

# McDonald's

## PQRG

*Pocket Quality  
Reference Guide*

*Accelerating the Arches*

## Restaurant Readiness



U.S. Edition  
January 2024

# 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

**New products and information are highlighted in red.**

**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](http://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](mailto: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

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# 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	Unopened: 10 days including thaw time

### 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%

### 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

## Canadian Bacon

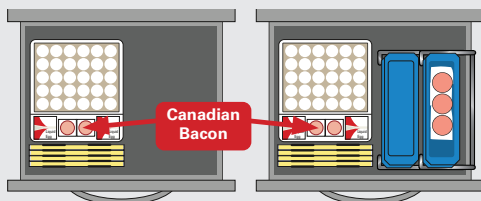
### Receiving Deliveries & Storage

Case count	312 ± 24 slices per case
Package count	8 packs, 39 slices per pack
Primary storage	Walk-in refrigerator
Primary shelf life	75 days – Refrigerated (unopened)
Secondary shelf life	3 days – Refrigerated (open)
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

## 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	120 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

### 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	90 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

# Egg Products

## Folded Eggs

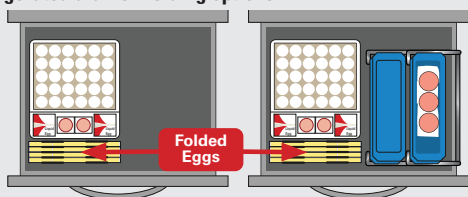
### Receiving Deliveries & Storage

<b>Case count</b>	384 pieces per case
<b>Package count</b>	32 packs, 12 pieces per pack
<b>Primary storage</b>	Walk-in freezer
<b>Primary shelf Life</b>	90 days
<b>Stack height</b>	6 cases
<b>Secondary storage</b>	Walk-in refrigerator
<b>Thaw time</b>	24 hrs for single layer on a thaw rack
<b>Secondary shelf life</b>	Unopened: 72 hrs including thaw

### Grill Area Storage

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

### Refrigerated drawer holding options



### Combi Ovens

<b>Blodgett</b>	<b>Folded Eggs</b>	<b>Folded Eggs Partial Tray</b>
<b>Minimum per tray</b>	11	2
<b>Maximum per tray</b>	12	10
<b>Total trays</b>	Up to 3 trays	Up to 3 trays
<b>Temperature</b>	360°F	360°F
<b>Cook time</b>	3 min 30 sec	3 min
<b>Steam</b>	90%	90%

### Convotherm Folded Eggs

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

## Grill Times, Temperatures & Settings

<b>Cook time</b>	2 min
<b>Gap setting</b>	.625
<b>Target removal time</b>	30 sec
<b>Maximum run size</b>	12 eggs
<b>Cook temperature</b>	Upper: 300°F, Lower: 285°F
<b>Warm up time</b>	20 min

## Split-lid Retrofit

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

## Next Gen Egg Cooker

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

*Next Gen Egg Cooker will arrive preprogrammed.*

## UHC Holding Instructions

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

## Troubleshooting

<b>Problem</b>	<b>Cause</b>	<b>Remedy</b>
<b>Excessive browning (very minimal browning is acceptable)</b>	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
<b>Cold eggs</b>	Eggs not thawed	Check thaw procedures, water amount, and equipment settings
	Not using correct amount of water	
	Incorrect cooking times and temps	
<b>Rubbery</b>	Overcooked	Check cooking time and temp, adjust as necessary

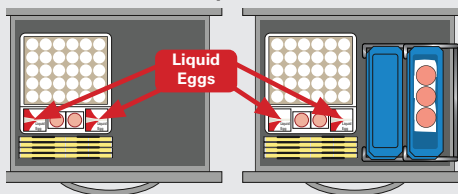
## Scrambled Eggs (Liquid Eggs)

### 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
<b>Refrigerated drawer holding options</b>	



### 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 , or 4 servings using manual egg scrambler measuring cup
Grill temperature	Lower: 285°F
Grill warm up time	20 min

### 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)

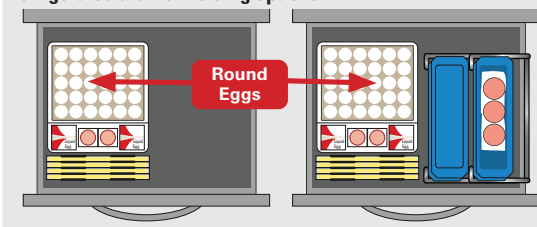
### Receiving Deliveries & Storage

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

### Refrigerated drawer holding options



### Grill Times, Temperatures & Settings

Cook time	2 min 30 sec start point
Gap setting	.625
Target removal time	30 sec
Maximum run size	8 eggs
Grill temperature	Upper: 300°F, Lower: 285°F
Grill warm up time	20 min

