

# Role Profile: People Manager



## Overview:

The People Manager is responsible for making sure we hire qualified Crew, train them well, and schedule them to meet restaurant goals. This manager makes sure our Crew get off to a good start at the restaurant, and that they are recognized and motivated throughout their time at McDonald's. This manager is also responsible for making sure the team meets people targets, such as number of Crew on the roster, and weekly labor hours and cost.

## Responsibilities:

### BUSINESS PLANNING

- Monitor and report progress on department goals and objectives.
- Prepare for and participate in monthly People Managers' Meeting.
- Conduct weekly department walk-thru to assess performance and identify actions.

### COMMUNICATION

- Plan and execute monthly Crew enthusiasm and engagement events
- Review company communications frequently and pass along to others as needed

### PEOPLE PRACTICES

- Complete 30-day follow-up discussion with all new employees and address concerns as needed
- Maintain and issue uniforms; ensure adequate uniform supply and ordering system is in place, uniforms are distributed in a timely manner, and linen budget is managed
- Write and conduct performance reviews for assigned managers and crew within the department
- Maintain appearance and upkeep of crew room including updating communication
- Prepare bi-weekly payroll information for office staff and submit in a timely manner
- Conduct initial applicant screening and interviews and prepare employees for onboarding

### CREW SCHEDULING

- Review restaurant labor needs and budget as set forth by Mid-Manager and General Manager
- Ensure days off and availability change request system is in place
- Assist General Manager with projecting hourly sales or transaction counts and fixed hours
- Update Crew availability and skill levels on a regular basis

## CREW SCHEDULING (Cont'd)

- Complete weekly Crew schedules and post by 5 PM at least 4 days in advance of the new schedule week
- Conduct weekly/monthly labor analysis
- Ensure Crew schedules are highlighted with minors and breaks
- Ensure labor controls are completed hourly
- Ensure daily labor is within projections

## TRAINING

- Maintain all training materials for the restaurant
- Complete a training needs analysis monthly
- Select and train Crew Trainers
- Conduct regular touchpoints with Crew Trainers to monitor progress and support
- Communicate new hire training plans to appropriate Shift Leader(s)
- Develop training schedule for new and existing employees and post weekly
- Follow up and track training completion; update managers on progress
- Conduct follow-ups on assigned training

## PLANNED MAINTENANCE

- Assign and communicate cleaning responsibilities for department
- Train Crew/Managers on cleanliness and PM tasks for the department
- Verify completion of cleaning and PM tasks to meet standards
- Schedule and delegate department PM Tasks
- Troubleshoot PM emergencies