

# Curriculum Road Map

## 1 Crew Development new hires, crew and crew trainers

<b>Crew orientation</b>  McDonald's philosophy, standards, offers and programs	<b>Crew Development Program (CDP):</b> <ul style="list-style-type: none"> <li>Developing customer service skills</li> <li>Working efficiently</li> <li>Good appearance</li> <li>Working with co-workers</li> </ul>	<b>Crew Trainer Development Program (CTDP)</b> <ul style="list-style-type: none"> <li>Roles &amp; responsibilities</li> <li>Being a leader</li> <li>Training crew</li> </ul>
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## 2 Shift Management swing and manager trainees

<b>Station &amp; trainer verification</b>	<b>Transition to management</b> <ul style="list-style-type: none"> <li>McDonald's history, vision &amp; values</li> <li>Roles &amp; responsibilities of shift management</li> <li>Policies in workplace</li> </ul>	<b>Area management</b> <ul style="list-style-type: none"> <li>Working with co-workers</li> <li>Provide QSC through effective management</li> <li>Problem-solving</li> </ul>	<b>Basic Shift Management Course (BSM)</b> <ul style="list-style-type: none"> <li>Maintaining positive workplace</li> <li>Deliver QSC</li> <li>Customer satisfaction &amp; recovery</li> </ul>	<b>Shift Management</b> <ul style="list-style-type: none"> <li>Shift planning</li> <li>Restaurant profitability &amp; cost controlling</li> <li>Food safety</li> <li>Accident or theft</li> <li>Reporting special situations</li> </ul>	<b>Advanced Shift Management Course</b> <ul style="list-style-type: none"> <li>Being a leader &amp; coaching</li> <li>Customer service</li> <li>Understanding shift management</li> </ul>	<b>Performance Development System</b> <ul style="list-style-type: none"> <li>Development plans and progress</li> </ul>
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## 3 Systems Management 2nd assistant managers

<b>Introduction to systems management</b>	<b>Improving Operational Efficiency</b> <ul style="list-style-type: none"> <li>GAME module</li> <li>Improve Primary systems</li> </ul>	<b>Effective Management Practices Course</b> <ul style="list-style-type: none"> <li>Deliver QSC through personal leadership</li> <li>Applying People Practices</li> <li>Conflict management</li> <li>Developing systems</li> <li>Time management</li> </ul>	<b>Managing People Practices &amp; Training</b> <ul style="list-style-type: none"> <li>People Practices &amp; Training Support Systems</li> <li>Coaching &amp; training</li> <li>New crew orientation</li> <li>Performance review</li> </ul>	<b>Managing Inventory</b> <ul style="list-style-type: none"> <li>Product take &amp; calculations</li> <li>Receive &amp; store products</li> <li>Manage product usage</li> </ul>	<b>Managing Planned Maintenance</b> <ul style="list-style-type: none"> <li>Operation &amp; equipment maintenance</li> <li>Complete Planned Maintenance tasks</li> </ul>	<b>Managing Restaurant Safety &amp; Security</b> <ul style="list-style-type: none"> <li>Improve safety &amp; security</li> <li>Deal with emergency situations</li> </ul>	<b>Managing Scheduling</b>	<b>Performance Development System</b>
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## 4 Restaurant Management 1st assistant managers

<b>Building the Business</b> <ul style="list-style-type: none"> <li>Building sales</li> <li>Execute marketing programs/activities</li> </ul>	<b>Building Employee Commitment</b> <ul style="list-style-type: none"> <li>Evaluate People Practices</li> <li>Managing &amp; communicating with employees</li> </ul>	<b>Managing for Profitability</b>	<b>Restaurant Leadership Practices (RLP) Course</b> <ul style="list-style-type: none"> <li>Leadership &amp; team development</li> <li>Positive workplace</li> <li>Knowing your restaurant</li> <li>Planning for the big picture</li> <li>Individual development</li> </ul>
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## 5 Business Management restaurant managers

<b>Transition to Managing Your Restaurant</b>	<b>QSC and the Customer</b>	<b>Leading People</b>	<b>Profits and Sales</b>	<b>Business Planning</b>	<b>Accountability workshop</b> <ul style="list-style-type: none"> <li>Accountability in business</li> </ul>	<b>Developing Restaurant Talent Workshop</b> <ul style="list-style-type: none"> <li>Understanding managers and management</li> <li>Create development plan for restaurant</li> </ul>	<b>Creative Thinking Workshop</b>	<b>McDonald's Gets Involved Workshop</b> <ul style="list-style-type: none"> <li>McDonald's social responsibility</li> </ul>	<b>Business Planning Fundamentals Workshop</b> <ul style="list-style-type: none"> <li>Develop business plans</li> <li>Create People Plan for business &amp; employees</li> <li>Promote image of McDonald's</li> </ul>	<b>Heritage Tours</b> <ul style="list-style-type: none"> <li>Core values in current operations</li> <li>McDonald's branding</li> </ul>
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