### 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

### 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.*

## 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 3 trays
Temperature	360°F
Cook time	4 min 15 sec
Steam	90%

#### 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	Undercooked	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	Do not exceed 10-minute hold time, bag to order, dump hashbrowns onto rack

# 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	90 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 min
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### Prince Castle Universal Toaster

Toast time	48 sec
Toast power	68%

**Prince Castle Horizontal Toaster**

<b>Toast time</b>	56 sec (start point)
<b>Toast power</b>	68%

**UHC Holding Instructions**

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

**Biscuits, Frozen****Receiving Deliveries & Storage**

<b>Case count</b>	112 biscuits per case
<b>Package count</b>	7 trays, 16 biscuits per tray
<b>Primary storage</b>	Walk-in freezer
<b>Primary shelf life</b>	90 days
<b>Stack height</b>	7 cases
<b>Secondary storage</b>	Kitchen reach-in freezer

**Hobart/Wells “Non Flex” Oven**

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

**Garland Convection “Flex” Oven**

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

**Wells M 4200 “Flex” Oven**

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

**Blodgett Combi Oven**

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

## Biscuits, Frozen, continued

### Convotherm Combi Oven

Tray	Amount	Number of Trays	Temp	Time	Mode	Fan Speed	Crisp & Tasty
Full	16 biscuits	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 biscuits	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	
<b>Case count</b>	15 pouches of biscuit mix 1 pouch of dusting flour
<b>Package count</b>	2.29 lbs per pouch
<b>Primary storage</b>	Walk-in refrigerator
<b>Primary shelf life</b>	90 days
<b>Stack height</b>	5 cases
<b>Secondary storage</b>	Grill-area refrigerator
<b>Prepared trays</b>	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
<b>Yield</b>	225 biscuits per case

### Buttermilk

Receiving Deliveries & Storage	
<b>Case count</b>	5 gal
<b>Package count</b>	2 bags, 2.5 gal per bag
<b>Primary storage</b>	Walk-in refrigerator
<b>Primary shelf life</b>	14 days
<b>Stack height</b>	5 cases
<b>Yield</b>	15 pours per pouch, 30 pours per case

### Hobart/Wells “Non Flex” Oven

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

### Garland Convection “Flex” Oven

Trays	Amount	Temp	Shelf Position	Time
<b>1 lined</b>	15 to 18 biscuits	375°F	Middle (5)	11 min, 30 sec
<b>2 lined</b>	30 to 36 biscuits	375°F	Top (2), bottom (8)	11 min, 30 sec
<b>3 lined</b>	45 to 54 biscuits	375°F	Top (2), middle (5), bottom (8)	11 min, 30 sec
<b>Partial: 1 lined</b>	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	47 to 49 bagels per pouch

## Burrito, Sausage

### Burrito Mix

### Receiving Deliveries & Storage

Case count	12 lbs per case
Package count	4 bags, 3 lbs per bag
Primary storage	Walk-in freezer
Primary shelf life	90 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
Thaw time	12 hrs, single layer on a thaw rack
Secondary shelf life	48 hrs, including 12 hrs thaw time

### Grill Area Storage, Rolled Burritos

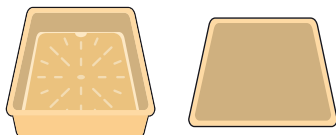
Secondary storage	Grill area refrigerator Store in burrito pan, 20 rolled burritos maximum, 1 layer
Secondary shelf life	24 hrs

## Burrito, Sausage, continued

### 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, amber, 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 or 185°F top/bottom
Holding time	20 min
Maximum per 1/3-size tray with liner	6 burritos, single layer

### Troubleshooting

Problem	Cause	Remedy
<b>Hard or dry</b>	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
<b>Cold spots</b>	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

<b>Case count</b>	20 lbs per case
<b>Package count</b>	4 lbs, 5 lbs per tub
<b>Primary storage</b>	Dry storage
<b>Primary shelf life</b>	90 days unopened
<b>Secondary shelf life</b>	14 days opened
<b>Stack height</b>	3 cases
<b>Secondary storage</b>	On the GTO after each use
<b>Secondary shelf life</b>	Melted: 24 hrs in spray bottle

### 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
	Use blue handled #16 disher		3	3 scoops	30 sec	20 sec
			4	4 scoops	30 sec	20 sec

If clarified butter is not melted, Q for an additional 10 seconds.

