

# **McDonald's Virtual Work Experience Workbook**



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# Introduction



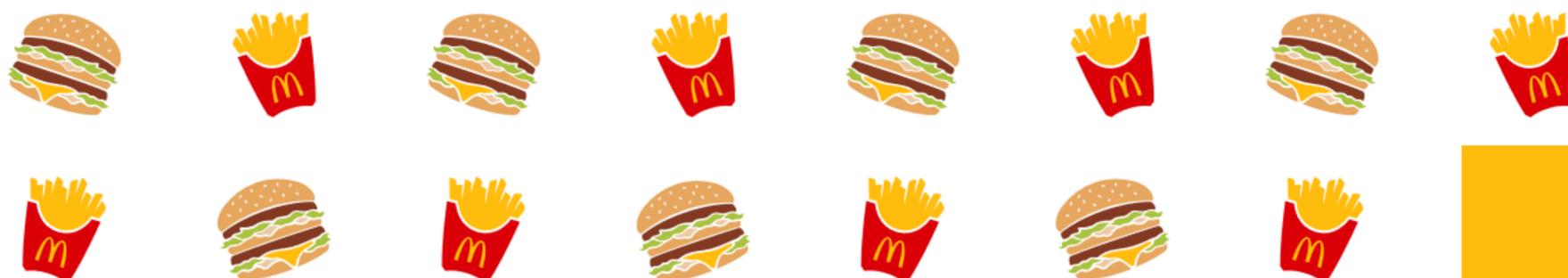
Have you watched the Introduction **video**?

## Welcome to the workbook for your virtual McDonald's Work Experience Module.

In this programme, you will learn how McDonald's can help you develop valuable skills to support you now and in the future, no matter which industry you want to work in.

### Completing this module will help you to...

- Gain a greater understanding of the employability skills introduced in the Youth Employment UK module
- Learn how you can develop these skills within McDonald's
- Explore the opportunities and entry-level positions available at McDonald's
- Understand how to prepare for interviews and know what to expect



# What to expect

Use this workbook together with the McDonald's Work Experience videos. Download this workbook so you can save your answers as you go! It can take about one hour to watch the videos and complete the workbook activities, but this is only a guide.

Each section has a video introduction. Watch the video first, then answer the matching workbook questions that explore what you watched in the video. Some questions will ask you to reflect on a topic. Others will ask you to give your opinion on a scenario.

**Look out for these symbols in your workbook. They will help you understand what you need to do.**



Watch the video



Activity duration guide



Write in your answer



Reflect on the scenario  
or your next steps

# Set your own targets



Work experience is an opportunity to learn new skills, so taking some time to think about what you hope to learn from the experience is important.

Write down two things you hope to learn during your work experience. Examples of what you might want to learn or improve could include learning how to work well in a team, improve your communication skills or interact more confidently with people and/or customers.

“ I hope to...

“ I hope to...

”

”



# The 5 key employability skills



Have you watched the Employability Skills **video**?

The five key employability skills are important skills that employers like McDonald's look for. These skills are also known as life and work skills.

## **Communication**

Communicating with people is about listening and understanding body language, as well as what you say and how you say it.

## **Teamwork**

Teamwork is about working well with others, supporting your teammates and stepping up to help with a positive attitude.

## **Problem-solving**

Problem-solving is about staying calm and logical when problems crop up, as well as learning how to prioritise problems when faced with more than one.

## **Self-management**

Self-management is about being organised in areas like your timekeeping and priorities. Taking the initiative to do more than is expected.

## **Self-belief**

Self-belief is about building the confidence and motivation to learn from mistakes and keep moving forward.

# Grade your confidence in your employability skills



At McDonald's, we look for these five skills but we also look to help individuals develop these skills too. The skills you develop here will help you now and in the future - no matter which industry you want to work in. Please grade how confident you feel in the following employability skills by putting a cross in the relevant box.

