and Texture

- The sandwich is hot and feels heavy in the hand.
- The bun is soft resilient, tender, and moist. The whole muscle chicken fillet is tender, juicy and with a light, crispy breading that adheres firmly to the chicken fillet. Crinkle cut pickles add a fresh crisp crunch.

Taste

The taste includes savory, juicy, crispy chicken with a sweet fried breading, seasoned with dill and hint of garlic, cool crisp dill pickles, rich salted butter on a freshly caramelized, slightly sweet potato roll.

Spicy McCrispy Sandwich



Appearance

- The sandwich looks neat and holds together well.
- The sandwich has a split top bakery style toasted potato roll, a golden brown crispy, all white meat whole muscle thick chicken fillet, a creamy medium red sauce with visible red pepper flakes on the heel and crown, and premium crinkle cut pickles.

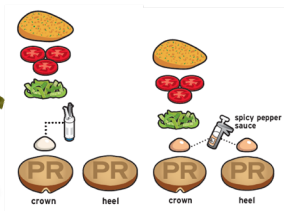
Temperature and Texture

- The sandwich is hot and feels heavy in the hand.
- The bun is soft, resilient, tender, and moist. The whole muscle chicken fillet is tender, juicy and with a light, crispy breading that adheres firmly to the chicken fillet. Crinkle cut pickles add a fresh crisp crunch and the spicy sauce has a creamy texture.

Taste

The taste includes savory, juicy, crispy chicken with a sweet fried breading, seasoned with dill and hint of garlic, cool crisp dill pickles, a creamy sauce with balanced and pronounced heat, spicy aged character and a unique balance of mustard, garlic and onion on a freshly caramelized, slightly sweet potato roll.

Deluxe McCrispy Sandwich & Deluxe Spicy McCrispy Sandwich



Appearance

- The sandwich looks neat and holds together well.
- The sandwich has a split top bakery style toasted potato roll, a golden brown breading, all white meat whole muscle thick chicken fillet, fresh green shredded lettuce, Roma tomatoes, and mayonnaise.
- Spicy Deluxe McCrispy also includes: a creamy medium red sauce with visible red pepper flakes on the heel and crown.

Temperature and Texture

- The sandwich is hot and feels heavy in the hand.
- The bun is soft, resilient, tender, and moist. The whole muscle chicken filet is tender, juicy and with a light, crispy breading that adheres firmly to the chicken fillet.
- Cool Roma tomatoes and shredded lettuce add a freshness and crisp crunch.
- Spicy Deluxe McCrispy also includes: the spicy sauce has a creamy texture.

Taste

The taste includes savory, juicy, crispy chicken fillet, sweet and tangy tomatoes, fresh green shredded lettuce, creamy mild lemon-character mayonnaise, on a freshly caramelized, slightly sweet potato roll.

Chicken McNuggets



Appearance

- Fried Chicken McNugget tempura breading is light golden brown in color with natural reddish brown highlights.
- Chicken McNuggets should be in the four distinct shapes and are uniformly coated with ridges and peaks.

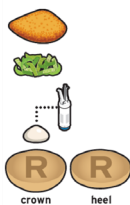
Temperature and Texture

- The product is served fresh and hot.
- The breading texture has a light crisp and tender tempura coating that adheres firmly to the meat.
- Meat texture has a uniform firm bite and is slightly juicy.

Taste

The taste is a slight fried corn and wheat flour breading taste with caramelized notes and clean oil taste. Mild chicken taste that is slightly salty with a hint of black pepper and celery taste in the breading.

McChicken Sandwich



Appearance

- The sandwich looks neat and holds together well.
- The sandwich has a uniform golden brown bun and a golden brown, crispy McChicken patty topped with fresh green shredded lettuce and mayonnaise.

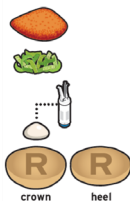
Temperature and Texture

- The sandwich is hot.
- The bun is soft, resilient, tender, and moist. The light, crispy coating adheres firmly to the slightly juicy and tender chicken patty.
- The lettuce is slightly crisp and moist from creamy mayonnaise.

Taste

The taste is a balanced blend of freshly caramelized bread and mild chicken flavor with black pepper and salty notes, fresh lettuce, and creamy mild lemon-character mayonnaise.

Hot 'n Spicy McChicken



Appearance

- Sandwich looks neat and holds together well.
- The sandwich has a uniform golden brown bun and a golden brown, crispy Hot 'n Spicy McChicken patty topped with fresh green shredded lettuce and mayonnaise.

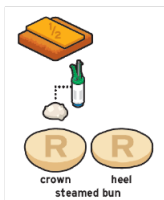
Temperature and Texture

- The sandwich is hot.
- The light, crispy coating adheres firmly to the slightly juicy and tender chicken patty.
- The bun is soft, resilient, tender and moist. The lettuce is slightly crisp and moist from creamy mayonnaise.

Taste

A balanced blend of freshly caramelized bread and spicy chicken flavor with cayenne pepper, fresh lettuce, and creamy mild mustard/lemon-character mayonnaise.

Filet-O-Fish Sandwich



Appearance

- The sandwich has a uniform golden brown steamed bun with a slight sheen.
- The corners of the golden brown fish portion and half slice of cheese are slightly visible.
- Sandwich looks neat and holds together well.

Temperature and Texture

- The sandwich is hot.
- The texture of the sandwich is distinguished by a soft, steamed bun with fish filet that is lightly crisp outside, tender, moist and flaky inside, with creamy tartar sauce and melted cheese.

Taste

The taste is a balanced blend of fresh steamed bread taste, slightly acidic tartar sauce with a balanced blend of a dill pickle relish and fresh onion, mild fish, and slight mild cheddar cheese flavor.

French Fries



Appearance

- Externally bright, light golden with natural color highlights and a slight sheen.
- Internally white, fluffy and mealy like a freshly baked potato with slight separation of crust from flesh.
- French fries are straight and uniformly cut with varying lengths and minimal defects.
- Some salt crystals are visible on the surface.
- Served in a full bag or box.

Temperature and Texture

- French fries are hot.
- Exterior texture is slightly crisp with a tender bite.
- Interior texture is mealy, slightly moist like a baked potato.

Taste

The signature taste is a well-balanced flavor profile of freshly cooked fried potato, clean oil, and salt.

Regular Menu Quality Ingredients

Ingredient	Quality Characteristics
American Cheese	Creamy, mild cheddar flavor, slightly salty.
Apple Slices	Crisp, firm, juicy peeled sliced apples with a sweet and tart apple flavor and a white, off-white to creamy interior color.
Bacon, Applewood Smoked	Bacon is slightly crisp and chewy, but easy to bite through.
Big Mac Sauce	Slight tan/peach colored sauce with green sweet relish pieces, creamy texture, and a pungent mustard, sweet relish, sour, savory flavor.
Buns, Potato Roll	The potato roll has a golden brown crown with a light sheen and off center score. The interior is golden yellow that toasts up to a golden brown toast. The toasted roll is moist and slightly chewy with a slightly sweet bread flavor, resembling honey or caramelized sugar, with some baked/caramelized/toasted notes.
Buns, Quarter Pounder	Toasted soft bun is a medium brown color with a slight sheen. Minimal defects such as dents and wrinkles are acceptable before and after toasting. Seeded buns are uniformly covered with sesame seeds of uniform size. Internal texture is an open, slightly irregular grain and uniformly smooth across the surface. Internal toasted appearance of both crown and heel are caramelized to a medium brown color. Toasted buns should have a slightly sweet, fresh, deep caramelized-bread flavor.
Buns, Big Mac	Toasted soft bun is a medium brown color with a slight sheen. Bun is uniformly round and symmetrical. Seeded buns are uniformly covered with white, opaque sesame seeds. Texture is soft, resilient, tender and moist. It has a fresh, caramelized-bread aroma and flavor with a slight sweetness.
Buns, Regular	Toasted soft bun is a medium brown color with a slight sheen. Bun is uniformly round and symmetrical. Texture is soft, resilient, tender and moist. It has a fresh, caramelized-bread aroma and flavor with a slight sweetness.
Ketchup	Thick red and slightly sweet and tangy with spices.
Lettuce, Shredded	Light green, shredded strands of crisp iceberg lettuce. Fresh and mild flavor.

