***Calendar***

March 11 -Rockford Patch Call, 8:30am

-Store Comm Day, 9am or 2pm

-Equipment Class @ 26289, 9am

March 12 -Madison Patch Call, 9am

March 15 -Pay Day!

-AMEX receipts due to office

March 16 -Sanitation Class Rockford/Beloit 8am-5pm @ office

-Sanitation Class Madison 8am-5pm @ 4822

-HHOT Training @ 2317, 10am-noon

March 17 -Shamrock Shake Sale Challenge!

-BSV 7052 (Lunch)

-Sanitation Rev/Exam Rockford/Beloit 8am-noon @ office

-Sanitation Rev/Exam Madison 8am-noon @ 4822

-Equipment Class @ 17850, 9am

-Beloit Patch Call, 9am

March 18 -Rockford Patch Call, 8:30am

-Equipment Class @ 5612, 9am

-Store Comm Day, 9am or 2pm

March 19 -Madison Patch Call, 9am

March 21 -Release Payroll by 10am

-Happy Birthday, Michael Peschel!

March 23 -GWOS People Workshop

March 24 -Beloit Patch Call, 9am

-Equipment Class @2317, 9am

March 25 -Rockford Patch Call, 8:30am

-Rockford OTP Meeting, 8:30am @ 5836

-Equipment Class, 9am @ 4822

-Store Comm Day 9am or 2pm

-Blood Drive @ Rockton Rd. 10am-2pm

-Beloit OPT Meeting, 1pm @ 7052

-Madison OPT Meeting, 1pm @ 4822

March 26 -Madison Patch Call, 9am

March 29 -Pay Day!

March 30 -Clean Up Employee Rosters

March 31 -BSV 2317 (Lunch)

-Beloit Patch Call, 9am

April 1 -Happy Birthday, Jared Sadewater!

-Rockford Patch Call, 8:30am

-Store Comm Day 9am or 2pm

April 2 -BSV 6275 (Breakfast)

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***Current Promotions:***

There may be some confusion on current promotions – here they are. This is in the marketing update email we get sent to us and to the store email. The 2 for 2.50 is highlighted.

***New:***

* **Happy Meal Raya and the Lost Dragon (3/8 – 4/5)**
* **Local Bagstuffers ft. New Crispy Chicken Sandwiches GMA Trial Offer (3/8-4/18)**

***Ongoing:***

* **$2 Breakfast Bundles (Sausage McMuffin/Sausage Biscuit + Hash brown thru 3/31/21**
* **McDelivery PM/GH Expansion (Wayfinding for select restaurants) 2/4-Sustain**
* **Local BOGO for $1 Filet-o-Fish with Filet-o-Fish Bundle on Menu boards (2/15 – 4/4)**
* **Shamrock Shake/Oreo Shamrock Shake McFlurry Event (2/15-3/31)**
* **New Crispy Chicken Sandwich Launch (All stores selling) 2/24-Sustain**
* **D123 Localization – 2 for $2.50 Cheeseburger/McChicken (3/1-sustain)**

***Delivery Bag Update***

Please see the attached flyer for update on the delivery bag status from McDonald’s. if you have any questions, please reach out to your Field Purchasing Manager.

***Which Supervisor Will Get a Pie in the Face?***

In honor of National “Pi” day on 3.14, we are having a Pie Day contest March 12-14. For three days we want to see which of our 18 restaurants is able to sell the most pies…with the winning restaurant granted the opportunity to PIE their supervisor in face! Sales will be based off of UPT- so get creative with your team and come up with your strategy, this is your chance!



***Wage Amplifier for 2nd Quarter***

The Wage Amplifier form has been activated on our website and is now ready for your managers to fill out their availability for 2nd quarter. These need to be completed no later than March 21st. Once your manager completes the wage amplifier form it will go to the GM and Supervisor for approval. **GM’s will need to adjust their managers availability immediately as an audit will be performed BEFORE the manager’s wage adjustment. This needs to be completed by April 1st**.

***Spring Cleaning***

With the warmer weather this week let’s get outside our restaurants and take care of some “spring cleaning” issues. Pay special attention to any potholes you have in your lot – take a picture and note the size of the pothole and send to [fixit@iammcd.com](mailto:fixit@iammcd.com) ASAP. Do a walk-a-bout and make sure any trash, cigarette butts, etc. are cleaned up. ***Please see the attached Print, Post & Coach Spring Clean-Up guide, make sure to post in the store office!***

***Shamrock Shake Sell Challenge!***

March 17th is St. Patrick’s day and we’re having a Shamrock Shake Sales Challenge!