## Butter, Stick

### Receiving Deliveries & Storage

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

For Stick Butter yields refer to yields section at back of PQRG.

### 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
<b>Liquefied</b>	Overheated	Discard
<b>Leaking into warmer</b>	Nozzle is cut	Ensure squeeze bottle nozzle is not cut
<b>Not softened after Q-ed</b>	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 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	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

## Troubleshooting

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

## Hotcakes

### Receiving Deliveries & Storage

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

### Grill Area Storage

<b>Grill-side refrigerator</b>	Follow secondary holding time on package
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### 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

<b>Slot temperature</b>	175°F top/bottom
<b>Holding time</b>	30 min
<b>Maximum per 1/2-size fried product tray</b>	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
<b>Dry/hard edges</b>	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	
<b>Cold spots</b>	Hotcakes not thawed before Q-ing	Ensure hotcakes are properly thawed in single layer for 24 hrs
<b>Broken hotcakes</b>	Case dropped, case not stored flat	Ensure cases are not dropped, store cases flat, not on side

## McGriddles

### Receiving Deliveries & Storage

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

### Hobart/Wells “Non Flex” Oven

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

### Garland Convection “Flex” Oven

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

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

### Wells M 4200 "Flex" Oven

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

**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
<b>Full</b>	7 min/12 max	3, lined	375°F	7 min

### Convotherm Combi Oven

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

### Secondary Storage Out of Oven

<b>Pan</b>	1/3 4-inch deep pan with false bottom and no lid
<b>Hold time</b>	Room temperature 4 hrs
<b>Maximum per 1/3-size 4-inch deep pan with false bottom</b>	18 McGriddles, 3 rows of 6 McGriddles (shingled)
<b>Cool time</b>	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.

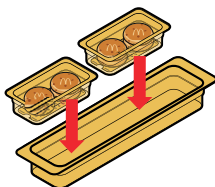
## McGriddles, continued

### UHC Holding Instructions

**Slot temperature** 175°F top/bottom

**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
<b>Doughy texture</b>	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)
<b>Too light/dark</b>	Improper reheating procedures	Check oven calibration, bake time, and temperature settings, ensure McGriddles are baked from a frozen state
<b>Dry/too tough</b>	UHC hold time exceeded	Ensure maximum holding time is 20 min in UHC and 4 hrs at room temperature after baking
<b>Mis-shapen</b>	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	360 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.



## Biscuits, Frozen

Code	Full Run Size	Enter	Amount	Q-ing Oven Time*
22	16 biscuits	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.

## Butter, Clarified

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

## Butter, Stick

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

## Hotcakes

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

## McGriddles

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

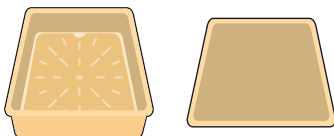
*McGriddles can be Q-ed and served, or staged in UHC during high volume. Allow McGriddles to cool for 15 min out of oven. If used within 15 min, no need to Q.*



## Sausage Burrito

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.

## Sausage Gravy

Code	Full Run Size	Enter	Amount	Q-ing Oven Time	OnCue Oven Time
23	1/2-size, 4" deep pan with lid	1	1 can	3 min, 40 sec; then stir	3 min, 40 sec; then stir
		2	2nd heat cycle	3 min, 40 sec; then stir*	3 min, 40 sec; then stir*
		3	Additional time, if needed	60 sec; then stir**	60 sec; then stir**

\*After heating second time, check internal temperature. Temperature should be 160°F to 170°F.

\*\*If necessary, repeat until temperature reaches 160°F to 170°F. Poor in metal pan, place in marinor.

## Biscuits & Gravy

Code	Full Run Size	Enter	Amount	Q-ing Oven Time	OnCue* Oven Time
24	2 1/9-size pans with lids	1	1 serving	15 sec	12 sec
		2	2 servings	20 sec	16 sec

\*For OnCue remove shelf.

# 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.

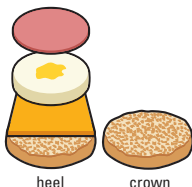
### **Temperature and Texture**

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.

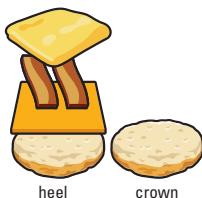
## Temperature and Texture

- 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.

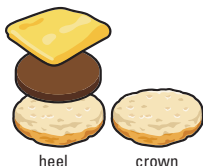
### Temperature and Texture

- 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.

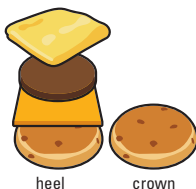
### Temperature and Texture

- 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.