	1 - Low confidence	2	3	4	5 - High confidence
Communication	<input type="checkbox"/>				
Teamwork	<input type="checkbox"/>				
Problem-solving	<input type="checkbox"/>				
Self-management	<input type="checkbox"/>				
Self-belief	<input type="checkbox"/>				

This will help you think about the skills you have and the skills you need to work on.



Completing the [Youth Employment UK module](#) provides further information on these skills.

# Employability skills

## 1. Communication



Have you watched the Communication section of the Employability Skills **video**?

Listening is a big part of how you communicate. Improving your listening skills can boost your relationships at work and home.

Often, we don't properly listen to others in conversation. We just think about what we plan to say next. Instead, we can use that time to really listen to others. This is called active listening.



# 5 ways to improve your active listening skills

Active listening skills are something you can improve over time. Try these techniques next time you listen to someone.

## Active listening

Demonstrate active listening by nodding your head, making affirmative noises (“uh-huh”, “OK”, “I see”) and small body language gestures.

## Don't interrupt

Let them finish their thought before you reply. Don't interrupt, finish sentences, or rush them. Avoid guessing where their thoughts are going.

## Ask questions

One way to show you're listening is to ask questions about what is being said. This helps you fully understand, and shows that you are listening.

## Repeat back

Repeat back what has been said in your own words as a summary of the main points. If you haven't understood, they can correct you.

## Total meaning

Any message contains what is being said and the attitude behind it. Sometimes the real message is in the emotion or attitude, so listen carefully.

# Non-verbal communication



Listening to the words being spoken is important but non-verbal communication is also important. Non-verbal communication is often referred to as body language. It includes things like hand and body movements, tone and pitch of voice and facial expressions. You can tell a lot about how someone is feeling by paying close attention to their body language. Use the following McDonald's customer scenarios to help you spot non-verbal communication.

## Scenario 1

You see a dad sat at an empty table trying to read the menu board but he keeps looking away at what his two young children are doing. He is running his hand through his hair, frowning. He has to pick up one of his children whilst holding the other's hand.

**What do you think he is feeling?**

**What could you do to engage with him?**



## Scenario 2

A woman quickly walks into the restaurant looking at her watch. She is carrying a mobile phone and a charger and appears to be looking around at the seating area.



**What do you think she is feeling?**

**What could you do to engage with her?**



## Scenario 3

A couple are at the ordering kiosks. They are frowning and shaking their heads. They are looking around the restaurant and keep pressing a button on the screen.



**What do you think they are feeling?**

**What could you do to engage with them?**

# Employability skills

## 2. Teamwork



Have you watched the Teamwork section of the Employability Skills **video**?

In McDonald's, teamwork is a really important skill as there are many teams that need to work together to ensure our customers receive a great experience. Teamwork can mean working well with your own team and also with other teams who all have the same goal to help the organisation be the best it can be.

A great example of teamwork is our Drive Thru Team. This team is made up of team members who all work together to put our Drive Thru customers' orders together and ensure the Drive Thru runs smoothly. Drive Thru team members work as a team to take orders and money at the order window, cook and prepare the food and drinks, pack the orders, and present the orders to the customers.



# Reflect on teamwork



**Think about a time when you worked in a team to achieve a mutual goal. Write a brief description here.**

**What behaviours are important for a team to work effectively?**

**What are the benefits of working in a team?**

# Employability skills

## 3. Problem-solving



Have you watched the Problem-solving section of the Employability Skills **video**?

A skill that employers look for is problem-solving. Problem-solving is being able to identify what's causing an issue, analyse why it's happened and then being able to decide on the best solution.

Sometimes it can be daunting when looking at how to solve a problem. You can't solve every problem, but you can learn how to approach problems!

### **Identify**

Try to find the root cause of the problem.

### **Analyse**

Keep cool and calm. Logically examine what is causing the problem. Think about what the options are and what might happen as a result of each option.

### **Implement**

Now that you have understood the cause of the problem and gone through your different options to fix it, decide on the best solution and take action to carry it out.

