

# Module 3

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## Understanding Employment Expectations

# Professionalism

**Professionalism** means that you have the skill, good judgment, and polite behavior that is expected of a person who is trained to do a job well.

## PROFESSIONALS HAVE:

A Positive  
**ATTITUDE**



An Appropriate  
**APPEARANCE**



Great  
**ATTENDANCE**



# What's the PROFESSIONAL thing to do?

You were having a difficult morning and you missed the bus for work.



# What's the PROFESSIONAL thing to do?

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You desperately need to take a bathroom break, but it's not your time for a break.

# What's the PROFESSIONAL thing to do?

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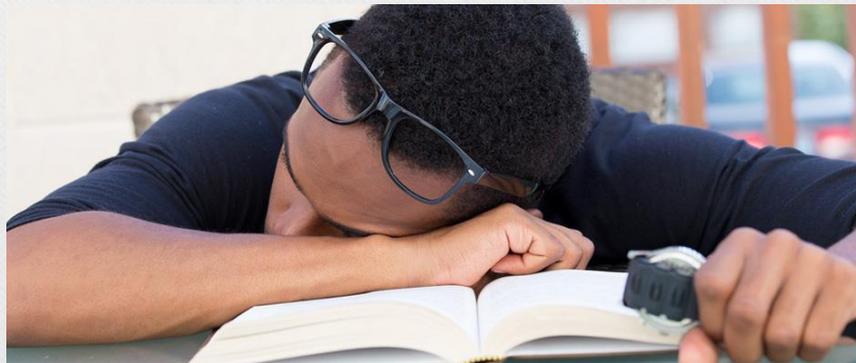


Your sister drives you to work and her car constantly breaks down.

# What's the PROFESSIONAL thing to do?

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You are exhausted from problems at home and are not always feeling focused at work.



# What's the PROFESSIONAL thing to do?



You and your doctor are working on identifying the best medication for you, but in the meantime you are having side effects that interfere with your concentration.

# What's the PROFESSIONAL thing to do?

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A customer is  
really giving you  
a hard time.

# What's the PROFESSIONAL thing to do?

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A coworker is  
really annoying.

# What's the PROFESSIONAL thing to do?

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Your supervisor  
is always  
pressuring  
everyone.

# What's the PROFESSIONAL thing to do?

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Your uniform  
has a food stain  
on it.

# What's the PROFESSIONAL thing to do?

Your co-workers are gossiping and not working and you are very interested in what they are saying.



# What's the PROFESSIONAL thing to do?

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Your supervisor is  
constantly piling  
on more work.

# What's the PROFESSIONAL thing to do?

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You need to leave work on time in order to catch your regular bus, but the relief staff is late and the next bus will be an hour later.

# Thinking About Rules

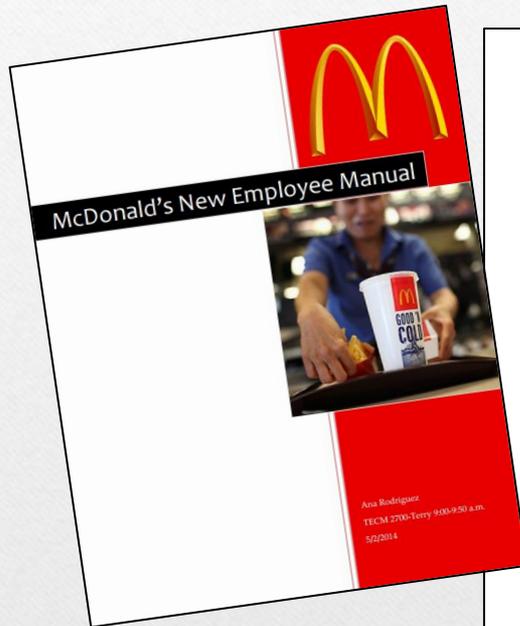
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What is a

**RULE**

in your OWN words?

# Employee Handbook



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## Employee Job Requirements

McDonald's has certain guidelines for each of our employees to follow. These are the specific job requirements for: Restaurant # 16866 – 756 W. Main St. Lewisville, TX 75067.