Regular Menu Quality Ingredients, continued

Ingredient	Quality Characteristics
Mayonnaise	Color is eggshell white and is thick, creamy, salty, sour flavor with hints of lemon.
Mustard	Slightly thick, with a balanced blend of pungent mustard, sour vinegar, salt and spice flavors.
Onions, Reconstituted	Small, chopped white onions with a mild onion flavor.
Onions, Slivered	Fresh onion slivers are white to very light yellow with a crisp bite. Slightly pungent in flavor.
Pickle Slices	Natural green, round and crisp slices with a distinctive dill flavor, rounded by other spices.
Tomatoes, Roma	Red, firm, and juicy with a fresh ripe tomato flavor.
Tartar Sauce	Creamy, thick, white sauce with pieces of crisp, green dill pickle and white fresh onion. Sour dill pickle and fresh onion flavor.

Dessert Products

Cake Cones

Receiving Deliveries & Storage

Case count	720 cones per case
Package count	36 sleeves, 20 cones per sleeve
Primary storage	Dry storage
Primary shelf life	365 days
Stack height	4 cases
Secondary storage	Cone dispenser
Secondary shelf life	24 hrs

M&Ms

Receiving Deliveries & Storage

Case count	18 lbs per case
Package count	6 bags, 3 lbs per bag
Primary storage	Dry storage
Primary shelf life	365 days
Secondary storage	Service area candy dispenser
Secondary shelf life	7 days
Yield	35 to 37 McFlurries per bag

Oreo

Receiving Deliveries & Storage

Case count	12 lbs per case
Package count	12 bags, 1 lb per bag
Primary storage	Dry storage
Primary shelf life	450 days
Secondary storage	Service area candy dispenser
Secondary shelf life	7 days
Yield	18-19 McFlurries per bag

Sundae Toppings: Hot Fudge & Caramel

Receiving Deliveries & Storage

Case count	384 oz per case
Package count	8 pouches, 48 oz per pouch
Primary storage	Dry storage
Primary shelf life	180 days
Stack height	5 cases
Secondary storage	Soft-serve machine
Secondary shelf life	14 days
Yield	43 to 45 sundaes per pouch

Ice Cream Mix (Shake Mix)

Receiving Deliveries & Storage

Case count	5 gal per case
Package count	2 bags, 2.5 gal per bag
Primary storage	Walk-in refrigerator
Primary shelf life	18 days
Secondary storage	Shake machine
Yield	60 sundaes per bag

Sundaes

Sundae Machine Times & Temperatures

Start up time	15 min
Soft serve draw temperature	16°F to 18°F
Hopper temperature	34°F to 40°F

Sundae Toppings & Water Bath Temperatures

Topping draw temperature	115°F to 125°F
Water bath temperature	125°F to 135°F

Shakes

Shake Machine Times & Temperatures

Start up time	15 min
Draw temperature	22°F to 24°F
Hopper temperature	34°F to 40°F

Shake Syrups:

Chocolate, Vanilla, & Strawberry

Receiving Deliveries & Storage

Case count	4 gal per case
Package count	4 bags, 1 gal per bag
Primary storage	Dry storage
Primary shelf life	14 days
Stack height	4 cases
Secondary storage	Shake machine
Secondary shelf life	14 days
Yield	117 to 123 small shakes per gal

Baked Goods

Chocolate Chip Cookies, Soft Baked

Receiving Deliveries & Storage

Case count	432 cookies per case
Package count	12 packages, 36 cookies per package
Primary storage	Walk-in freezer
Primary shelf life	90 days
Stack height	7 cases
Secondary storage	Kitchen reach-in freezer
Secondary shelf life	4 hours, includes 6 minute cool time

Baked Goods

Chocolate Chip Cookies, Soft Baked, continued

Hobart/Wells, Garland Convection "Flex" & Wells M 4200 "Flex" Ovens

Trays	Amount per tray	Temp	Shelf Position	Bake Time*	Cool Time on Tray*
1 lined	20 cookies max	375°F	Middle (5)	2 min	6 min
2 lined	20 cookies max	375°F	Top (2) & bottom (8)	2 min	6 min
3 lined	20 cookies max (3 trays max)	375°F	Top (2), middle (5), & bottom (8)	2 min	6 min

*High altitude bake time: 1 min. Cool on tray 3 minutes.

Combi Ovens

	Blodgett	Convotherm
Minimum per tray	4	6
Maximum per tray	20	20
Total trays	3	3
Temperature	375°F	375°F
Cook time	2 min, 30 sec	2 min
Cook mode	Hot Air	Hot Air
Fan speed	100%	100%
Crisp and tasty	N/A	Level 0
Steam	No	No

Troubleshooting

Problem	Cause	Remedy
Broken/misshapen	Rough handling	Ensure case is stored flat, handled with care
Hard/dark color	Oven not calibrated, bake time incorrect, package held improperly in grill area, tray left on top of oven to cool	Verify oven settings, ensure cookies are kept frozen before baking, cool on non-heated surface

Pies, Apple

Receiving Deliveries & Storage

Case count	240 pies per case
Primary storage	Walk-in freezer*
Primary shelf life	90 days
Stack height	6 cases

*Do not store in grill-side freezer or reach-in freezer. Store minimum 4 feet from walk-in freezer door.

Pies, Apple, continued

Hobart/Wells, Garland Convection "Flex" & Wells M 4200 "Flex" Ovens

Trays	Amount per tray	Temp	Shelf Position	Time*
1 lined	10 to 12 pies	375°F	Middle (5)	12 min
2 lined	20 to 24 pies	375°F	Top (2) & bottom (8)	12 min
Partial: 1 lined	4-6-8 pies	375°F	Middle (5)	10 min

Note: Maximum per tray is 12 pies, 2 trays.

Combi Ovens

Blodgett	Partial Tray	Full Tray
Minimum per tray	4	7
Maximum per tray	6	12
Total trays	3	3
Temperature	375°F	375°F
Cook time	10 min	12 min*
Steam	No	No
Fan Speed	100%	100%

*Main Menu/Rack Timer/QSR/5 tray pies

Convotherm	Partial Tray	Full Tray
Minimum per tray	2	12
Maximum per tray	10	12
Total trays	3 trays	3 trays
Temperature	375°F	375°F
Cook time	10 min	11 min
Cook mode	Hot Air	Hot Air
Fan speed	100%	100%
Crisp and tasty	Level 0	Level 0
Steam	No	No

Pie Merchandiser Holding Instructions

Warm Up Time	Hold Temperature	Hold Time
60 min	150°F to 180°F	3 hrs

Note: Pies should be boxed up upon removal from the oven.

Troubleshooting

Problem	Cause	Remedy
Cracked/broken	Oven too hot, temperature abuse	Calibrate oven
Burnt crust/light crust	Oven too hot, pies thawed before baking, incorrect placement in oven	Calibrate oven, ensure pies are kept frozen until baking
Cold pies	Pies not boxed right away	Ensure pies are boxed right away after baking

Gold Standard Quality Descriptions

Shakes



Chocolate Shake: Swirled cocoa brown in color, served in a clear cup, topped with whipped cream, the flavor is a blend of sweet and cocoa fudgy chocolate in a sweet creamy dairy base.

Strawberry Shake: Swirled light pink with strawberry bits, served in a clear cup, topped with whipped cream. The flavor is a blend of sweet, fresh, ripe and green strawberry flavors.

Vanilla Shake: Swirled light custard yellow in color, served in a clear cup, topped with whipped cream. The flavor is a rich sweet vanilla flavor in a sweet, creamy dairy base.

Appearance

- Thick and creamy, white to light cream color.
- Slight peaking, with some ice crystals evident.

Temperature and Texture

- The draw should be difficult yet sippable through the standard straw.
- Shake is thick and creamy, slightly icy and melts quickly in the mouth, with a clean, light mouthcoating.
- Temperature in the mouth is perceived as cold.
(22°-24°F or -6° to -4°C)

Taste

Rich, creamy, sweet clean milk/dairy flavors with a mild vanilla note.

Sundaes

Appearance

- Soft serve ice cream is smooth, thick and creamy white, with some ice crystals noticeable, swirled to a peak and topped with smooth, dark brown hot fudge or golden caramel topping that clings to the ice cream.
- Served neatly in a full cup.



Temperature and Texture

- Soft serve ice cream is cold, hot fudge or caramel topping is hot, and the hot/cold temperature contrast is noticeable.
- Firm creamy structure with slight amount of fine ice crystals.
- Melts slowly against tongue and palate, with a clean, light mouth coating.
- Hot fudge or caramel topping is thick and smooth.