# The ABCD of solving problems

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At McDonald's, we use the ABCD model to help us problem solve and prioritise. This helps us to prioritise problems and deal with the most important ones first. We prioritise in the following order, with 'A' being most important.

**A**

Any problem that impacts health and food safety

**B**

Any problem that impacts on employees or customers directly

**C**

Any problem that has a non-direct impact to employees or customer satisfaction

**D**

Any problem that impacts the general appearance or function of the restaurant

# Scenario: Problem-solving



Consider this scenario, then write your answers.

## Scenario

A large number of customers enter the restaurant at the same time and all start to queue for the tills. This has created a long line of customers waiting to be served. There are 4 ordering kiosks in the restaurant but no one has moved over to the kiosks to place their order. You also notice that someone has spilled a drink on the floor in the Dining Area. There are employees working in the Dining Area whose role is to ensure everything stays clean but none of them are visible or aware of the spill. At the same time, you notice one of the posters on the window is torn and hanging down – it looks really messy.



**What problems did you identify?**

**In what order would you fix the problems and why?**

**What actions could you take to fix the problems?**

# Employability skills

## 4. Self-management



Have you watched the Self-management section of the Employability Skills **video**?

Self-management means taking responsibility for your own actions and organising yourself so you can do your best.

### **Some examples of good self-management:**

Timekeeping - aim to be on time or even early to work and keep your manager informed of issues like sickness or travel delays.

Owning your actions - take responsibility for your mistakes if there is a problem at work and look for ways to improve the situation.



# 3 key self-management skills



## Initiative

Taking initiative means being able to work without always being told what to do.

## Organisation

Organisation is to do with being able to plan ahead to reduce potential issues before they happen.



## Accountability

Being accountable for what you do means being responsible for results – both good and bad. You won't think of a failed project as someone else's problem.

# Scenario: Self-management



First, read through this scenario. Next, answer questions about it on the following page.

## Scenario

Every Tuesday morning, the restaurant receives a food delivery by lorry which includes frozen and chilled food. The delivery always arrives at 7am and takes two people one hour to put it away. It needs to be put away promptly to ensure the food doesn't defrost.

On this particular day, the delivery has not turned up on time.

The restaurant is also quieter than normal as there are long queues of slow-moving traffic outside.

The manager decides to send the two delivery people on their 45 minute break.

10 minutes after doing so he sees the delivery lorry approaching the restaurant but cannot find his delivery people who are on their break.

He has to talk to the driver and ask him to wait 30 minutes for his delivery people to come back. The driver has other deliveries to make, and this will now make him even later and will impact the other restaurants on his delivery schedule. He apologises to the driver but tells him that there is nothing he can do about it.

**What different actions could the manager have taken to demonstrate initiative?**



**What could he have done to organise this situation better?**



**Did he take responsibility for the situation? What impact did this have?**



# Employability skills

## 5. Self-belief



Have you watched the Self-belief section of the Employability Skills **video**?

Self-belief or confidence is gained through new experiences, trying new things and learning from your mistakes. Getting feedback can help you learn and improve next time.

### **Getting feedback boosts your self-belief.**

At McDonald's, as in many businesses, we regularly ask employees to give and receive feedback in order to get better and continuously improve.

The more often you ask for feedback, the better equipped you are to continually improve and build your confidence.



# Scenario: Asking for feedback

Read through this scenario, then answer the questions that follow.



## Scenario

A Crew Member was asked by his manager to stock up all the McNugget sauces behind the tills. He only stocked up ketchup as he couldn't find the others in the stockroom. Later he noticed another Crew Member with other boxes of sauces stocking up the ones he hadn't. He was worried that he did something wrong but didn't mention it. He went home worrying that the manager thought he hadn't done his job properly.



**Who could he have asked for feedback or advice?**

**When should he have asked for that feedback?**

**How would that feedback have helped him?**

**How would that help his confidence and self-belief?**

# Now it's your turn!

Read through this scenario, then answer the questions that follow.



## Scenario

Think of a time at school, work or home when you didn't do something as well as you hoped. Write a brief description here.