* $100 prize to the restaurant with highest Shamrock Shake sales (per patch)
* Encourage your teams to wear green and have some fun on March 17th (send us pictures!).
* Please see attached flyer for more details.

***More Scam Phone Calls***

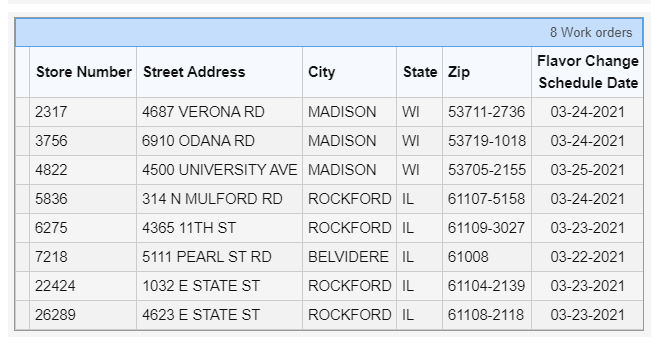
One of the Rockford restaurants received a “scam” phone call this week. The person called, and only speaking Spanish, stated they were from OSHA and that they were sending equipment for their “visit.” Let’s be ready and make sure our teams know to simply hang up and DO NOT APPROVE anything.

***Print, Post & Coach***

This month’s Print, Post and Coach will cover the new chicken reminders and best bets – great to post in the crew room!

***HiC Conversion Dates***

Please note the below dates for our restaurants HiC conversion dates. Please make sure that any extra product goes to nearby restaurants. Let the restaurant know ho much you will be giving them so they can hold off on ordering more Tropic Berry.



The Coca-Cola technician will visit the restaurant(s) at some point during the course of the scheduled day. They will strive to minimize the disruption to operations as best they can and will avoid peak hours (11:00am – 1:00pm and 4:00pm – 6:00pm).   
  
In order to accomplish all upgrades by the May 2021 deadline, we ask that you do not turn away the Coca-Cola agent or attempt to reschedule. If rescheduled, the restaurant will be invoiced $300.   
  
The conversion will take approximately 2 to 3 hours. During the visit restaurants will be unable to use the Self-Serve Dispenser & the ABS machine to serve beverages simultaneously. There may be brief times during the conversion that both dispensers will not be functional at the same time. If this occurs, please apologize for the inconveniences and see if the customer would like another beverage.  The scope of the visit will include:   
  
•    Remove Sprite TropicBerry from all dispensers  
•    Prepare the dispensers for Hi-C Orange  
•    Ensure that all Hi-C Orange valves are set to the McDonald's Gold Standard    
  
In order to complete the brand conversion, the technician will need the Hi-C Orange BIB, which will be delivered as part of your normal DC delivery approximately one week prior to the scheduled date.   
  
Additionally, your RFM administrator will need to price, tax and activate the POS numbers for Hi-C Orange if they have not already done so.  They will also need to deactivate all menu item numbers associated with Sprite TropicBerry.  
   
Any equipment repairs beyond the scope mentioned above must be handled independent of the brand conversion visit through a separate service call to Coca-Cola at 800-241-2653. 

***New Chicken***

Please keep an eye on your thaw pull charts, levels in the cabinet and of course what we are ordering from the DC. Let’s continue to serve a great quality product and trade our guests up from sandwiches like the McChicken when we get the chance. If your team members haven’t tried it yet, now is the time to ensure everyone has had the opportunity. Pay attention to the feedback from the chicken shops. Let’s review then and make sure we are executing at 100%. It’s been a great start to an amazing product.

Best Practices Observed:

* Oil quality was a major strength.  The teams were doing a great job with filtering and skimming, and had very good knowledge of the process
* Cabinet management was another strength.  I was not parked at any restaurant, and all restaurants had appropriate levels on hand
* Engagement of your teams.  The teams could describe the product and were engaged and excited to answer questions

Recommendations to maximize Gold Standard Execution:

* Packaging- There was some opportunity on the first day with the stores packaging the sandwiches vertically instead of horizontally.  This was quickly adjusted too after my feedback and was not an opportunity on day 2
* DT Paddle use was an opportunity, as about **50% of the stores were not using in the drive thru**

***Hiring***

* Remember, when it comes to hiring, EVERY restaurant should be hiring unless the GM has gotten approval from their Supervisor or Eric.
* Updated Staffing Levels are attached.