Taste

Rich, creamy, sweet clean dairy flavor, with a slight vanilla note. Hot fudge topping has a sweet dark chocolate flavor with well-rounded cocoa, vanilla, and dairy notes. Hot caramel topping is sweet and buttery.

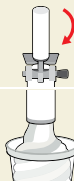
1 Hold Cup

Sostener el vaso



2 Pull Valve

Jalar la válvula



3 Fill

Llenar

fill to top
llena hasta la orilla



4 Close Valve

Cerrar la válvula

5 Add Topping

Agregar el topping



6 Cap & Finish

Tapar y terminar



Gold Standard Quality Descriptions Baked Goods

Apple Pie

Appearance

- Baked Apple Pie pastry crust is slightly uneven golden brown and flaky.
- The top pastry is an open lattice exposing filling with an even sprinkling of sugar across the top pastry.
- Filling is shiny, slightly thick, light brown with brown spice flecks with evenly distributed sliced apples.

Temperature and Texture

- The product is served hot and fresh.
- The crust is tender and flaky with a slight crispness.
- The filling is slightly thick and smooth with slightly firm apple pieces.

Taste

The crust is rich and buttery and the apple filling is sweet and slightly tart from the apples, with pronounced lingering cinnamon flavors.

Soft Baked Cookies

Appearance

- Golden brown chocolate chip cookies with a random distribution of chocolate chips.



Temperature and Texture

- Slightly firm and chewy with moist center and slightly crisp edges.

Taste

Sweet, semisweet chocolate chip flavor throughout, like freshly baked cookie dough with sweet brown aromatics.

McCafé Beverage Menu Items

Coffee, Hot Brewed

Troubleshooting		
Problem	Cause	Remedy
Too strong	Not enough water, QC filter needs changing, spray head/filter basket dirty	Check water volume, change filter/clean head and basket
Too weak	Too much water, water temperature too low	Check water volume, check water temperature with spray head removed
Too bitter	Product has exceeded holding time, pot not rinsed after each use	Ensure coffee is discarded after 60 minutes in thermal pot. Rinse pot.

Coffee, Specialty

Troubleshooting		
Problem	Cause	Remedy
Drink is under-filled	Crew procedures incorrect	Ensure cup is not removed from spout until machine beeps and light comes back on drink section panel
All drinks are under-filled	Machine not properly cleaned	Ensure all cleaning procedures are followed, cleaned twice daily if serving over 500 drinks a day

Frappes & Smoothies

Troubleshooting		
Problem	Cause	Remedy
Cups are overfilled or under-filled	Too much/little product dispensed, too much/little ice dispensed, bag installed incorrectly	Check calibration, check ice
Watery/thick product	Ice hopper empty, too much/little product dispensed	Fill hopper, calibrate

Shakes

Troubleshooting		
Problem	Cause	Remedy
Not enough syrup or too much	Out of calibration, plunger is sticking in syrup valve	Calibrate, clean syrup valve
Shake overfilled or underfilled	Electronic eye out of calibration, mix is covering the sensor	Adjust the fill line/clean the sensor
Thick product	Improper priming procedures	Drain the freezing cylinder and prime the machine

McCafé Beverage Products

Coffee, Decaf

Receiving Deliveries & Storage

Case count	84 pouches per case
Primary storage	Dry storage
Primary shelf life	90 days
Secondary storage	Front counter service area
Secondary shelf life	Use-thru date on package
Yield	7.4 to 7.8 8-oz cups per bag

Brewer Times & Temperatures

Brewer Temperature	Holding Temperature	Hold Time
195°F to 205°F	170°F to 180°F	Thermal: 60 min

Coffee, Premium Roast Regular

Receiving Deliveries & Storage

Case count	160 pouches per case
Primary storage	Dry storage
Primary shelf life	90 days
Secondary storage	Front counter service area
Secondary shelf life	Use-thru date on package
Yield	7.4 to 7.8 8-oz cups per bag

Brewer Times & Temperatures

Brewer Temperature	Holding Temperature	Hold Time
195°F to 205°F	170°F to 180°F	Thermal: 60 min

Coffee Syrups:

Vanilla, Sugar Free Vanilla, & Caramel

Receiving Deliveries & Storage

Case count	198 oz per case
Package count	6 bottles, 33 oz per bottle
Primary storage	Dry storage
Primary shelf life	120 days
Secondary storage	Service area
Secondary shelf life	14 days
Yield	32 to 34 drinks per bottle

Chocolate (Mocha) Syrup

Receiving Deliveries & Storage

Case count	248 oz per case
Package count	4 bottles, 62 oz per bottle
Primary storage	Dry storage
Primary shelf life	150 days
Secondary storage	Service area
Secondary shelf life	14 days
Yield	61 to 64 small drinks per bottle

Cream, Bulk

Receiving Deliveries & Storage

Case count	10 liters per case
Package count	2 bags, 5 liters per bag
Primary storage	Walk-in refrigerator
Primary shelf life	90 days
Secondary storage	Creamer machine
Secondary shelf life	20 days
Yield	900 single creamer shots per case 450 single creamer shots per bag

Creamer Cups

Receiving Deliveries & Storage

Case count	550 to 600 cups per case
Primary storage	Walk-in refrigerator
Primary shelf life	90 days
Secondary storage	Service area refrigerator
Secondary shelf life	3 days room temperature If using cold pan, change pan every 4 hours

Drizzle: Chocolate & Caramel

Receiving Deliveries & Storage

Case count	72 oz per case
Package count	6 bottles, 12 oz per bottle
Primary storage	Dry storage
Primary shelf life	180 days
Secondary storage	McCafé station
Secondary shelf life	14 days
Yield	11.7 to 12.3 drinks per bottle

Equal, Bulk

Receiving Deliveries & Storage

Case count	6 lbs per case
Package count	6 bags, 1 lb per bag
Primary storage	Dry storage
Primary shelf life	730 days
Secondary storage	Inside of automated sugar dispenser
Secondary shelf life	30 days
Yield	4,500 single shots per case 450 single shots per bag

Espresso Beans

Receiving Deliveries & Storage

Case count	32 lbs per case
Package count	16 bags, 2 lbs per bag
Primary storage	Dry storage
Primary shelf life	120 days
Secondary storage	Service area
Secondary shelf life	Hopper: 24 hrs, Open bag: 72 hrs
Yield	111 to 117 12-oz cups per bag

Brewer Times & Temperatures

Brewer Temperature	165°F to 175°F (taken from plain latte)
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Frappe Mix

Receiving Deliveries & Storage

Case count	4 gal per case
Package count	2 bags, 2 gal per bag
Primary storage	Walk-in refrigerator
Primary shelf life	120 days
Stack height	5 cases
Secondary storage	BIM/BIC machine
Secondary shelf life	14 days
Yield	43 to 44 medium servings per bag

Size	Yield	Serving Factor
Small Frappe	248.45 oz.	4.8
Medium Frappe	248.45 oz.	5.71
Large Frappe	248.45 oz.	7.95

Iced Coffee Packets

Receiving Deliveries & Storage

Case count	32 packets per case
Primary storage	Dry storage
Primary shelf life	120 days not to exceed primary shelf life
Secondary shelf life	Use-thru date on package
Yield	25 medium servings per brew packet

Brewer Times & Temperatures

Brewer Temperature	Holding Temperature	Hold Time
195°F to 205°F	Room temperature	12 hrs

Milk: Whole Bulk

Receiving Deliveries & Storage

Case count	5 gal per case
Package count	2 bags, 2.5 gal per bag
Primary storage	Walk-in refrigerator
Primary shelf life	UP: 60 days, HTST: 20 days
Secondary storage	Espresso machine
Secondary shelf life	7 days

Orange Juice Concentrate

Receiving Deliveries & Storage

Case count	13 lbs per case
Package count	2 bags, 6.5 lbs per bag
Primary storage	Walk-in refrigerator
Primary shelf life	70 days
Secondary storage	Orange juice machine
Secondary shelf life	30 days, follow use-thru date
Yield	178 to 187 7-oz servings per bag

Shake Syrups: Chocolate, Vanilla, & Strawberry

Receiving Deliveries & Storage

Case count	4 gal per case
Package count	2 bags, 2 gal per bag
Primary storage	Dry Storage
Primary shelf life	14 days
Stack height	4 cases
Secondary storage	Shake machine
Secondary shelf life	14 days
Yield	117 to 123 small shakes per gal