**Who could you have asked for feedback or advice?**

**When should you have asked for that feedback?**

**How would that feedback have helped you?**

**How would that help your confidence and self-belief?**

# Interviewing skills



Have you watched the Interviewing skills **video**?

An interview is an important opportunity for you to demonstrate to an employer that you have developed the skills they are looking for.

Being prepared and practising for your interview will help you feel more in control.



# Answering common interview questions



In your interview, you may be asked some specific questions. How you answer them will help the interviewer understand how and if you have developed the employability skills that they are looking for. To help you prepare for these, we have listed some examples of common interview questions on the following pages.

Answer the following questions in as much detail as possible. This will really help to prepare you for any interviews you may have to attend.

Think about the skills you demonstrated and how these helped. Ensure you include this in your answer.

If you can't think of an example, this will also help you. That's because it will show you what skills you need to develop. This insight should be included in your reflection section at the end of this workbook.

**What are you like at solving problems? Can you describe a time when you fixed a problem?**

Write down your answer here.

**Can you tell me about a time when you used your initiative?**

Write down your answer here.



**Can you tell me about a situation where you've had to manage your time?**



Write down your answer here.

Blank grey area for writing the answer.



**Can you give me an example of when you've used your communication skills effectively?**



Write down your answer here.

Blank grey area for writing the answer.



**Can you give an example of when you've used your teamwork skills to help achieve a team goal?**



Write down your answer here.

Blank grey area for writing the answer to the first question.



**Describe a time when feedback helped you... and say how it helped.**



Write down your answer here.

Blank grey area for writing the answer to the second question.

# Why McDonald's?



Have you watched the Why McDonald's **video**?

At McDonald's, we're proud to employ great people who are passionate about their jobs.

Opportunities at McDonald's span a wide range of roles, not just those you see in the restaurants. Behind the scenes, we also have many teams busy on a wide range of projects, from sourcing ingredients and developing new products, to looking for the most efficient way to transport our goods, and making our business an environmentally sustainable one.



# Roles at McDonald's



Which roles from this list do you think are available at McDonald's?  
Put a cross next to all the roles that you think apply.

**Crew Member**

**Communication Intern**

**Trainee Manager**

**People Manager**

**School Leaver Apprentice**

**Wellbeing Manager**

**Progressive Young Farmer**

**Brand Manager**

**IT Industrial Placement**

**Talent Consultant**

**Trainee Accountant**

**Franchisee**

**Digital Employee  
Engagement Officer**

**Customer Experience  
Leader**



Answer: all of them!

Now watch [this video](#) to hear about some of these roles from the people who are currently doing them!

# What next?

How could a role at McDonald's help you in any future roles or jobs you are considering?

Check out [people.mcdonalds.co.uk](https://people.mcdonalds.co.uk) to find out more about the roles on offer! You can also visit [Get Job Ready](#) to help you prepare for the world of work.



[people.mcdonalds.co.uk](https://people.mcdonalds.co.uk)



[Get Job Ready](#)



# Restaurant Work Experience at McDonald's

Consider the Restaurant Work Experience at McDonald's which will build on what you have learnt today.

Our [Student Work Experience Programme](#) is aimed at full-time students looking for the ideas and skills that will support their future careers. It's also a great opportunity to meet new people!

[Student Work Experience  
Programme](#)



# Young Professional Training

Build your work and life skills with free online training.

Sign up to [Young Professional](#) training with Youth Employment UK to get resources and development that will help you build on the skills you've learnt through completing this workbook.

It's free to join and take part. You can do all the training online, at your own pace.

[Young Professional](#)  
[Training](#)



# Final reflections

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In this last section, take some time to reflect on what you have learnt and what you want to continue to develop. Remember the skills we have talked about all need to be developed and the best way to do that is practice!

## What have I learnt?

## What skills do I think I can demonstrate?

**What skills do I need to work on?**



**How will I continue to develop these skills?**





# **Congratulations**

You have now completed your Virtual  
McDonald's Work Experience module.