



Crew Trainer Application Form

Instructions

Complete this application form (including getting an existing Crew Trainer to support your application) and submit it to your Training Manager or Restaurant Manager.

There are 6 pages in this application.

Personal Details:

Name: _____

Current position: _____

How long have you worked at McDonald's? _____

Manager use only

Application received: _____

Your Experience

Crew Trainers play a very important role at McDonald's. They train our new Crew, they coach and develop Crew and they provide support to the Management Team. A Crew Trainer is a role model, a coach, a teacher and an expert.

Tell us more about your experience by answering all of the questions below.

Communicate Effectively

A Crew Trainer needs to be a good communicator. Good communication is essential when training and when providing coaching and feedback to other Crew.

Describe a time when you had to communicate to another person during a really busy time in the restaurant. What did you do to make sure that your message got through?

Describe the situation:

What did you do?

What was the result?

Put the Customer First

Our customers are the most important part of our business. A Crew Trainer needs to focus on the right things to ensure that all of our customers are delivered great QSC.

Describe a time when you had lots of different things to do. Tell us how you prioritised these things to make sure that customers received great QSC.

Describe the situation:

What did you do?

What was the result?

Solve Problems

Crew Trainers support the Management Team by helping to solve problems on shifts.

Describe a time when you had a problem that needed to be solved. It can be a problem that occurred on shift or a situation outside of McDonald's.

Describe the situation:

What did you do?

What was the result?

Demonstrate Correct Procedures

McDonald's procedures are developed to make sure that we address customer needs while keeping our employees safe. Crew Trainers must role model correct procedures and ensure that others around them follow correct procedures too.

Describe a time when you have had to use your knowledge of McDonald's procedures to help another Crew person.

Describe the situation:

What did you do?

What was the result?

Achieve Through Teamwork

Crew Trainers are part of the Training Team. As a team, Crew Trainer's need to work together to make sure that every Crew person receives the training and coaching they need to deliver great QSC.

Describe a time when a team you have been part of has had to work together to achieve a goal or a difficult task (a team could include a sporting team, a school team or a work team).

Describe the situation:

What did you do?

What was the result?

Commitment

Becoming a Crew Trainer is a big commitment. You need to perform your role as a Crew person and also be a role model, coach, teacher and expert while you are working. Becoming a Crew Trainer has benefits for you and for the restaurant.

If you are promoted to a Crew Trainer position, how would this benefit you?

If you are promoted to a Crew Trainer position, how would your contribution impact your restaurant?

Complete your application by signing the declaration and getting support for your application on the next page.

Declaration

If I am successful I will uphold McDonald's standards in my role as a Crew Trainer. I will complete my CTD in accordance with my development plan. I will be a responsible member of the Training Team and will actively encourage the training and development of other Crew.

Name: _____

Sign: _____

Date: _____

Support for your application

To complete this section you will need to ask a Crew Trainer in your restaurant to support your application.

I support this application and if _____ is successful, I agree to help and guide them while they are completing their CTD. I will share my knowledge and experience of Crew Training to make a stronger Training Team.

Name: _____

Position: _____

Sign: _____

Date: _____