Smoothie Mix: Mango Pineapple & Strawberry Banana

Receiving Deliveries & Storage

Case count	4 gal per case
Package count	2 bags, 2 gal per bag
Primary storage	Walk-in refrigerator
Primary shelf life	Strawberry banana: 90 days, mango pineapple: 120 days
Stack height	5 cases
Secondary storage	Station refrigerator
Secondary shelf life	14 days
Yield	237 to 249 servings per 2 gal

Smoothie Yogurt

Receiving Deliveries & Storage

Case count	2 gal per case
Package count	1 bag, 2 gal per bag
Primary storage	Walk-in refrigerator
Primary shelf life	45 days
Stack height	5 cases
Secondary storage	Blended iced machine
Secondary shelf life	7 days
Yield	233 to 245 servings per 2 gal

Splenda, Bulk

Receiving Deliveries & Storage

Case count	6 lbs per case
Package count	6 containers, 1 lb per container
Primary storage	Dry storage
Primary shelf life	730 days
Secondary storage	Inside of automated sugar dispenser
Secondary shelf life	30 days
Yield	2,700 single shots per case 450 single shots per container

Sugar, Bulk

Receiving Deliveries & Storage

Case count	40 lbs per case
Package count	10 bags, 4 lbs per bag
Primary storage	Dry storage
Primary shelf life	730 days
Secondary storage	Inside of automated sugar dispenser
Secondary shelf life	30 days
Yield	4,500 single shots per case 450 single shots per bag

Sugar, Liquid

Receiving Deliveries & Storage

Case count	198 oz per case
Package count	6 bottles, 33 oz bottle
Primary storage	Dry storage
Primary shelf life	120 days
Secondary shelf life	14 days
Yield	32 to 34 drinks per bottle

Whipped Cream

Receiving Deliveries & Storage

Case count	12 cans per case
Primary storage	Walk-in refrigerator
Primary shelf life	Use-thru date on case
Secondary storage	Service area refrigerator
Secondary shelf life	14 days once opened and kept in McCafé refrigerator or chill pan 4 hrs
Yield	27 to 28 servings per can

Gold Standard Quality Descriptions

Coffee, Hot

Appearance

McDonald's McCafé coffee, made from Central and South American coffee beans, is hot and freshly brewed, dark brown in color and free of sediments, served in a full cup and properly customized with cream and/or sweetener, as ordered.



Temperature and Texture

- Hot
- Medium body
- Freshly brewed (within 60 minutes of brewing in thermal pot)

Taste

Fresh, rich, medium roast coffee aroma. Flavor is slightly bitter with a noticeable pleasant coffee aftertaste.

NOTE: Evaluate without cream or sweeteners.

Hot Mocha

Appearance

- McCafé Hot Mocha is served in a full McCafé hot cup, a rich hot espresso beverage, made with espresso, steamed (foamed) whole milk and chocolate syrup, topped with whipped cream and dark chocolate drizzle.



Temperature and Texture

- Hot
- Creamy
- Smooth
- Heavy bodied

Taste

A well balanced blend of rich, dark roast espresso coffee, steamed milk and dark chocolate flavor with a creamy, sweetened dairy flavor with noticeable vanilla notes, and a sweet, dark fudge flavor from the syrup and the drizzle.

Iced Caramel Macchiato

Appearance

A beverage made with ice, steamed milk, caramel-flavored syrup, marked with espresso and topped with caramel drizzle.



Temperature and Texture

Beverage is served cold.

Taste

A well balanced blend of dark roast espresso coffee, steamed milk, and caramel flavor, topped with caramel drizzle that is a sweet flavored syrup. Drink is not weak or watered down.

McCafé Beverage Quality Ingredients

Ingredient	Quality Characteristics
Caramel Drizzle	Buttery, sweet, caramel-flavored syrup.
Caramel Frappé	Light brown, icy cold, smooth, creamy thick beverage, with a balanced blend of rich dark roast coffee and buttery caramel flavor, topped with creamy sweet vanilla-flavored whipped cream and sweet buttery caramel drizzle.
Caramel Mocha	A blend of espresso, steamed milk, caramel and chocolate flavor, topped with whipped cream and caramel drizzle.
Cream (bulk)	Slightly off-white color, clean dairy flavor.
Creamer Packets	Slightly off-white color, clean dairy flavor, tightly sealed packet.
Chocolate Drizzle	Sweet, dark chocolate fudge-flavored syrup.
Espresso	Hot, heavy-bodied, creamy, velvety smooth. Sweet clean aroma, a good balance of acidity and body, dark-roast coffee flavor with hints of dark chocolate with an absence of burnt, bitter notes.
Frappé	Thick and creamy caramel or mocha beverage, blended with ice and a hint of coffee, topped with whipped cream and caramel or chocolate drizzle.
Hot Chocolate	Hot, creamy, smooth blend of rich, dark chocolate syrup and steamed milk, topped with whipped cream, which has a creamy, sweetened dairy flavor with noticeable vanilla notes, and chocolate drizzle that is sweet dark fudge-flavored syrup.
Iced Caramel Mocha	A blend of espresso, cold milk, caramel, and chocolate flavor topped with whipped cream and caramel drizzle.
Iced Coffee	Rich, smooth, creamy, beige-taupe, bold roast beverage.
Iced Mocha	Cold, creamy, smooth, heavy bodied. A well-balanced blend of rich, dark-roast espresso coffee and dark chocolate flavor, topped with whipped cream, which has a creamy, sweetened dairy flavor with noticeable vanilla notes, and chocolate drizzle that is sweet, dark, fudge-flavored syrup.
Latte	Hot, heavy-bodied, creamy, velvety smooth. Sweet clean aroma, a good balance of acidity and body, dark-roast coffee flavor with hints of dark chocolate with absence of burnt, bitter notes.

McCafé Beverage Ingredients, continued

Ingredient	Quality Characteristics
Mango Pineapple Smoothie	Orange colored, icy cold, smooth, creamy thick beverage. Upfront sweet, tart, and fresh mango flavor with pineapple and a light creamy dairy note (from yogurt).
Mocha	Hot, creamy smooth, heavy bodied. A well-balanced blend of rich, dark-roast espresso coffee, steamed milk and dark chocolate flavor, topped with whipped cream, which has a creamy, sweetened dairy flavor with noticeable vanilla notes, and chocolate drizzle that is sweet dark fudge-flavored syrup.
Mocha Frappé	Chocolate brown, icy cold, smooth, creamy thick beverage, with a balanced blend of rich dark roast coffee and dark chocolate flavor, topped with creamy sweet vanilla-flavored whipped cream and sweet dark chocolate drizzle.
Premium Roast Coffee	Hot, dark brown color, rich, medium-roast coffee aroma and flavor, slightly sweet and bitter with a noticeable, pleasant coffee aftertaste.
Strawberry Banana Smoothie	Light pink, icy cold, smooth, creamy thick beverage. Balanced strawberry and banana flavor, mostly sweet, slightly tart, with a light creamy dairy note (from yogurt).
Whipped Cream	Creamy, sweetened dairy flavor with noticeable vanilla notes.

Table of Contents

Breakfast

Regular Menu

Desserts

Beverages

Shift Leadership

Beverage Menu Items

Soft Drinks, Cold

Troubleshooting		
Problem	Cause	Remedy
Too weak	Not enough syrup, too much ice, drink drawn too early	Check syrup calibration, check procedures for filling ice
Too sweet	Too much syrup	Calibrate, check water flow rate
Carbon-ation weak or too strong	CO2 pressure too low/high, draw temperature too high, draw time too fast	Check CO2 pressure, check water draw temperature and flow rate

Sweet Tea

Troubleshooting		
Problem	Cause	Remedy
Sour flavor	Brewer not cleaned daily, tea held too long	Ensure brewer and small wares equipment are cleaned, change dispenser liner
Too weak	Brewer not calibrated properly, too much ice	Calibrate brewer
Too strong	Not enough ice, possible water starvation issues	Ensure a full bucket of ice (192 oz) has been added before brewing, check water filters/ water supply

Beverage Products

Apple Juice

Receiving Deliveries & Storage

Case count	50 boxes per case
Primary storage	Walk-in refrigerator
Primary shelf life	273 days
Secondary storage	Service area refrigerator
Secondary shelf life	Use-thru date on juice box

