



McDonald's global journey with Orquest Smart Scheduling

**87% savings in admin time,
1.7% less labor costs and
full regulatory compliance**



→ About McDonald's restaurants scheduling with Orquest

From Spain to Bahrain, South Africa to Colombia, McDonald's restaurants worldwide are enhancing scheduling efficiency, boosting employee well-being and elevating guest service through Orquest.

934

At Arcos Dorados across 18 countries including Mexico, Panama, Colombia, Chile and Argentina.

141

At McDonald's Mesoamérica.

20

At McDonald's Paraguay.

3

At McDonald's Bahamas.

550

At McDonald's Spain.

240

At McDonald's South Africa.

187

At McDonald's Riyadh (KSA).

71

At McDonald's Qatar.

43

At McDonald's Jordan.

33

At McDonald's Bahrain.

"We chose Orquest because of its powerful forecasting and schedules, assigning each employee at the right time and in the right place."

Gema Rebollo

IT Manager at McDonald's Spain

The need

In 2015, McDonald's Spain identified the need to align its workforce with evolving guest demands across different sales channels like kiosk, drive thru, delivery... "We needed to match our labor resources with customers' needs," explains Robert Ros, former COO at McDonald's Spain.

Orquest was created to meet McDonald's needs. The innovative AI-powered solution, developed in collaboration with McDonald's Spain, accurately forecasts demand and adjusts staffing levels accordingly.

By adhering to the VLH standard and providing adaptable scheduling, Orquest ensures optimal staffing to consistently meet customer expectations while fully complying with all regulations. This not only enhances the guest experience but also improves employee satisfaction and operational efficiency.

→ Orquest transformed McDonald's Spain's restaurant operations, boosting efficiency and delivering remarkable results

-1.7%

in labor cost

Achieved by assigning employees to the right tasks at the right time, avoiding under- or overstaffing and unnecessary overtime.

-26%

guest service time

By optimizing restaurant schedules and placing the right people with the right skills in the right roles for streamlined service.

-87%

in time spent scheduling

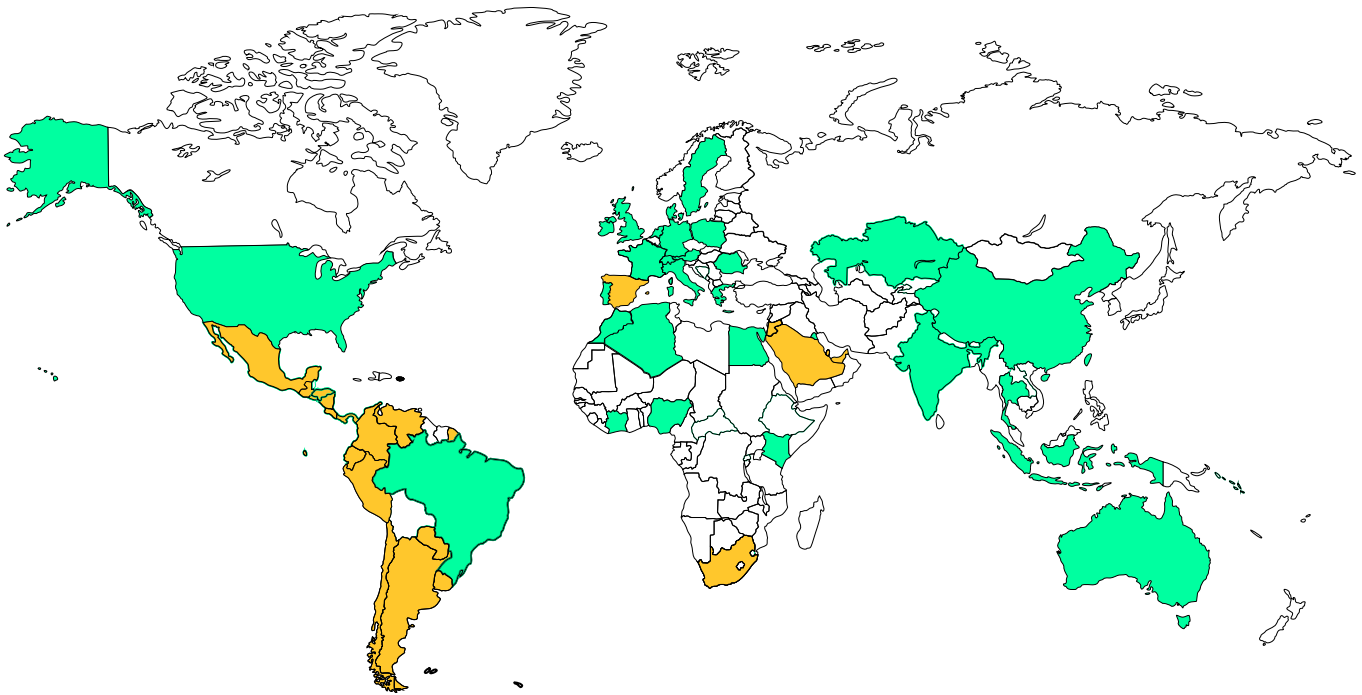
By streamlining the scheduling process, managers save time that they can devote to their restaurant teams and guests.

