

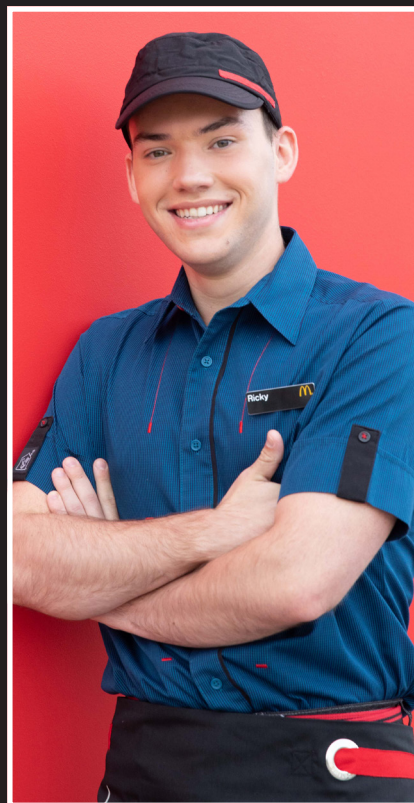
PATHWAYS TO THE FUTURE



CREW

DO: I deliver QSC (Quality, Service and Cleanliness) to all customers in addition to providing an exceptional customer experience.

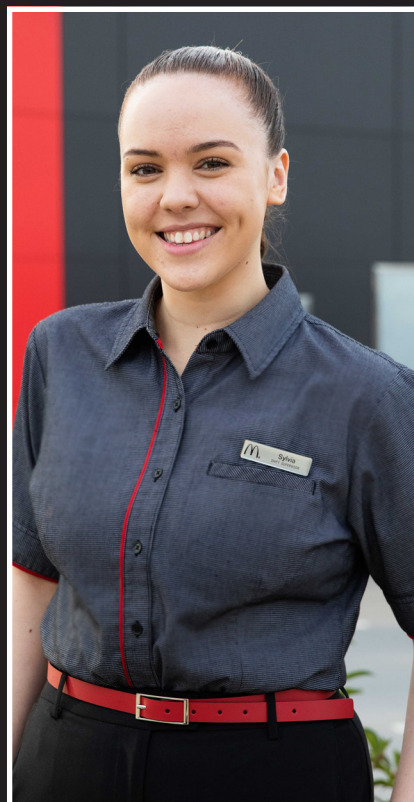
LEARN: I am trained and verified through the Station Training App (STA) to work in the Service, Production, Drive-Thru or McCafe areas of the restaurant. Additionally, I can also complete a Nationally Recognised Qualification.



CREW COACH

DO: I consistently and effectively provide guidance to fellow Crew and utilise all tools available to provide the best quality coaching, to ensure outstanding delivery of QSC.

LEARN: I learn coaching and leadership techniques by completing the Crew Coach Development Program. I can also complete a Nationally Recognised Qualification.



SHIFT MANAGER

DO: I am an operations expert and run shifts deliver outstanding QSC at all times.

LEARN: I attend Leading the Shift which enhances my coaching, leadership and shift management skills. I can also complete a Nationally Recognised Qualification.



DEPARTMENT MANAGER & ASSISTANT RESTAURANT MANAGER

DO: I deliver outstanding QSC every shift, with an additional responsibility of leading a team as either a Customer Experience, People Performance, and Product Quality Manager.

LEARN: I complete Developing the Leader in Me and specialist courses relevant to the department I lead.



RESTAURANT MANAGER

DO: I am the leader of the restaurant, responsible for all aspects of the restaurant operations including sales, QSC, people and profit.

LEARN: I develop my skills by attending Leading Great Restaurants and Advanced Restaurant Leadership.



CORPORATE OFFICE

DO: There are a range of corporate opportunities that are available in the corporate offices in a range of departments including: Operations, Human Resources, Marketing, Learning and Development, Workplace Safety, Finance, Legal, IT, Supply Chain, Development and Communications.

LEARN: Management Development Programs are offered to a range of employees, and range from Operations, Business Consultancy, Leadership and People Management.



LEADERSHIP

DO: We deliver the business goals and strategies through leading a variety of teams. Business leaders can be Franchises, Department and Business Function Managers, Senior Leaders and Global Managers.

LEARN: Leaders need to continually develop and adapt their skills, therefore their learning never stops.

CHECK OUT THE "MACCA'S® PROSPECTUS" FOR MORE DETAILS ON THE RESTAURANT ROLES AND TRAINING OPPORTUNITIES