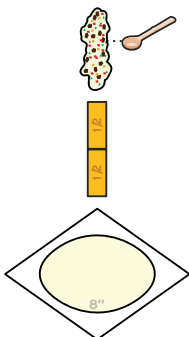
### Temperature and Texture

- 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.

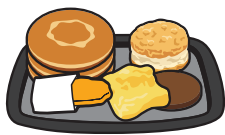
### Temperature and Texture

- 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 eggy 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
<b>American Cheese</b>	Creamy, mild cheddar flavor, slightly salty.
<b>Bacon, Applewood Smoked</b>	Bacon is slightly crisp and chewy, but easy to bite through.
<b>Bagels</b>	Lightly buttered, evenly toasted, golden brown, slightly crisp outside.
<b>Breakfast Sauce</b>	Creamy, glossy, pale yellow color with black pepper specks; vinegary, tangy, and peppery with mild onion, egg, and smoked bacon flavor.
<b>Canadian Bacon</b>	Light smoky, slightly salty flavor, pink color, dark rind.
<b>English Muffins</b>	Lightly buttered, evenly toasted, moist and slightly crisp.
<b>Biscuits</b>	Slightly crisp crown and heel, with a flaky, moist interior, buttermilk flavor, lightly buttered crown.
<b>Folded Eggs McGriddles</b>	Bright yellow color, moist, tender, fluffy, minimal browning. 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.
<b>Hash Browns</b>	Golden brown color, crispy outside, slightly salty, moist potato inside.
<b>Hotcakes</b>	Golden brown color, airy texture, sweet.
<b>Round Eggs (Cooked)</b>	Round, moist, and tender with the egg white solid and not runny, and the yolk gelled, not runny or hard cooked.
<b>Sausage Burrito Mix</b>	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.
<b>Sausage Patties</b>	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.
<b>Scrambled Eggs</b>	Bright yellow color, moist, tender, fluffy.
<b>Steak Patties</b>	Mild beef flavor, juicy, correctly seasoned.
<b>Steak Seasoning</b>	Strong salt, garlic, and black pepper flavor, textured with spice seeds, salt, dill seed, coriander seed, and red pepper.
<b>Tortillas, 8-inch Flour</b>	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%

### 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
<b>Burnt/ brittle/ hard</b>	Overcooked, grill too hot	Check settings, allow grill to cool to proper temperature, check calibration
<b>Limp/ not crispy</b>	Undercooked	Check settings, increase cook time to achieve target quality

## 10:1 Meat (Regular)

### Receiving Deliveries & Storage

<b>Case count</b>	384 ± 4 patties
<b>Primary storage</b>	Walk-in freezer
<b>Primary shelf life</b>	180 days
<b>Stack height</b>	8 cases

### Grill Area Storage

<b>Grill-side freezer</b>	All day
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### Grill Times, Temperatures & Settings

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

### UHC Holding Instructions

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

## Troubleshooting

Problem	Cause	Remedy
<b>Dry</b>	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
<b>Blow holes</b>	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 stage 1	.425 for 10 sec
Gap setting stage 2	.490 for 7 sec
Gap setting stage 3	.450 for 40 sec
Gap setting/remove gap	.500
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
Greasy/soggy	Not using liner in UHC tray	Use UHC tray liner
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.***

# 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	150 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

## McChicken & 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	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/ overcooked	Ensure basket of filets is seasoned in cooking oil, check vat temperature and cooking times

# French Fries

## French Fries

### Receiving Deliveries & Storage

<b>Case count</b>	36 lbs per case
<b>Package count</b>	6 bags, 96 oz per bag
<b>Primary storage</b>	Walk-in freezer
<b>Primary shelf life</b>	275 days
<b>Stack height</b>	6 cases
<b>Yield</b>	48 kid servings per bag 22.64 small servings per bag 16.27 medium servings per bag 10.64 large servings per bag 8.14 basket servings per bag

### Frozen Fry Dispenser Secondary Storage

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

### Fryer Times, Temperatures & Settings

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

### Fry Station Holding Instructions

<b>Maximum hold time</b>	7 min or less (gold standard quality)
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### Troubleshooting

<b>Problem</b>	<b>Cause</b>	<b>Remedy</b>
<b>Bland flavor</b>	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
<b>Cold Fries</b>	Over-held	Cook less more often (utilizing 1 lb baskets)
<b>Limp Fries</b>	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, bag to order, immediately dump fries into fry bin
<b>Dark &amp; Caramelized Flavor</b>	Old fryer oil	Follow oil management guidelines

