

Mcdonalds hospitality TEST

QUESTIONS FULLY SOLVED 2024

What does LAST stand for in the crew recovery guide? - answer L-Listen Attentively

A-Apologize while demonstrating understanding

S-Solve the problem-Make it right

T-Thank the guest

What does the L in the guest recovery guide stand for? - answer Listen Attentively

What does the A in the guest recovery guide stand for - answer Apologize while demonstrating understanding

What does the S stand for in the guest recovery guide? - answer Solve the problem/Make it right

What does the T in the guest recovery guide? - answer Thank the guest

Mcdonalds formula for success - answer Quality,Service,Cleanliness, and Value

What does a FACES attitude mean? - answer Be F-Friendly

A-Appearance counts

C-Customize your hospitality

Make E-Eye contact

Make each customer

S-Smile

What does the F stand for in FACES? - answer Be F-Friendly

What does the A in FACES stand for? - answer A-Appearance counts

Mcdonalds Quality Unit Test Answers

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