
McDonald's Crew Trainer Test 2023-2024 Questions and Answers 100% Correct

What is the four step training program? -ANSWER Prepare
Present
Try out
Follow up

What four hats does a crew trainer wear? -ANSWER Role Model
Coach
Teacher
Expert

How soon after being ordered should you drop 4:1 meat? -ANSWER Drop as soon as it is ordered

How soon after being asked should you drop any kind of product? -ANSWER As soon as you are asked

How often should you wash your hands? -ANSWER At least once every hour, or as often as needed

What does QSC&V stand for? -ANSWER Quality
Service
Cleanliness
Value

What is McDonald's brand promise? -ANSWER Provide simple, easy enjoyment by creating a food experience that is effortless, delightful, and differentiates McDonald's in a way that people will love

What two factors determine whether a new crew member will deliver the McDonald's brand promise? -ANSWER *crew need to feel good about themselves and working at McDonald's

*The need to be able to deliver outstanding QSC&V

What do guests expect for each part of QSC&V? -ANSWER QUALITY: hot and fresh food
SERVICE: fast, accurate, and friendly service
CLEANLINESS: a clean restaurant with neat and clean managers and crew
VALUE: giving the customer their money's worth - quality food at an affordable price, served with a smile, in an inviting atmosphere

Mcdonalds Crew Trainer Questions And Answers

Lei Shi



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