# 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	576 oz per case
Package count	36 pouches, 15-16 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

## Buns

### Receiving Deliveries & Storage

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

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

#### Antunes Universal Toaster

<b>Warm up time</b>	20 min
<b>Bun speed</b>	22 sec
<b>Platen temperature</b>	570°F
<b>Compression setting</b>	3 (starting point)

#### Antunes Club Toaster

<b>Warm up time</b>	20 min
<b>Bun speed</b>	22 sec
<b>Lower platen temperature</b>	560°F
<b>Upper platen temperature</b>	560°F

#### Prince Castle Universal Toaster

<b>Warm up time</b>	20 min
<b>Bun speed</b>	20 sec
<b>Platen temperature</b>	545°F
<b>Club temperature</b>	530°F
<b>Compression setting</b>	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	12 lbs per case
Package count	12 pouches, 1 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	170 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

<b>Onion pieces pink in color</b>	Warm water was used to hydrate	Use cold water from prep sink
<b>Onion shaker dispenses too few onions</b>	Onion shaker overfilled Onion shaker under-filled/very low	Fill onion shaker to fill line, not above Replace with newly filled shaker

## Onions, Slivered

### Receiving Deliveries & Storage

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

## Pickles, Crinkle-Cut

### Receiving Deliveries & Storage

<b>Case count</b>	920 pickles per case
<b>Package count</b>	1 container, 920 pickles per container
<b>Primary shelf life</b>	180 days
<b>Primary storage</b>	Walk-in refrigerator
<b>Secondary storage</b>	Prep table/Chilled rail
<b>Secondary shelf life</b>	Chill Rail: 4 hours/drain Prep Table: 2 hours/drain in a 1/6th Size 2.5" Deep Cambro Pan
<b>Yield</b>	920 pickles per container

## Pickles, Regular

### Receiving Deliveries & Storage

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

## 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	Chill Rail: 4 hours Prep table: 2 hours in a 1/6th Size 2.5" Deep Cambro Pan

## Tartar Sauce

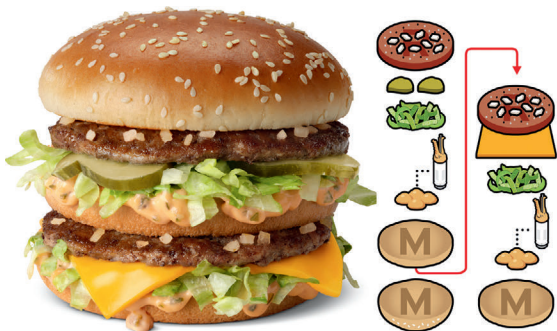
### Receiving Deliveries & Storage

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.

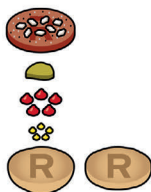
### Temperature and Texture

- 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).

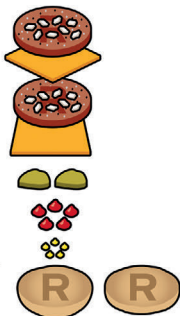
### Temperature and Texture

- 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.

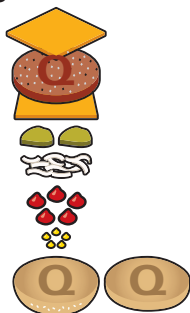
### Temperature and Texture

- 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.

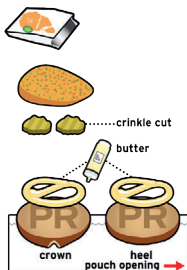
### Temperature and Texture

- 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.

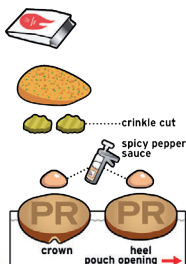
## Temperature and Texture

- 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



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 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.

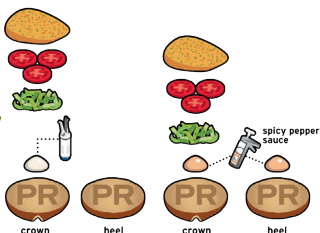
## Temperature and Texture

- 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 fillet 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

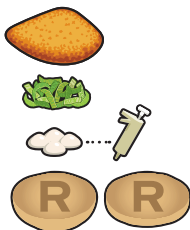
- The product is served fresh and hot.
- The breading texture has a light crisp and tender tempura coating that adheres firmly to the meat.
- Meat texture has a uniform firm bite and is slightly juicy.