Lemonade, Concentrate

Receiving Deliveries & Storage

Case count	2.5 gallons per case
Package count	2 bags, 1.25 gallons per bag
Primary storage	Walk-in refrigerator
Primary shelf life	120 days
Secondary storage	Juice machine
Secondary shelf life	21 days
Yield	744 fl oz (not including ice)

Lemons, Whole

Receiving Deliveries & Storage

Case count	12 ct or 14 ct per case
Primary storage	Walk-in refrigerator
Primary shelf life	21 days
Secondary storage	Service area
Secondary shelf life	Once cut: 24 hrs refrigerated, 10 hrs room temperature

Milk Jugs, White & Chocolate

Receiving Deliveries & Storage

Case count	48 jugs per case
Primary storage	Walk-in refrigerator
Primary shelf life	UP: 75 days, HTST: 18 days
Secondary storage	Service area refrigerator
Secondary shelf life	Use-thru date on milk jug

Orange Juice, Bottled

Receiving Deliveries & Storage

Case count	228 oz per case
Package count	24 bottles, 12 oz per bottle
Primary storage	Walk-in refrigerator
Primary shelf life	180 days
Secondary storage	Service area refrigerator
Secondary shelf life	Use-thru date on bottle

Orange Juice, Concentrate

Receiving Deliveries & Storage

Case count	13 lbs per case
Package count	2 bags, 6.5 lbs per bag
Primary storage	Walk-in refrigerator
Primary shelf life	70 days
Secondary storage	Orange juice machine
Secondary shelf life	30 days, follow use-thru date
Yield	178 to 187 7-oz servings per bag

Soft Drink Syrup, Regular & Diet

Receiving Deliveries & Storage

Case count	Varies
Primary storage	Dry storage
Primary shelf life	273 days
Secondary storage	Muti-plex or bulk Coke tank
Secondary shelf life	Use-thru date on box

Sugar, MIS

Receiving Deliveries & Storage

Case count	5 gal
Primary storage	Dry storage
Primary shelf life	122 days ambient
Secondary storage	Iced tea brewing stand
Secondary shelf life	14 days
Yield	Sweet tea: 279 servings per full BIB (12 brew cycles per 5-gal BIB) Southern sweet: 234 servings per full BIB (10 brew cycles per 5-gal BIB)

Tea Pouch, 3 oz

Receiving Deliveries & Storage

Case count	32 bags per case
Package count	32 bags, 3 oz per bag
Primary storage	Dry storage
Primary shelf life	365 days
Secondary storage	Under front counter
Secondary shelf life	Use-thru date on box

Brewer Times & Temperatures

Brewer Temperature	Holding Temperature	Hold Time
195°F to 205°F	Room temperature	8 hrs

Tea Bags, Individual

Receiving Deliveries & Storage

Case count	500 bags per case
Package count	5 boxes, 100 bags per box
Primary storage	Dry storage
Primary shelf life	545 days
Secondary storage	Under front counter
Secondary shelf life	Use-thru date on box

Water, Bottled

Receiving Deliveries & Storage

Case count	32 bottles per case
Primary storage	Walk-in refrigerator
Primary shelf life	365 days
Secondary storage	Service area refrigerator
Secondary shelf life	Use-thru date on bottle

Gold Standard Quality Descriptions

Cold Beverage

Appearance

- Characteristic of the given beverage, with right color, full serving, and free of sediment.
- Ice is not melted.

Temperature and Texture

- Carbonated soft drinks – 36F maximum
- Still (OJ, Lemonade) – 45F maximum
- Beverage is served cold, with ice not melted.
- Carbonated beverages from the automated beverage station are properly carbonated.

Taste

Drink meets characteristic flavor profile with clean taste and not weak or watered down according to standard description.

Beverage Menu Quality Ingredients

Ingredient	Quality Characteristics
Apple Juice, Minute Maid	Clear, golden color, with a sweet, slightly tart, fresh apple juice flavor with no off flavors.
Hot Tea	Hot, medium warm-brown color, clear, black and orange pekoe tea flavor.
Lemons	Bright yellow skin that is free of bruises, gouges, and mold, moist and light-yellow interior that is free of bruises, dehydration, or mold.
Milk, Chocolate	Cold, medium brown with a light reddish tint, sweet, clean dairy and chocolate flavors, tightly sealed containers.
Milk, White	Cold, white, clean dairy flavor, tightly sealed containers.
Orange Juice	Cold, bright orange color, sweet orange flavor.
Soft Drinks	Cold, evenly carbonated taste reflects correct syrup-to-water ratio, fresh ice, firm and dry cup.
Sweet Tea	Clear, deep, rich, reddish-brown mahogany color. Smooth, full-bodies, strong tea flavor with hints of floral and orange. Strong natural sugar sweetness, a honey like sweetness.
Unsweetened Iced Tea	Clear, deep, rich, reddish-brown mahogany color. Smooth, full-bodied, strong tea flavor with hints of floral and orange.



Condiments

Equal Packets

Receiving Deliveries & Storage	
Case count	2,000 packets per case
Primary storage	Dry storage
Primary shelf life	19 months
Stack height	6 cases
Secondary storage	Service area condiment bin
Secondary shelf life	36 months not to exceed primary shelf life

Hotcake Syrup Packets

Receiving Deliveries & Storage	
Case count	120 packets per case
Package count	6 trays, 20 packets per tray
Primary storage	Dry storage
Primary shelf life	120 days
Stack height	6 cases
Secondary storage	Service area: condiment bin Customer use: rack above the HLZ to heat prior to serving
Secondary shelf life	120 days not to exceed primary shelf life

Jelly Packets: Grape & Strawberry

Receiving Deliveries & Storage	
Case count	500 packets per case
Primary storage	Dry storage
Primary shelf life	150 days
Stack height	8 cases
Secondary storage	Service area condiment bin
Secondary shelf life	150 days not to exceed primary shelf life

Ketchup, Bulk, 3 gal

Receiving Deliveries & Storage	
Case count	3 gal per case
Package count	1 bag, 3 gal per bag
Primary storage	Dry storage
Primary shelf life	180 days
Stack height	8 cases
Secondary storage	Bulk ketchup dispenser
Secondary shelf life	180 days not to exceed primary shelf life

Ketchup Packets

Receiving Deliveries & Storage

Case count	1,680 packets per case
Primary storage	Dry storage
Primary shelf life	180 days
Stack height	6 cases
Secondary storage	Service area condiment bin
Secondary shelf life	180 days not to exceed primary shelf life

Mayonnaise Packets

Receiving Deliveries & Storage

Case count	204 packets per case
Primary storage	Dry storage
Primary shelf life	180 days
Stack height	10 cases
Secondary storage	Service area condiment bin
Secondary shelf life	180 days not to exceed primary shelf life

McNuggets & McCrispy Strips Sauce Cups

Receiving Deliveries & Storage

Case count	BBQ, Honey Mustard, Sweet & Sour, Ranch, Spicy Buffalo, & Creamy Chili: 350 packets Hot Mustard: 250 cups per case
Primary storage	Dry storage
Primary shelf life	120 days
Stack height	9 cases
Secondary storage	Service area condiment bin
Secondary shelf life	120 days not to exceed primary shelf life

Mustard Packets

Receiving Deliveries & Storage

Case count	250 packets per case
Primary storage	Dry storage
Primary shelf life	120 days
Stack height	13 cases
Secondary storage	Service area condiment bin
Secondary shelf life	120 days not to exceed primary shelf life

Pepper Packets

Receiving Deliveries & Storage

Case count	6,000 packets per case
Package count	6 packages, 1,000 packets per package
Primary storage	Dry storage
Primary shelf life	365 days
Stack height	6 cases
Secondary storage	Service area condiment bin
Secondary shelf life	365 days not to exceed primary shelf life

Salt Packets

Receiving Deliveries & Storage

Case count	6,000 packets per case
Package count	6 packages, 1,000 packets per package
Primary storage	Dry storage
Primary shelf life	24 months
Stack height	6 cases
Secondary storage	Service area condiment bin
Secondary shelf life	24 months not to exceed primary shelf life

Splenda Packets

Receiving Deliveries & Storage

Case count	2,000 packets per case
Primary storage	Dry storage
Primary shelf life	36 months
Stack height	6 cases
Secondary storage	Service area condiment bin
Secondary shelf life	36 months not to exceed primary shelf life

Sugar Packets

Receiving Deliveries & Storage

Case count	2,000 packets per case
Primary storage	Dry storage
Primary shelf life	24 months
Stack height	6 cases
Secondary storage	Service area condiment bin
Secondary shelf life	24 months not to exceed primary shelf life