***Grill Info Needed ASAP!***

We need all Illinois and Wisconsin restaurants to send in your grill’s serial number and last date of certification ASAP. It should be on a tag on the side of the grill – just take a quick picture of the tags and send them to [gianna@iammcd.com](mailto:gianna@iammcd.com) by Thursday morning 8am. Thank you!

***Reader/Static Board***

For restaurants with reader boards and static boards we have added an online form to request a different approved message to be added to your boards. Our GM’s and Supervisors may fill out the request to have things added. This may include hiring messages (text to apply, hiring day-side, etc.) you would like to see there, special promotions, ways to celebrate your community/local schools, maybe even some happy birthdays for your management team. Please be specific in the notes with what you want on the reader board. It may not end up exactly the way you word it, but, if approved, you should see it appear on your reader board within 3 days. There is also an option to put start and end dates for your message run. You can find the request form on our website under the GM tab as “Reader Board Request Survey”. It will go to the DO for approval and then to the appropriate party to add it to your board. For static boards, the Operations Supervisor will get approval to have the restaurant update. Please do not update your reader board or static board without permission.

***Hazcom App***

Do you want to earn an easy point in the Safety and Security portion of your BSV? Make sure you can log into the Hazcom App located on your Fred tablet. GM’s can also get this app on their phones. NOTE: We are required to have this app on a device in the restaurant to meet the requirement for the BSV. The password for the app was sent to the GMs email in January.

If you have any questions, or need your password resent, please send an email to Tech.

***Grill Deep Cleanings***

Boil outs – Grill deep cleanings will be conducted throughout February by the fixit team. This should not impact operations for an extended amount of time. Attached is the schedule for boil outs. Please have at least one gallon of degreaser for every bat you have. We would recommend having at least three cases set aside for the boil outs. Feel free to order a few weeks early so you don’t forget. Pay attention to the dates and back track from there so you get a good amount of oil life before it’s disposed. Please also ensure that you have an adequate amount of new oil and room to dispose prior to your boil out dates. Work with your Supervisor if you are not sure of expectations when it comes to oil outs. These dates have been added to the Iron Arch calendar:

**Beloit Patch:**

31419 – 3/11 & 12 @ 6am

38131 – 3/15 & 16 @ 6 am

**Madison Patch:**

2317 – 3/17 & 18 @ 6am

4822 – 3/19 & 3/22 @ 6am

5612 – 3/23 & 24 @ 6am

3756 – 3/25 & 26 @ 6am

16594 – 3/29 & 30 @ 6am

17850 – 3/31 & 4/1 @ 6am

**Rockford Patch:**

26289 -4/5 & 6 @ 6am

5836 – 4/7 & 8 @ 6am

7218 – 4/9 & 12 @ 6am

22424 – 4/13 & 14 @ 6am

35667 – 4/15 & 16 @ 6am

6275 – 4/19 & 20 @ 6am

***OTP’s***

The Tech Team is excited to relaunch our OTP Meetings on **Thursday, March 25**. These will be held by patch at the restaurant listed below. Attendance is mandatory for your restaurant OTP. If they do not want to attend in person, they may attend virtually, but must let tech know by sending an email at least one week in advance. If your OTP is unable to attend, you need to let tech know by sending an email at least one week in advance, and we will ask that you send an alternate in their place. Please keep in mind that if your OTP is unable to attend monthly meetings it could lead to resigning the position. We are looking to build our momentum back within our OTP program and are looking forward to helping our restaurants with their ability to serve our guests with fully functioning technology and an empowered team!

* Rockford Patch – 8:30am-10:30am @5836
* Beloit Patch – 1:00pm-3:00pm @7052
* Madison Patch – 1:00pm-3:00pm @ 4822

***Sanitation Class for March***

Sanitation certification class and exam for March 2021 have been scheduled as follows:

**Tuesday, March 16** (Online Class): 8am-5pm @ Office for Rockford/Beloit AND @ 4822 for Madison

**Wednesday, March 17** (Review & Exam): 8am-noon @ Office for Rockford/Beloit AND @ 4822 for Madison

***As your manager’s certifications expire, they will be automatically scheduled in a class and exam within 2 months prior to expiration, unless otherwise scheduled by the GM.***

***Green by April 1st***

***The General Manager needs to send your Shift Leadership Progress Report to Eric and your Supervisor EVERY THURSDAY.***

If some of your managers are not showing up in your Shift Leadership Progress Report pulled from Campus, it may be because they have not launched and successfully completed any of the 15 required e-Learnings (listed below). As soon as they launch and successfully complete at least one of them they should start showing up on your report. It is also very important that your managers log in under their own EID to complete their work.