## 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.

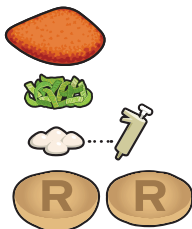
## Temperature and Texture

- 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 & Spicy McChicken



### Appearance

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

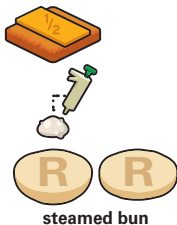
### Temperature and Texture

- 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 fillet 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
<b>American Cheese</b>	Creamy, mild cheddar flavor, slightly salty.
<b>Apple Slices</b>	Crisp, firm, juicy peeled sliced apples with a sweet and tart apple flavor and a white, off-white to creamy interior color.
<b>Bacon, Applewood Smoked</b>	Bacon is slightly crisp and chewy, but easy to bite through.
<b>Big Mac Sauce</b>	Slight tan/peach colored sauce with green sweet relish pieces, creamy texture, and a pungent mustard, sweet relish, sour, savory flavor.
<b>Buns, Potato Roll</b>	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.
<b>Buns, Quarter Pounder</b>	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.
<b>Buns, Big Mac</b>	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.
<b>Buns, Regular</b>	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.
<b>Ketchup</b>	Thick red and slightly sweet and tangy with spices.
<b>Lettuce, Shredded</b>	Light green, shredded strands of crisp iceberg lettuce. Fresh and mild flavor.

# Regular Menu Quality Ingredients, continued

Ingredient	Quality Characteristics
<b>Mayonnaise</b>	Color is eggshell white and is thick, creamy, salty, sour flavor with hints of lemon.
<b>Mustard</b>	Slightly thick, with a balanced blend of pungent mustard, sour vinegar, salt and spice flavors.
<b>Onions, Reconstituted</b>	Small, chopped white onions with a mild onion flavor.
<b>Onions, Slivered</b>	Fresh onion slivers are white to very light yellow with a crisp bite. Slightly pungent in flavor.
<b>Pickle Slices</b>	Natural green, round and crisp slices with a distinctive dill flavor, rounded by other spices.
<b>Tomatoes, Roma</b>	Red, firm, and juicy with a fresh ripe tomato flavor.
<b>Tartar Sauce</b>	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	329 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	360 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



# 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

### 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	N/A	Hot Air
Fan speed	N/A	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

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

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

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

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

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

## Combi Ovens

<b>Blodgett</b>	<b>Partial Tray</b>	<b>Full Tray</b>
<b>Minimum per tray</b>	4	7
<b>Maximum per tray</b>	6	12
<b>Total trays</b>	3	3
<b>Temperature</b>	375°F	375°F
<b>Cook time</b>	10 min	12 min*
<b>Steam</b>	No	No

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

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

Pies, Apple, continued

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

## 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
<b>Too strong</b>	Not enough water, QC filter needs changing, spray head/filter basket dirty	Check water volume, change filter/clean head and basket
<b>Too weak</b>	Too much water, water temperature too low	Check water volume, check water temperature with spray head removed
<b>Too bitter</b>	Product has exceeded holding time, pot not rinsed after each use	Ensure coffee is discarded after 30 minutes in glass pot and 60 minutes in thermal pot. Rinse pot.

## Coffee, Specialty

### Troubleshooting

Problem	Cause	Remedy
<b>Drink is under-filled</b>	Crew procedures incorrect	Ensure cup is not removed from spout until machine beeps and light comes back on drink section panel
<b>All drinks are under-filled</b>	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
<b>Cups are overfilled or underfilled</b>	Too much/little product dispensed, too much/little ice dispensed, bag installed incorrectly	Check calibration, check ice
<b>Watery/thick product</b>	Ice hopper empty, too much/little product dispensed	Fill hopper, calibrate

## Milk Shakes

### Troubleshooting

Problem	Cause	Remedy
<b>Not enough syrup or too much</b>	Out of calibration, plunger is sticking in syrup valve	Calibrate, clean syrup valve
<b>Shake overfilled or underfilled</b>	Electronic eye out of calibration, mix is covering the sensor	Adjust the fill line/clean the sensor
<b>Thick product</b>	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, Hazelnut, & 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	60 days
Secondary storage	Creamer machine
Secondary shelf life	7 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	60 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	90 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

## 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 (HTST), 60 days (UP)
Secondary storage	Shake machine
Yield	60 sundaes per bag