Whipped Butter Pats

Receiving Deliveries & Storage

Case count	1,000 packets per case
Primary storage	Walk-in refrigerator (shipped frozen)
Primary shelf life	270 days
Stack height	9 cases
Secondary storage	Service area refrigerator
Secondary shelf life	Use-thru date on pat If using cold pan, pan must be changed every 4 hrs

Yields

Breakfast

Product	Yield
Breakfast sauce	40 to 56 bagels per pouch
Burrito mix	24 burritos per bag
Liquid eggs	9 to 10 Big Breakfasts per container

Stick Butter

Product	2 Sticks	3 Sticks	4 Sticks
English Muffin crowns	68	102	136
Bagels (crown & heel)	41	61	82
Potato Rolls (crown & heel)	27	41	55

Grill Area

Product	Yield
Big Mac sauce	30 to 32 Big Macs per pouch
Dehydrated onions	375 to 395 hamburgers per bag
Grill area ketchup	78 to 82 hamburgers per pouch
Mayonnaise	30 to 32 sandwiches per pouch
Mustard	661 to 685 hamburgers per pouch
Pickles	522 to 548 per container
Shredded lettuce	74 to 76 Big Macs per bag
Slivered onions	59 to 61 Quarter Pounders per bag
Tartar sauce	27 to 28 sandwiches per pouch

French Fries

Product	Yield
French fries	47 kid servings per bag
	22.5 small servings per bag
	16 medium servings per bag
	10.5 large servings per bag
	8 basket servings per bag

Desserts

Product	Yield
Hot fudge and caramel	43 to 45 sundaes per bag
M&Ms	35 to 37 McFlurries per bag
Oreo	20.50 to 21.5 McFlurries per bag
Shake syrups	117 to 123 small shakes per gal 70 to 71 large shakes per gal
Vanilla ice cream mix	60 sundaes per bag
Whipped cream	27 to 28 servings per can

McCafé/Coffee/OJ

Product	Yield
Espresso beans	111 to 117 12-oz cups per bag
Chocolate and caramel drizzle	11.7 to 12.3 drinks per bottle
Chocolate (mocha) syrup	61 to 64 small drinks per bottle
Frappe mix	43 to 44 (medium) servings per bag
Ground coffee	7.4 to 7.8 8-oz cups per bag
Liquid sugar	32 to 34 drinks per bottle
Mango pineapple smoothie mix	237 to 249 servings per 2 gal
McCafé coffee syrups	32 to 34 drinks per bottle
Orange juice	178 to 187 7-oz servings per bag
Smoothie yogurt	233 to 245 servings per 2 gal
Strawberry banana smoothie mix	237 to 249 servings per 2 gal

Food Safety Temperatures

Product	Min Food Safety Temp	Quality Temp Range	Quality Box
Shelled Eggs	155	Gelled Yolk	4 of 4
Steak	155	155-190	4 of 4
Sausage	155	155-190	4 of 4
10:1	155	155-170	3 of 4
4:1	175	175-190	3 of 3
McNuggets	165	N/A	N/A
McChicken	165	N/A	N/A
McCrispy	165	N/A	N/A
Filet-O-Fish	155	N/A	N/A

UHC Layouts

The following UHC layouts are recommended based on national core items only. Please check with your Owner/Operator for UHC layouts for LTOs and local options.

UHC warm up time is 30 minutes.

Breakfast

High Density UHC

OAT/HLS ▶

UHC LAYOUTS

McGriddle	Bagel	Muffin	175°
McGriddle	Bagel	Muffin	175°
McGriddle	Flex	Muffin	175°
Flex	Flex	Muffin	175°
Biscuit		Hotcake	175°
Biscuit		Hotcake	175°

175/185°	McChicken	Sausage	C Bacon
175/185°	McChicken	Sausage	Burrito
175/185°	Steak	Sausage	Burrito
175°	Steak	Flex	Round
175°	Scrambled	Folded	Round
175°	Scrambled	Folded	Round

Table of Contents

Breakfast

Regular Menu

Desserts

Beverages

Shift Leadership

Lunch

High Density UHC

OAT/HLS

Table of Contents

Breakfast

Regular Menu

Desserts

Beverages

Shift Leadership

Filet	McCrispy	HNS	185/200°
Filet	McCrispy	HNS	185/200°
Flex/Spicy McN	1/2 tray	Flex/Spicy McN	200°
Chk Str	Chk Str	McChicken	185/200°
Chk Str	Chk Str	McChicken	185/200°
Flex/McRib	Flex/McRib	Flex/McRib	175°

175°	10:1	10:1	10:1
175°	10:1	10:1	No Onion
175°	10:1	10:1	No Onion
200°	Flex	Flex	Flex
200°	Nuggets	1/2 tray	Nuggets
200°	Nuggets	1/2 tray	Nuggets

UHC LAYOUTS

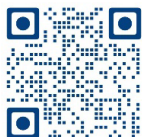
Drive Thru 3D Health

The 3D health check focuses on actions that drive seamless execution in the restaurants and provides an opportunity for Digital, Drive Thru, and Delivery to be observed and assessed during one visit.



Building Blocks

Targets are most effective when all the blocks below are in place



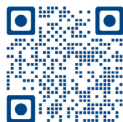
If your Drive Thru is not performing to its full potential, look at all aspects of its operation. For more information and tools refer to the DT Execution page on @mcd or by using the QR code above

Optimal Pull Forward Percentage

10-15%

**OEPE times should be about
2 times that of KVS times**





Keep Your Eyes on Fries

Fries are the #1 Item Sold on McDelivery

Fries are also the
#1 missing item
#1 item with quality issues



How Can You Help?

- When McDelivery Order hits expo monitor (3 to 4 minutes before courier arrives), drop FRESH FRENCH FRIES!
- Assemble the complete order when it is ready (including fries). Seal the order when it is completed
- Best Bets: Highlight pick ticket items as order is assembled
- Fold inner bags to help retain heat
- Seal the yellow rope handle bag with 3 tamper-evident stickers prior to courier arrival
- Verify order with courier/dasher

Accuracy Best Bets

Accuracy is critical with the
McDelivery CUSTOMERS
that you never see!

50% of customers who have inaccuracies with their order don't place another order.

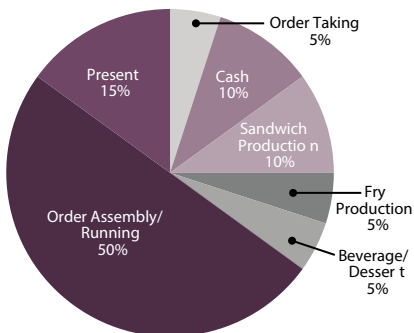
Best Bets

1. Highlight each item on pick ticket to validate each product is included
2. Have two people complete the order: a beginner and a finisher to have two sets of eyes doublechecking the order
3. Ensure restaurant hours are correct on RFM
4. Ensure your restaurant menu is up-to-date. Use the product outage function to deactivate products that are not available.

Drive Thru Diagnostics to Improve OEPE

Common DT Pain Point Impacts

Where to focus on DT Diagnostics



Solutions

Solution by Function

Order Assembly

- Split the Expeditor/Runner function
- Ensure someone is designated to take out Pulled Forward Orders
- Keep Order Assembly area clear of clutter and well stocked
- Ensure a DT coordinator is positioned where appropriate
- Ensure the DT team is not responsible for Curbside or McDelivery orders

Present

- Pull complex orders forward to keep the wheels moving – Use the 3 W's (Where, Why and Wait time)
- Healthy range for Pull Forward is 10-15%
- Reposition crew as needed to eliminate production bottlenecks (Fries, McCafé, Desserts)

Cash

- Split the Order Taker/Cashier function
- Use of coin changers
- Contactless payment upon request