### Employee Uniforms

New employees will be provided:

- Uniform shirts
- Hat
- Nametag

You must provide your own pants. Acceptable uniform pants are black dress pants.

Unacceptable pants include, but are not limited to:

- Jencos
- Wide-legged jeans
- Jeans with wide stitching on the seams
- Warm-up pants
- Running suit pants

You are responsible for cleaning and maintaining your uniform. You may not come in to work if you are not completely dressed in uniform (shirt, pants, hat, and nametag).

### Other Resources:

<http://www.waytobeuniforms.com/> - create a free MAC account to view McDonald's full Apparel Collection

<http://www.waytobe.com/uniforms.html> - learn more about McDonald's uniform suppliers

### Employee Appearance

An employee must follow these guidelines regarding employee appearance:

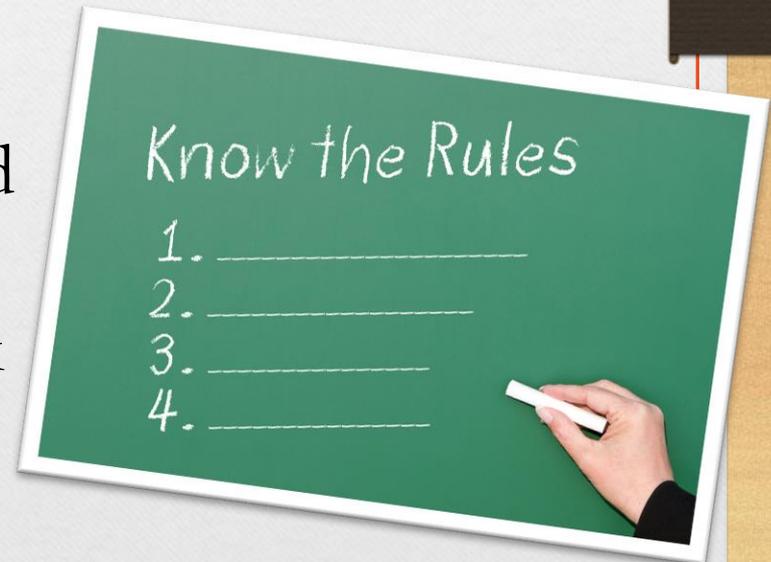
- Limited size and amount of jewelry is allowed
- Hair styles should not draw any attention (e.g. hair color, height, length, and objects worn in hair). All employees must wear a hat or visor when on duty
- Long or artificial nails are not permitted. Also, fingernail polish is not allowed.

# Written Rules

## What are written rules?

**Written rules** are rules that a workplace specifically announces to their employees. You can find these rules:

- in the employee handbook
- posted somewhere in the workplace



# What's the Rule?

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# What's the Rule?

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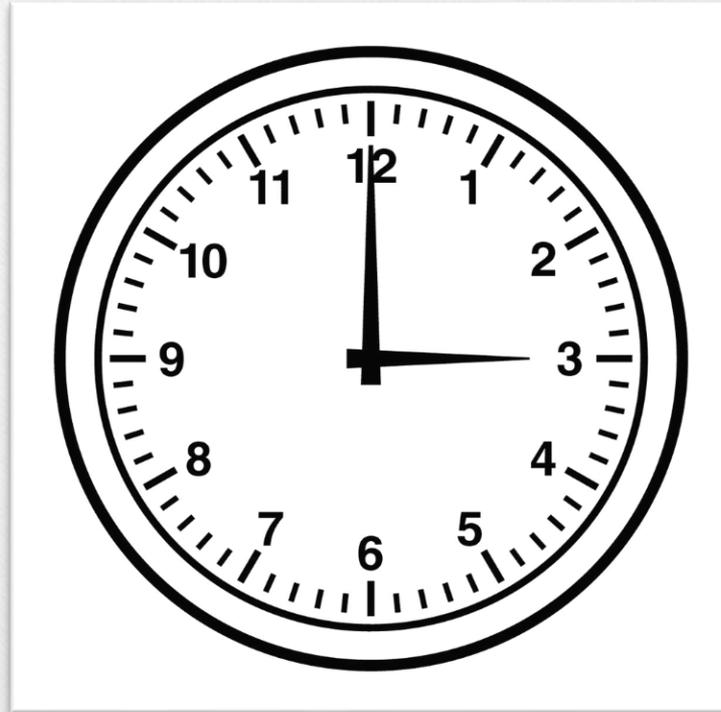
# What's the Rule?