### Shake Machine Times & Temperatures

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

## 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	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

## 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.



McCAFÉ

### 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
<b>Caramel Drizzle</b>	Buttery, sweet, caramel-flavored syrup.
<b>Caramel Frappé</b>	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.
<b>Caramel Mocha</b>	A blend of espresso, steamed milk, caramel and chocolate flavor, topped with whipped cream and caramel drizzle.
<b>Cream (bulk)</b>	Slightly off-white color, clean dairy flavor.
<b>Creamer Packets</b>	Slightly off-white color, clean dairy flavor, tightly sealed packet.
<b>Chocolate Drizzle</b>	Sweet, dark chocolate fudge-flavored syrup.
<b>Espresso</b>	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.
<b>Frappé</b>	Thick and creamy caramel or mocha beverage, blended with ice and a hint of coffee, topped with whipped cream and caramel or chocolate drizzle.
<b>Hot Chocolate</b>	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.
<b>Iced Caramel Mocha</b>	A blend of espresso, cold milk, caramel, and chocolate flavor topped with whipped cream and caramel drizzle.
<b>Iced Coffee</b>	Rich, smooth, creamy, beige-taupe, bold roast beverage.
<b>Iced Mocha</b>	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.
<b>Latte</b>	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
<b>Mango Pineapple Smoothie</b>	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).
<b>Mocha</b>	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.
<b>Mocha Frappé</b>	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.
<b>Premium Roast Coffee</b>	Hot, dark brown color, rich, medium-roast coffee aroma and flavor, slightly sweet and bitter with a noticeable, pleasant coffee aftertaste.
<b>Strawberry Banana Smoothie</b>	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).
<b>Whipped Cream</b>	Creamy, sweetened dairy flavor with noticeable vanilla notes.



# 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
Carbonation 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

## Lemons

### Receiving Deliveries & Storage

Case count	Varies
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: <b>110 days</b> , 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

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

# Condiments

## *Cream Cheese Packets*

### Receiving Deliveries & Storage

Case count	100 packets per case
Primary storage	Walk-in refrigerator
Primary shelf life	210 days
Stack height	6 cases
Secondary storage	Service area refrigerator
Secondary shelf life	Use-thru date on packet If using cold pan, pan must be changed every 4 hrs

## *Equal 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

## *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

## ***McNugget Sauce Packets***

### **Receiving Deliveries & Storage**

Case count	BBQ, Honey Mustard, Sweet & Sour, Ranch, and Spicy Buffalo: 350 packets Hot Mustard: 250 packets 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	180 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	47 to 49 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	38 to 39 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	48 kid servings per bag
	22.64 small servings per bag
	16.27 medium servings per bag
	10.64 large servings per bag
	8.14 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	243 to 255 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

◀ HLZ

Flex	Sausage	C Bacon
Flex	Sausage	Burrito
Flex	Sausage	Burrito
Flex	Sausage	Round
Folded	Scrambled	Round
Folded	Scrambled	Round

## Lunch

### High Density UHC

◀ HLZ

McChicken	Off	Off
McChicken	Off	Off
McChicken	Off	Off
Flex	Flex	Flex
LTO/McRib	McCrispy	Filet
LTO/McRib	McCrispy	Filet

Hotcake	Hotcake
McGriddles	Hotcake
McGriddles	Flex
McGriddles	Flex
Biscuit	Muffin
Biscuit	Muffin

10:1	10:1	No Onion
10:1	10:1	No Onion
10:1	Flex	Flex
Nuggets	Off	
Nuggets	Nuggets	
Nuggets	Nuggets	



## 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 operations. By using the above building-block approach, you can discover areas that need improvement and build the business from the bottom up.

For more information on the DT Pyramid, refer to the DT Execution page on @mcd.

**Optimal Pull Forward Percentage**

**10-15%**

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

**Order End to  
Present End  
Standard is**

**120**

**SECONDS  
OR LESS**

# 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.**

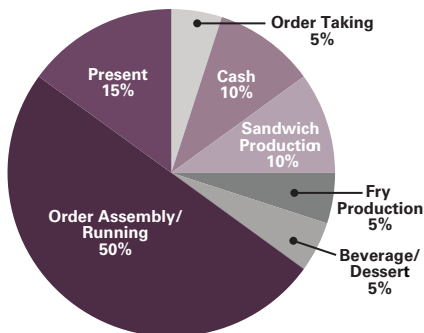
### Best Bets

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**



## Projections

### Accurate Projections are Critical

Factors to consider are:

- Promotions
- Seasonality
- Ensuring Store Hours are accurate in eLabor
- Holidays

## Scheduling

### Schedule for Growth

Once schedules are generated:

- Resolve unassigned shifts
- Balance scheduled hours to fixed and variable guide
- Review and resolve errors, exceptions and warnings