Maximize the Potential

Leading success comes from
pulling all 3 levers of

Projecting • Scheduling • Execution

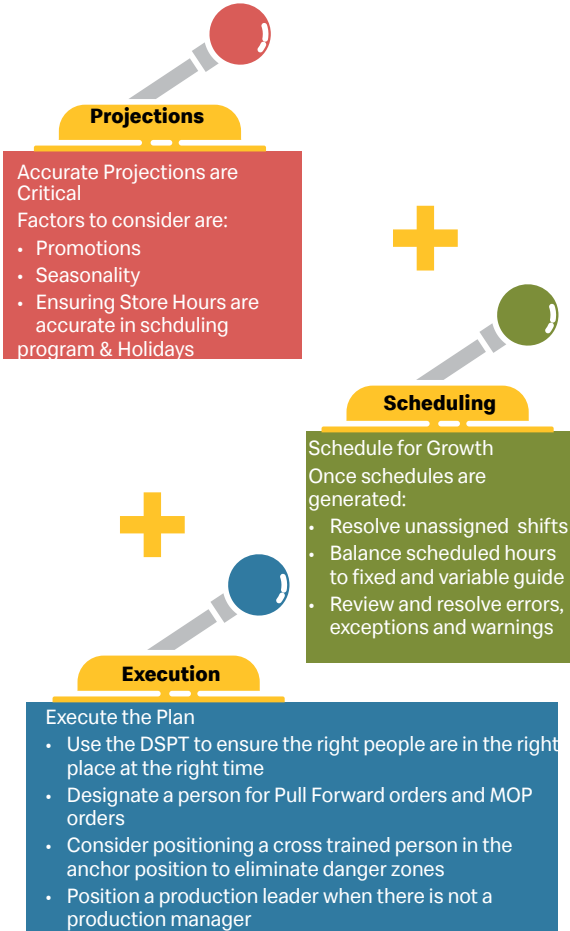


Table of
Contents

Breakfast

Regular
Menu

Desserts

Beverages

Shift
Leadership

POS Timing Reports

Run and review this report at the end of every shift. Use the information to review performance and set targets for the next shift.

PRODSALE	Product sales Total Drive Thru product net sales	
CARSV	Cars served Total number of cars served during time period	
OTT	Order taker item Starts on first menu item keystroke and ends on order stored	Optimal: 25 seconds or less
T/C	Transaction counts Number of Drive Thru transactions during time period	
OECEB	Order end to cash begin Starts on order store and ends on order recall	
AVG	Average check Drive Thru average check during time period	
CASH	Cash Starts on order recall and ends on order tender/drawer close	Optimal: 15 seconds or less
TOTL	Total time Starts on first keystroke and ends when order is served	
PSNT	Present Starts on order tender/drawer close and ends when order is served	Optimal: 30 seconds or less
OEPE%A	Order end to present end percentage achieved Percentage of cars during that time frame meeting 120 seconds or less	

OEPE

Order end to present end
Starts on order stored
and ends when order
is served from present
or held monitor

Optimal:
120 seconds
or less

PFWD%

Pull forward percentage
Percentage of cars for
time period that were
pulled forward

Optimal:
10-15%

PFWD

Pull forward
Average pull forward time per transactions
for these orders.

Note: PFWD time is included in OEPE.

**PRESET
OEPE**

Preset target for OEPE of 120 seconds
Used to determine OEPE percentage
achieved

McDonald's DT Service Time Standards

OTT = 25 seconds or less

Cash = 15 seconds or less

Present = 15" or less (30" on POS report)

STORE# 99999 POS# 99
STORE NAME
BUSINESS DATE: MM/DD/CCYY
MANAGER: 999 MonDD'YY (Day) hh:mm

=====

DRIVE-THRU SALES REPORT - HOURLY

=====

TIME	PRODSA LE CARSV	T/C OECB	AVG CASH	TOTL PSNT	OEPE% A OEPE	PFWD% PFWD
11:00	349	58	7.27	121	72%	10%
	59	24	23	47	97	
12:00	414	87	7.42	104	82%	14%
	88	26	23	38	78	12
13:00	505	111	7.13	139	65%	15%
	110	21	59	38	118	16
TOTAL OR AVG	588	336	5.72	164	62%	11%
	23	39	25	77	141	62
PRESET OEPE	120					

=====

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Total number of cars served:

110

Order taking time:

21
seconds

Cash time:

21
seconds

Present time:

38
seconds

OEPE time:

118
seconds

Pull forward:

15 % /
16
seconds

Times are based on registered keystrokes.

Mobile Order and Pay

EXECUTE AS DESIGNED (EAD)

By following the operational standards and procedures listed below, we have an opportunity to impress our Guests by delivering a high level of service and drive everyday performance.

EAD Crew Prompt:

Ask the guest if they will be using the McDonald's App. **EAD Greet Guest by Name**

Greet customer at COD:

*"Welcome to
McDonald's!
Will you be using
the mobile app
today?"*

Ask for code:

*"May I
have your
4-digit
code?"*

Yes

**Address the customer by name once
you have used the 4-digit code**

For Tech Issues

Open a ticket with ATOS - 800-515-3636

For 3PO Issues

DoorDash - Create a ticket on thier merchant portal

UberEATS - Create a ticket e-mail restaurant@uber.com
(Using the e-mail associated with your Uber Eats portal)

GrubHub - Create a ticket e-mail elitecare@grubhub.com

Mobile Order and Pay

Customer places order, selects the restaurant and pick-up point (front counter, curbside, table service, drive thru), and then pays.

When a customer orders away from the restaurant, the order is sent to the FC Expo and production monitors when the customer is approximately three minutes away from the restaurant.

Front Counter Expo will display Curbside # or Table # but not location as the customer travels to the restaurant.

Bag	Curb	1904
1 Sm Coffee		
ADD 6 Sugar		
2 Cheeseburger		
1 Sm Fry		
← Complete	Mobile	104

After serving order, assemble the order making sure filled drinks, straws, napkins, and requested condiments are in the bag/on the tray. A 'Stage' sticky pick ticket will be printed. Place the "Stage" sticky pick ticket in the center of the bag/side of tray.

On the Front Counter Expo, the Customer Location Cell (CLC) shows the customer arrived at Curbside #4 or Table #123.

Bag	Curb 4	1904
Finalize Order		
1904		
Curbside		
4		
Paid	Mobile	104

Serve order and attach the second pick ticket to the bag/ tray on top of the staging ticket. Run the order to Curbside spot #4 or Table #123. Present the order, greeting customer by name, and ensure they have everything they need (condiments, napkins, straws). Say, "Hi 'insert customer name', is there anything else I can get for you?" Crew should be wearing fully stocked apron for Curbside or Table service, plus a safety vest for Curbside.

Digital Resource Center



Shift Questions

Pre-Shift • During Shift • Post-Shift

Pre-Shift

Am I prepared to lead this shift—executing outstanding QSC and customer satisfaction?

- Employees and customer safety are the top priority
- Pre-shift checklist completed and focused on people, equipment and products; needs action items are taken care of before the shift
- Team positioned to maximize QSC with the most versatile person in the anchor position to address any danger zones
- All ordering channels ready to execute QSC (Drive Thru, front counter, MOP, delivery, kiosk)
- Today's trends, KPIs, and challenges discussed with the previous shift leader
- Targets set and communicated
- Current promotions and training expectations communicated



During Shift

Am I leading the shift effectively and positively?

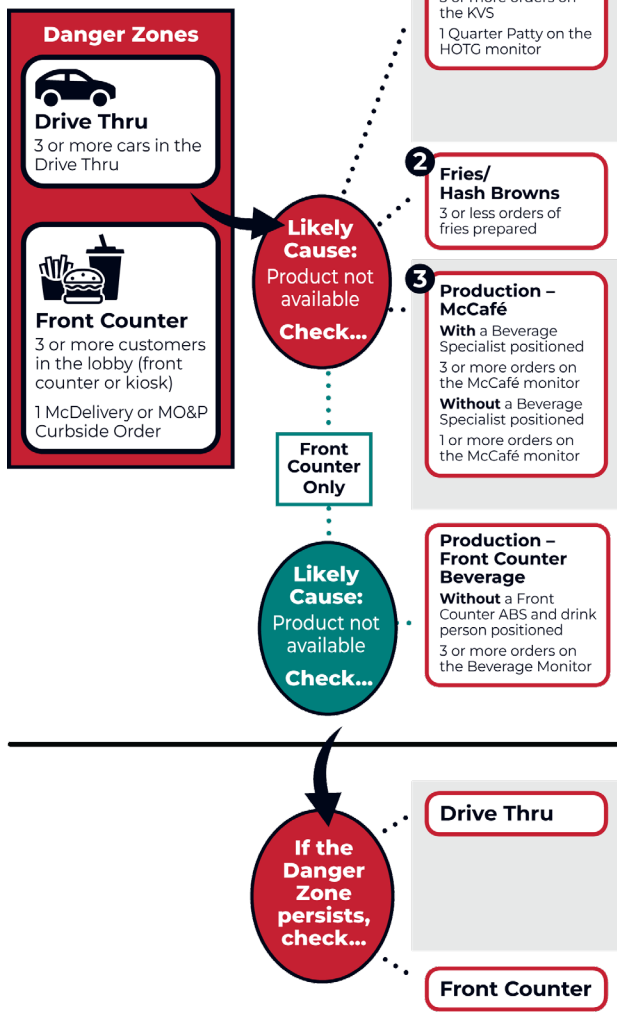
- Responding to health and safety needs/requirements
- Following up on restaurant safeguards (hand-washing and gloves)
- Coaching team members and providing positive and development-targeted feedback
- Providing updates on expectations and targets
- Conducting regular travel paths
- Eliminating danger zones to ensure QSC
- Modeling and coaching to improve hospitality
- Engaging with employees and customers
- Responding to customer concerns professionally and effectively
- Taking care of the employee needs (breaks, training, etc.)

