



**Welcome to the  
Mueller Family  
McDonald's team!**

Name: \_\_\_\_\_

Store: \_\_\_\_\_



# Before Orientation

We know you're excited to start, but we have to take care of the legal stuff first!

Prior to your orientation, it is a legal requirement for your restaurant team to confirm that you have completed your online onboarding (via McHire). They will also need to see your two forms of identification to complete your I-9 Employee Verification form.

If you have not yet completed these, but you are scheduled for orientation, please contact your restaurant team immediately.

Your orientation lead is required to reschedule your orientation if these steps have not yet been completed!

## Orientation Day



Your Orientation Day is your first day of work with the Mueller Family McDonald's Team! Your Orientation Lead will be your guide to anything you need to know about your new position with our organization. Please be sure to ask any questions you may have throughout the presentation. You'll need a steady Internet connection and some place quiet. If you do not have Internet access or a device to utilize, please let your GM know and they can help! Please attempt to log in 10 minutes before your orientation begins to ensure you are able to get in without issue.

**Your orientation is scheduled on:** \_\_\_\_\_ **(Date & Time)**

**Your orientation lead's name is:** \_\_\_\_\_ **(OL Name)**

**You can reach them at:** \_\_\_\_\_ **(OL Email)**

**Your orientation link is:** <http://tinyurl.com/> \_\_\_\_\_

If you are having any issues, please call me at:

\_\_\_\_\_  
(Store Phone #)

# Welcome to our team!

*Dear new employee,*

Welcome to our team! We are delighted to have you join us. We are hopeful your experience here will prove to be a positive one. We desire that the working atmosphere you find in our restaurants is a friendly one in which you may grow both personally and professionally. Our organization takes pride in being a leader in people practices and hospitality for our guests. We are counting on each one of you to help make this happen every day. As Ray Kroc, the founder of McDonald's, once said, "None of us is as good as all of us."

You are scheduled to attend an orientation presentation with one of our organization's certified onboarding leads. They will share information with you that will help you to be successful in your new role and provide you with information about all of the benefits our organization has to offer. We hope that between the information contained within this packet and the orientation presentation you attend, your questions will be answered and you will feel comfortable and confident in your new role. However, should you have any additional questions, please feel free to reach out!

We wish you the best of luck as you begin this new adventure! Thank you for choosing Mueller Family McDonald's as your employer. We look forward to working with you!

*Sincerely,*

*Robert Mueller      Paul Mueller*  
*Stephina Mueller Curran*

# Employee Benefits



## Flexible Scheduling

(because we know you have a life outside of work, too!)

We offer flexible scheduling to help make sure you can balance your life outside of McDonald's with the work you do here. Be sure to follow your restaurant's policy for adjusting your availability and allow at least 2 weeks for adjustments to take effect.

Please keep in mind that our restaurants staff to meet business needs, so you may not be scheduled for all of the hours/days you are available for if the restaurant does not need you. The more days and hours you are available for, the more hours you'll receive!



## PTO and Vacations

(because you deserve a break sometimes!)

Starting on your first day, you'll earn an hour of PTO for every 100 hours you work. This will be issued to you on January 1 of the next year.

If you work 32 hours or more per week, after you've been with the company for a year, you'll be eligible for one week of paid vacation.

You'll also accrue additional PTO after certain milestone years of service and get your birthday off with pay!

*scan here to learn more!*



## Retirement Benefits

(because you probably don't want to work forever)

Employees over the age of 21 who have worked at least 1,000 hours with our company are eligible to join our 401k plan. We offer company match for the first 3% of your contributions and profit sharing when business results allow!



*scan here to learn more!*



## Insurance Benefits

(because your health is important too!)

We offer health, vision, dental, and life insurance to all of our full time (30+ hours/week) employees. New employees are eligible after 30 days of employment or during our open enrollment period.

We also offer a \$5/month optional telehealth service that provides access to a 24/7/365 doctor. This fee is waived for employees who are on our insurance plan.



*scan here to learn more!*

## Employee Meals **mmm!**

(because we know our fries are the best)

If you work less than a five hour shift, you're entitled to an employee meal valued at \$7.00 or less. If you work five or more hours, you're entitled to a meal valued at \$10.00 or less. Your meal may consist of 1 Sandwich/Entree, 1 Fry or side, and 1 Beverage!



Beverage!



## Self-Help Options

(because sometimes you need to make a change)

Our company website, muellermcd.com has many self-help forms available to update your w-4, change your address, or enroll in one of our benefits. It also has additional information about all of the information you'll see in this packet and at orientation!



*scan here to learn more!*



## Free Uniforms

(because when you're dressed your best, you do your best!)

We provide you with free uniforms to ensure that you're dressed for success. We provide you with a shirt, hat, apron, belt, and pants. Each year, we also purchase sweatshirts and shoes for our employees as a way of saying thank you!

You will need a pair of black, non-slip shoes to work safely in our restaurant. You are responsible for purchasing them, and cannot be permitted to work without them for your safety. Shoes for Crews, Walmart, and other retailers carry them. Check around for the best deals - most pairs are around \$25.



*visit shoes for crews by scanning here!*

# Employee Benefits



## Archways to Opportunity

(because college is expensive!)

After 90 days of employment, all employees are eligible to participate in the McDonald's national Archways to Opportunity Tuition Assistance program! To meet eligibility requirements, you must work a minimum of 16 hours per week. This benefit is available once per calendar year.