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# What's the Rule?

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# What's the Rule?

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# What's the Rule?

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# What's the Rule?

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# Unwritten Rules

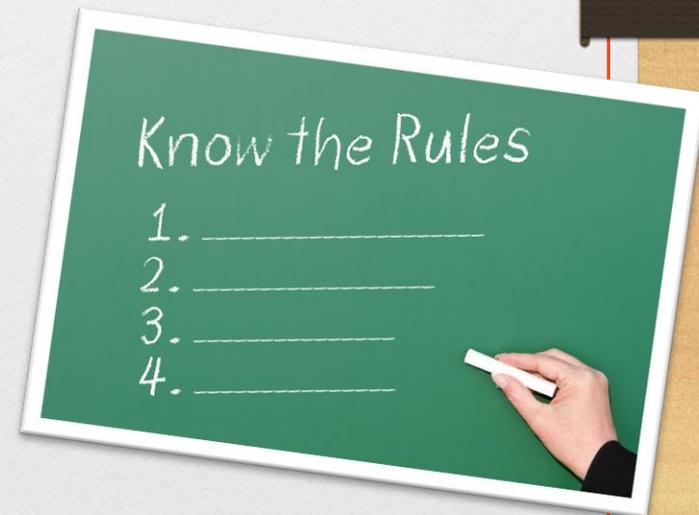
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## What are unwritten rules?

**Unwritten rules** are rules that are NOT specifically announced to employees.

They are rules that may include:

- certain behaviors that employees expect of each other (ex. only eat the food that you brought to work)
- rules about the way people interact with each other (ex. how employees and employers greet each other)



# Unwritten Rules

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How do I learn what the unwritten rules are if they aren't written down?

- **Observe what others do first**  
*(ex. how are other employees addressing each other)*
- **When in doubt, JUST ASK!**  
*(ex. "Is it ok to share the creamer that is in the fridge for coffee, or do we each bring our own?")*

# What does it mean if...

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You are  
talking and  
the listener  
looks at his  
watch.



# What does it mean if...

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You are  
talking and  
the listener  
looks over  
your  
shoulder.



# What does it mean if...

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You are  
being noisy  
and the room  
is completely  
silent.



# What does it mean if...

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You are  
talking and  
the listener  
keeps saying  
*“wait, let me  
finish.”*

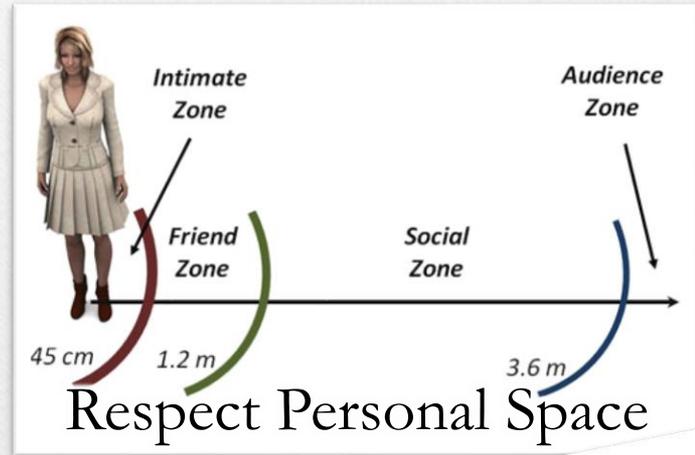


# Ways to Communicate Positively:

Smile at Others



Wave Hello



Wait Your Turn to Talk



Don't Shout!



Shake Hands