## Execution

### Execute the Plan

- Use the DSPT to ensure the right people are in the right place at the right time
- Designate a person for Pull Forward orders and MOP orders
- Consider positioning a cross trained person in the anchor position to eliminate danger zones
- Position a production leader when there is not a production manager

# 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.

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



<b>OEPE</b>	<b>Order end to present end</b> Starts on order stored and ends when order is served from present or held monitor	Optimal: <b>120 seconds or less</b>
<b>PFWD%</b>	<b>Pull forward percentage</b> Percentage of cars for time period that were pulled forward	Optimal: <b>10-15%</b>
<b>PFWD</b>	<b>Pull forward</b> Average pull forward time per transactions for these orders.  <b>Note:</b> PFWD time is included in OEPE.	
<b>PRESET OEPE</b>	<b>Preset target for OEPE of 120 seconds</b> 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)

OEPE 120" or less

=====							
TIME	CARSV	PRODSA LE OT	T/C OECB	AVG CASH	TOTL PSNT	OEPE% A OEPE	PFWD% PFWD
11:00		349	58	7.27	121	72%	10%
	59	24	23	27	47	97	
12:00		414	87	7.42	104	82%	14%
	88	26	23	18	38	78	12
13:00		585	111	7.13	133	65%	15%
	110	21	59	21	38	118	16
TOTAL		3368	589	5.72	164	51%	11%
OR AVG	588	23	39	25	77	141	63
	PRESET OEPE	120					
=====							
<b>Total number of cars served:</b>		<b>Order taking time:</b>		<b>Cash time:</b>		<b>Present time:</b>	
<b>110</b>		<b>21 seconds</b>		<b>21 seconds</b>		<b>38 seconds</b>	
						<b>OEPE time:</b>	
						<b>118 seconds</b>	
						<b>Pull forward:</b>	
						<b>15 % / 16 seconds</b>	

Times are based on registered keystrokes.

# Mobile Order and Pay with Ready on Arrival Technology

## 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

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

# Mobile Order and Pay with Ready on Arrival Technology

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.

## 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 and wellness 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 manager
- Targets set and communicated
- Current promotions communicated
- 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



**Likely Cause:**  
Product not available  
**Check...**

**Front Counter Only**

**Likely Cause:**  
Product not available  
**Check...**

**1 Production – Food**  
3 or more orders on the KVS  
1 Quarter Patty on the HOTG monitor

**2 Fries/ Hash Browns**  
3 or less orders of fries prepared

**3 Production – McCafé**  
**With** a Beverage Specialist positioned  
3 or more orders on the McCafé monitor  
**Without** a Beverage Specialist positioned  
1 or more orders on the McCafé monitor

**Production – Front Counter Beverage**  
**Without** a Front Counter ABS and drink person positioned  
3 or more orders on the Beverage Monitor

**If the Danger Zone persists, check...**

**Drive Thru**

**Front Counter**

**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
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- 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

- 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

**Shift Preparation**

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## 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:



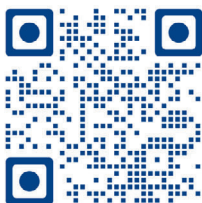
Review Guest Count projections on the crew schedule and in eProduction weekly

Conduct an eProduction Health Check

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

# QR Codes

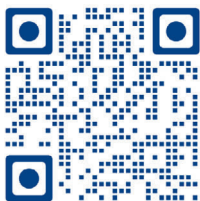
## *Equipment*



### **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.

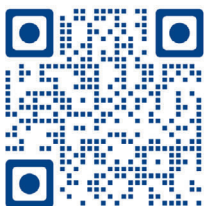
## *O&T Manual*



### **O&T Manual**

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

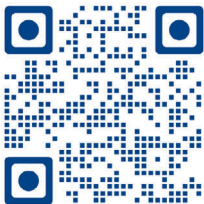
## *Be Well Served*



### **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*

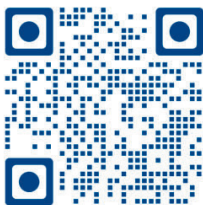


### **FRED**

FRED is the one-stop resource for training.

## QR Codes

*McDelivery*



**McDelivery**

## Notes

[illegible]




## Notes

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

## 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.

### ADD ELECTRONIC QRG TO A TABLET/MOBILE PHONE HOME SCREEN:

<b>Android:</b> 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.	 Three-dot menu  Add to Home screen Final prompt to add to home screen
<b>iPhone:</b> 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.	 iOS share icon Add to Home Screen Final prompt to add to home screen

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<https://www.atmcd.com/sites/us/operations/SitePage/459315/operations-resource-center-orc>

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