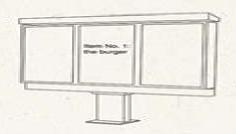


Official McDonald's Employee Training Manual

Menu Overview:

Hello, and welcome to the McDonald's family! Here at McDonald's, in order to maximize efficiency and customer satisfaction, we have standardized our menu to include only one item for you to make: the burger.

The burger is the fastest sandwich to ever be invented—it is always swallowed whole. Nothing but the burger is to ever be served at McDonald's.



Food Preparation:

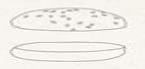
Now that you're a full-fledged McDonald's employee, you'll be cooking your burgers in 30 seconds or less. Yes! Within this time period, you will be required to find a cow, destroy the cow, cook the destroyed cow, and finally, place the cooked cow's meat on a bun and serve it to the customer.

How To Make A McDonald's Burger:

STEP 1: Turn on griddle.



STEP 4: Serve on bun.



STEP 2: Destroy cow.



STEP 5: Turn off griddle.



STEP 3c Check time.



Per company policy, no matter how many of these steps are completed at the 30-second mark, employees must serve what they have made when their time is up. Sometimes this means you will serve a completed burger, and sometimes this means you will simply serve a partially destroyed cow. Both ways are correct.

And, as always, if the customer should take more than 10 seconds to swallow their burger, they will be removed from the restaurant.

Mcdonalds Manager Training Manual

Robin Leidner

Mcdonalds Manager Training Manual:

Fast Food, Fast Talk Robin Leidner, 1993-08-04 Attending Hamburger University Robin Leidner observes how McDonald's trains the managers of its fast food restaurants to standardize every aspect of service and product Learning how to sell life insurance at a large midwestern firm she is coached on exactly what to say how to stand when to make eye contact and how to build up Positive Mental Attitude by chanting I feel happy I feel terrific Leidner's fascinating report from the frontlines of two major American corporations uncovers the methods and consequences of regulating workers language looks attitudes ideas and demeanor Her study reveals the complex and often unexpected results that come with the routinization of service work Some McDonald's workers resent the constraints of prescribed uniforms and rigid scripts while others appreciate how routines simplify their jobs and give them psychological protection against unpleasant customers Combined Insurance goes further than McDonald's in attempting to standardize the workers very selves instilling in them adroit maneuvers to overcome customer resistance The routinization of service work has both poignant and preposterous consequences It tends to undermine shared understandings about individuality and social obligations sharpening the tension between the belief in personal autonomy and the domination of a powerful corporate culture Richly anecdotal and accessibly written Leidner's book charts new territory in the sociology of work With service sector work becoming increasingly important in American business her timely study is particularly welcome Working for McDonald's in Europe Tony Royle, 2000 This volume represents a real life case study revealing the interaction between the McDonald's Corporation the most famous brand in the world and the regulatory systems of a number of different European countries Listing of Available Material Northern Illinois University. Business Education Resource Center, 1971 Pennsylvania State Manual Pennsylvania State Manual ,1926 Instructor's manual to accompany Lynda M. Applegate, 1999 Pennsylvania, 1926

Subject Guide to Books in Print ,1993 China Staff Employment Manual ,1997 Corporate Vices Charles Cohen,2002-12-30 Corporate Vices uncovers the real performance gap in modern corporations between good business practice that builds companies and bad corporate habits that eventually bring them down It builds a detailed picture of how wayward corporations often try too hard think too little and forget too much And it offers a sharp contrast with companies large and small that are good businesses and how they manage to stay that way Looking behind the headlines of spectacular corporate disasters such as Enron and Marconi as well as corporations that are under pressure and going nowhere Corporate Vices identifies the common theme of badly run companies that they fail to realise or just forget the importance of business basics such as productivity as they explore ever more sophisticated and expensive ways of satisfying other more immediate like keeping cash profits high to satisfy shareholders even at the expense of productivity Corporate Vices explores the complex roots and the story of how corporations have allowed themselves to turn business logic on its head with such ease Corporate Vices puts an alternative way of running companies on the table in its many examples of good businesses These

are companies that manage to keep their eye on the ball even at a price not achieving corporate glory turning down the latest technology and opportunities to enter new markets Most of all Corporate Vices makes it clear how to spot the difference and then to fix it It asks the questions which everyone stuck in a bad company can t seem to answer like Where did we start to go wrong What does the CEO think he s doing Why can t anyone make a decision any more Whose idea was this merger

Black Enterprise, 2000-06 BLACK ENTERPRISE is the ultimate source for wealth creation for African American professionals entrepreneurs and corporate executives Every month BLACK ENTERPRISE delivers timely useful information on careers small business and personal finance **Anyone Can Do It** Sahar Hashemi, Bobby Hashemi, 2004-05-14 Anyone Can Do It chronicles the start and evolution of a successfulbusiness dream Beginning with the Hashemi siblings first conversations when the seed of the idea was planted it follows the progress of Coffee Republic from business plan to the presentday Coffee Republic is now worth around 50m with 90 outletsaround the UK This is a start up business book for real people Sahar and Bobby take the reader step by step through every aspect of startingand growing a business from asking why and writing the plan tohiring staff and letting go The book is illustrated throughout with inspirational anecdotes from their own experience It is avery personal story of dreaming acting and succeeding offering amyriad of lessons for aspiring entrepreneurs and blowing apart themyth that only special people start successful businesses Developing Human Resources Christopher Mabey, Rosemary Thomson, 2012-08-21 Developing Human Resources is aimed at managers wishing to understand their role in human resource strategy In a clear succinct way the authors cover the skills and techniques required to design and implement an effective HRD policy In addition they tackle the important tasks of team building recruitment and change management as well as the role you play in motivating and appraising your staff Real examples and case studies are used throughout to illustrate points in a practical context Developing Human Resources is designed to provide the underpinning knowledge and understanding required for any competency based management course It is based upon the Management Charter Initiative's Occupational Standards for Management NVQs and SVQs at Levels 4 5 It is particularly suitable also for managers on Certificate and Diploma in Management programmes including those accredited by BTEC Rosemary Thomson and Dr Christopher Mabey are both lecturers in human resource management at the Open Business School Series adviser Paul Jervis The Institute of Management is the leading management institute in the UK and the largest in Europe The institute embraces all levels of management from management students to senior executives It offers a unique range of services for all management disciplines enabling managers to develop themselves throughout their careers If you would like to hear more about the benefits of individual or corporate membership please contact Dept HM Institute of Management Cottingham Road Corby NN17 1TT 0536 204222 Catalog Food and Nutrition Information Center (U.S.),1974 Working Mother, 2002-10 The magazine that helps career moms balance their personal and professional lives **International Who's Who of Professional Management** Joseph A. Parker, Joe Parker, 1999-11 BNA's Americans

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Industry Tony Royle, Brian Towers, 2002 This text provides an analysis of labour relations in this significant fast food industry focusing on multinational corporations and large national companies in ten countries Small Groups in Organizational
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