



Trainee/Internship Program Offer

(10052) Fast Food Restaurant Management

**Plymouth, Kingston, South Yarmouth - Massachusetts
Westerly, Middleton – Rhode Island**



Start Date(s): immediately

Hours: 40 hours/week

Location: various, see below

Program Duration: 12 months

Compensation: \$8.25 per hour – month 1-4
\$8.50 per hour – month 5-8
\$9.00-\$11.00 per hour month 9-12

Number of Position Offered: 8

McDonalds Plymouth & Kingston Massachusetts - 2 management trainees

McDonalds South Yarmouth, Massachusetts- 2 management trainees

McDonalds Westerly, Rhode Island - 2 management trainees

McDonalds Middleton, Rhode Island – 1 management trainee

RI-Middletown-McDonalds - 1 management trainee

McDonalds Franchise

McDonald's Corporation is the world's largest chain of hamburger fast food restaurants, serving nearly 47 million customers daily. With the expansion of McDonald's into many international markets, the company has become a symbol of globalization and the spread of the American way of life. Each McDonald's restaurant is operated by a franchisee, an affiliate, or the corporation itself. The corporations' revenues come from the rent, royalties and fees paid by the franchisees, as well as sales in company-operated restaurants. This management training program will be offered at a franchise restaurant location.

Applicant Qualifications:

- To apply for an internship program, you must be a current hospitality or business management undergraduate/graduate student OR a recent graduate who graduated less than 12 months of the program start date (maximum duration – 12 months).
- To apply for a trainee program, you must hold a hospitality or business management degree and at least 1 year of work experience, OR be a career professional of 5 or more years of hospitality or business management experience (maximum duration – 12 months for hospitality management).
- Excellent English skills
- Willing to advance current skills and knowledge by learning American hospitality management traits

Restaurant Management Training/Internship Program Details:

As part of the McDonald's family we are pleased to offer a globally recognized training & development program. The training program offers text and classroom training as well as the "shoulder-to-shoulder" training in the restaurants that exposes the candidate to all areas of running a restaurant and ultimately being qualified to qualify as a Restaurant Manager in McDonalds by completing all the required classes. The Management Trainee Program will focus specifically on qualifying candidates to become shift managers in the restaurant.

Listed below is an outline of job responsibilities and timeframes for the various parts of the management development. The first 3 months will consist of completion of the Management Development Book and on-the-job training of applications learned in the modules. The last 9 months will consist of the candidate performing the job responsibilities learned in the Management Development Book. Candidate is an hourly manager 45 hour work week. (Work week will be defined as working 45 hours on varying shifts (breakfast, mid, close and may include overnight). A shift will be approximately up to 9 hours.

Weeks 1-4 Orientation/Serve Safe/Basic People Skills

1. Completion of On-Line Serve Safe Training
2. Serve Safe Testing
3. Learn all crew positions in the restaurant and becoming certified in each position.
4. Basic People Skills Module –will help you develop essential people skills. Lesson 1 includes: building trust and earning respect from the people you manage and communicating effectively as a manager with your crew. Lesson 2 will help you understand how to provide appreciative and constructive feedback to your crew and provide people skills that will help you serve as a role model for your crew.

Weeks 5-7 – Area Management – Production and Drive Thru

This module will develop your skills so you will be able to:

1. Manage each area in the restaurant to consistently provide Quality, Service, Cleanliness & Value by managing people, equipment, and product and using the pre-shift planning, implementation, and post shift analysis.
2. Balance customer care with controlling costs to provide profit
3. Identify, prioritize and solve problems within an area
4. Manage a safe and secure area
5. Complete items on the Food Safety Daily Checklist
6. Perform equipment checks and calibrate equipment
7. Manage deliveries without supervision
8. Apply basic management skills to make sure the grill team delivers hot, high quality food within service times, checks to ensure that equipment is working properly and keeps the grill area clean and sanitary.
9. Apply basic management skills to make sure the Front Counter and Drive-Thru teams: Serve customers enthusiastically within standard service times and deliver orders accurately.

Weeks 8 -12 – Shift Management

This module will develop your skills so you will be able to:

1. Complete pre-shift planning, plan implementation, and post shift analysis
2. Describe the elements you can control to promote restaurant profitability
3. Control costs without sacrificing customer and employee satisfaction
4. Ensure food safety throughout a shift
5. Demonstrate how to use tools to manage food safety
6. Describe the safety and security procedures to prevent accidents or theft
7. Open, run, and close a safe and secure shift
8. Describe steps used in reporting special situations related to customers, employees, physical plan, and natural disasters.

Weeks 13-End of Year – Shift Management

Job Responsibilities of Shift Manager

After the completion of the training modules, the candidate will be qualified and verified as a Shift Manager. See the attached document for the Role Profile of the Shift Manager.

How to Apply:

Please submit your resume and cover letter to trainee@cetusa.org or internship@cetusa.org.