Post Shift

Did I lead a well-run shift?

- What were the results of the shift (trends, KPIs, challenges)?
- What went well during this shift?
- Did the shift meet the guests' expectations?
- Was the shift prepared (people, equipment, and products) for the next manager?
- Was all pertinent information communicated to the appropriate people?
- Was feedback provided to the team on behavior and performance?
- What could be 'even better if' for my next shift?
- What do I need to do to prepare for my next shift?

Troubleshooting Tool



Positioning

- Temporarily reposition the anchor person from the DSPT to eliminate danger zone
- Keep crew in position
- Go to 2-sided prep when appropriate
- Verify Production Manager is positioned when 5 or more crew in grill (10+ on floor)
- Designate a Production leader during all hours of business
- Ensure the grill person is reacting quickly to HOTG monitor

- Temporarily reposition the anchor person from the DSPT to eliminate danger zone
- Keep Crew in position
- Add a fry and/or hash brown person when needed

- Temporarily reposition the anchor person from the DSPT to eliminate danger zone
- Verify crew are trained on role of McCafé Beverage Specialist
- Confirm that the runner is making McCafé beverages when no Beverage Specialist is positioned
- Verify that a Beverage Specialist is added to schedule according to VLH
- Ensure that the crew are reacting immediately when an order appears on the beverage monitor

- Temporarily reposition the anchor person from the DSPT to eliminate danger zone
- Making a drink is a team responsibility. However, the front counter runner will take primary responsibility for making soft drinks.
- If the runner is busy the order taker or someone else should step in
- Accommodate drink refill requests as soon as possible
- Ensure the schedule and positioning tool are set for crew pour

Shift Preparation

- Ensure proper stock levels
- Ensure all equipment is available and working properly
- Ensure all equipment and products are set up to reduce steps, turns, and bends
- Confirm current promotional build guides are posted
- Ensure cabinet levels are established and are being followed

- Ensure proper stock levels
- Ensure all equipment is available and working properly

- Ensure proper stock levels
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- Ensure all equipment and products are set up to reduce steps, turns, and bends
- Confirm current promotional build guides are posted

- Ensure proper stock levels
- Ensure all equipment is available and working properly
- Ensure all equipment and products are set up to reduce steps, turns, and bends

Positioning

- Split all functions when possible
- Keep crew in position
- Confirm Shift Leader is addressing blockages (bottlenecks) by repositioning the anchor position AND flexing in and out as needed
- Pull forward and curbside orders are delivered by someone outside the Drive Thru team

Shift Preparation

- Ensure proper stock levels
- Ensure all equipment is available and working properly
- Ensure all equipment and products are set up to reduce steps, turns, and bends

- Temporarily reposition the anchor person from the DSPT to eliminate danger zone
- Verify GESSL assigned and expectations set
- Confirm crew focused on primary roles
- Clear responsibilities for who will assemble and present McDelivery and curbside orders

- Ensure proper stock levels
- Ensure all equipment is available and working properly
- Ensure all equipment and products are set up to reduce steps, turns, and bends

What is eProduction?

eProduction is a dynamic production system that includes 3 monitors which provide your teams the amount of fries to prepare and bag/box, the levels of product to cook for each 15-minute period (UHC monitor), and the level of products to bake during non-peak times to have ready for peaks. In addition, the bake monitor provides the amount of products to thaw or pull, as well as the amount of products to temper. In short, eProduction provides your team the ability to have the right amount of food at the right time based on guest counts and product mix.

What are the Benefits of eProduction?

This system is to help us fine tune the execution in the restaurant by maximizing procedures in the kitchen to help us serve more guests faster. When executed as designed, eProduction provides simplification in the kitchen, improve product quality, a decrease in waste, and a simpler way to manage production levels as unexpected trends occur in real time.

How to use eProduction:

Ensuring configurations are correct in the eProduction configuration tool is the first step in eProduction utilizing the default settings provided in the eProduction execution manual, which is available on the eProduction website, or you can use the Q/R code at the bottom of this page.

For the Fry monitor – the level of baskets to put down is provided along with fry orders in live time for your team to follow. Fries and hashbrowns should not be bagged or boxed until they appear as a live order on the fry monitor to provide the freshest fries.

For the UHC monitor – the level of product for cooked products is provided and updated every 15 minutes for your team to follow. An audio alert with sound every 15 minutes if the number of trays for a product has changed.

Both monitors provide the management team projected vs actual guest counts in 15-minute time segments.

For the Bake monitor – the number of products to bake in batches that can be held for an extended period such as pies, cookies, McGriddles, Bacon, etc. is provided for your team to follow. These bake times can be set for non-peak times so your team is not baking during the peak. This monitor also provides 2 additional screens which are the Thaw/Pull screen and the Tempering screen.

The Thaw Pull Screen provides your team the number of items to thaw or pull that will be needed to use (example - fries and buns). The number of pulls done per day varies among the restaurants.

The Tempering screen provides your team the amount of product to temper for the day (sauces) or that will be used until your next tempering pull (example -cheese is recommended to set up to temper every 2hrs.).

Resources:

There are resources on the eProduction site including configuration videos, “what’s new” section, and the most recent eProduction execution manual. In addition, there are training tools/station guides provided on the website to quickly train your teams on eProduction, along with new team members as they come on board.

Actions:

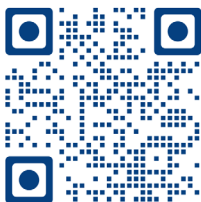
We know your teams will love this dynamic production system and here are 3 top actions you and your eProduction SME can do to maximize eProduction:



Review Guest Count projections on the crew schedule and in eProduction weekly

Conduct an eProduction Health Check

Continue to train production leaders/grill managers on use of using increase/decrease keys for unexpected trends



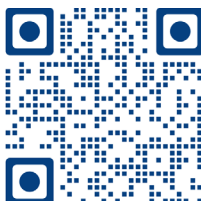
US Supply Chain Operations Equipment Team Website

This site has been developed to provide you with a centralized location where you can find resources for managing equipment assets in your restaurants.



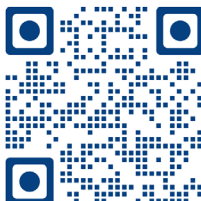
O&T Manual

The Operations and Training Manual provides detailed procedural information for management.



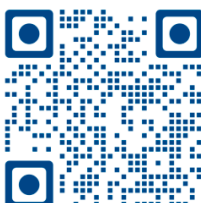
Be Well Served

This site is home for all of the gold standard equipment layouts that can be viewed or downloaded as PDF files using the links below. Correctly positioning equipment with these layouts can increase order accuracy, productivity, and efficiency by reducing the restocking time and minimizing the bends, steps and turns in the order assembly process.



FRED

FRED is the one-stop resource for training.



McDelivery

3PO resources:

- General guides
- Marketing guides
- Tablet portal training
- Escalation paths
- Change of Ownership instructions

PLEASE NOTE: SOME CHANGES WILL OCCUR YEAR-ROUND!

Consider adding this guide to your digital toolkit by adding the digital version to your home screen either on a phone or tablet

ADDING (Interactive Quality Reference Guide) TO A TABLET/MOBILE PHONE HOME SCREEN

Android: open Chrome and go to the website Open the three-dot menu at the top and select ". Add to Home screen." Confirm, and it will appear on-screen

iPhone: Open Safari and go to the website Tap the share menu and select Add to Home Screen. Confirm, and it will appear on-screen The link will only work, though, with Safari

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Disclaimer- Required Operating Procedures

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