Crew are eligible for up to \$2,500 and Managers are eligible for up to \$3,000!

*scan here to learn more!*



## Lackawanna College

(because who doesn't want to graduate debt-free?)

We have partnered with Lackawanna College to offer no-cost tuition for our employees. Employees must work for at least 90 days and average 16 or more hours per week to become eligible. They also must be enrolled in a degree-seeking program and taking 6-18 credits per semester. Other eligibility requirements apply and are available on our website. Scan the QR code below for all details!

*scan here to learn more!*



## More Benefits

(because more is more!)

In addition to the great benefits you see here, there are even MORE available on our website, [MuellerMcD.com](http://MuellerMcD.com)!

- Employee Incentives
- Employee Referral Program
- Frequent check-ins
- High School Diploma Program
- Reduced cost tuition at other universities
- Scholarships for Keystone College and Luzerne County Community College
- English as a Second Language program

and MORE!

*scan here to learn more!*



## Textbook Reimbursement

(because book costs add up!)

After you've been with the company a year, we will reimburse some or all of your textbook costs each semester! Simply upload your receipts or invoices to our website form and our office staff will issue you a check!



*scan here to learn more!*



Follow us on social media:



Scan here!





# Get Connected

**Downloading these apps is optional, but it may help you to stay better connected to our team and participate in some of the benefits programs we offer!**



## **McDonald's Global Mobile App**

**& 30% Employee Discount**

The McDonald's mobile app is a large part of our business. By downloading the app, you can familiarize yourself with how it works. You are eligible for a 30% discount on McDonald's food at any participating McDonald's nationwide by downloading the app and signing up with the email you provided when you were hired.

**Apple App Store**



**Google Play Store**



## **Workplace**

[mcdmullerfamily.workplace.com](http://mcdmullerfamily.workplace.com)

We use Workplace to communicate important announcements to our organization and it's a great way to keep up to date on any changes that are being made to policies, procedures, menu items, etc. It's also a fun way to engage with your co-workers - especially ones in other restaurants that you may not get to know in person! Follow the instructions in this packet to get started!

**Apple App Store**



**Google Play Store**



## **Elate**

[www.getelate.com](http://www.getelate.com)

On Elate, you can check your schedule, swap shifts, and earn coins to buy swag and enter raffles for gift cards and other great prizes!

**Visit the Elate site to  
download the app!**



## **PayEntry**

[www.payentry.com](http://www.payentry.com)

Check your paystub online and sign up for electronic tax forms! You'll need to register for an account on our website before you'll be able to log-in successfully.

**Apple App Store**



**Google Play Store**



# Log-in Help

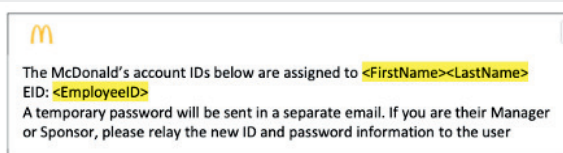


## McDonald's Account ID

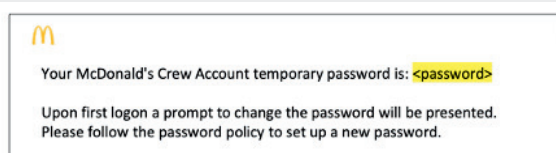


You will receive two confirmation messages through email (from: McDonald's Account Management) and/or optional text phone number (from: +1 (989) 623-1955) to the contact information provided during onboarding.

Save these for your first day of work as you will need them to log into the many systems available to crew and let your manager know if you are having any issues. You can try to log in to [account.mcd.com](http://account.mcd.com) to make sure your account is working!



**McDonald's Username Confirmation**



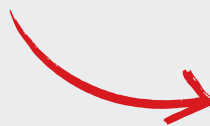
**McDonald's Temporary Password Confirmation**



## Workplace Log-In

You must use your McDonald's Account to log in to Workplace. Scan the QR code below to watch a video to help you get started!

*scan here  
to learn more!*



**Our company URL is:  
[mcdmuellerfamily.workplace.com](http://mcdmuellerfamily.workplace.com)**



# Hi, I'm Olivia.

You can text me questions and I'll send you important reminders.



**1** Save the number.

**2** Start chatting.



**(570) 658-8859**



# Employees who have a question or concern regarding:



- Safe, Respectful, and Inclusive Workplace issues
- Workplace Violence
- Any policy, procedure, or benefit

**Feel free to talk to your manager or supervisor**



*—or—*



**Contact our office at 570-586-2255  
Payroll, Insurance, 401k: Extension 7  
Human Resources: Extension 1011**

*—or—*

**Submit a report on our  
Confidential Reporting Line**



*We do our best to respond to all  
contact requests in about 24 hours!*



# Ticket to Start

By signing this document, I am verifying that I have completed a Mueller Family McDonald's orientation with a certified orientation lead. I am verifying that I understand the information, and that if I have any questions, I should contact my General Manager. I understand that I am henceforth expected to comply with all policies in the Employee Handbook. I have completed all electronic onboarding and have reviewed and familiarized myself with all of the information contained within.

**Employee Name Printed:** \_\_\_\_\_

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**WOTC Confirmation Code:** \_\_\_\_\_

This document must be returned to the restaurant on your first day of work.