100%

regulatory compliance

Ensured through Orquest's adherence to any labor regulations and internal agreements.

→ Redefining McDonald's operations globally



- McDonald's restaurants worldwide scheduled with Orquest
- Rest of Orquest clients

Orquest's success at McDonald's Spain attracted the attention of other McDonald's restaurants and franchises worldwide, including Arcos Dorados, the largest independent McDonald's franchisee in the world and the biggest quick-service restaurant chain in Latin America and the Caribbean, leading to widespread adoption of the solution.

"After choosing Orquest three years ago, Arcos Dorados remains committed to the project, expanding its implementation to additional countries. **Not only has it enhanced forecasting and staff positioning, but it has significantly expedited processes and transformed the user experience,**" affirms Carla Tuturro, from the Arcos Dorados HR Management Team.

"Before Orquest, everything was manual."

Rami Bawadi

Project Manager at McDonald's Jordan

Before implementing Orquest, McDonald's locations like Jordan and Bahrain relied on spreadsheets for scheduling, leading to inefficiencies. This method not only disrupted restaurant operations but also impacted customer service quality.

Efficiency and compliance

Recognizing the need for a strategic solution to drive restaurant operational efficiency, McDonald's Jordan sought a flexible scheduling system that could accommodate its employees' various contract types, full- and part-time, and improve communication between managers and employees.

Orquest AI-driven scheduling emerged as the answer, streamlining shift creation and ensuring full compliance with Jordanian labor laws, including adjusting to Ramadan working hour restrictions, while optimizing staffing levels to meet customer needs effectively. **" Here, we have 60-50% part-time workers. Orquest fits this unique requirement. It's not an easy thing to do ,"** says Loai Jarosheh, Training Manager at McDonald's Jordan.

Orquest always complies with all legislation, agreements and contractual restrictions, no matter how complex, providing significant value to companies facing challenging regulatory environments.

"Orquest scheduling has helped reduce the time spent on preparing schedules from 4 hours to 30 minutes."

Mohammad Amireh

Senior Manager of Operations at McDonald's Bahrain

Streamlined operations

Likewise, McDonald's Bahrain faced similar challenges with spreadsheet scheduling, leading to time-consuming processes and staffing inaccuracies. Mohammad Amireh, Senior Manager of Operations, remembers the complexity of manual scheduling and its negative impact on restaurant operations before implementing Orquest.

"Relying on spreadsheets scheduling system, requires a lot of time, effort, research, and not to mention that it has high possibilities of human error. Orquest scheduling has helped reduce the time spent on preparing schedules from 4 hours to 30 minutes and helped achieving staffing accuracy of above 90% required labor vs actual labor," he points out.

The solution

→ Orquest Smart Planning

Orquest is the AI-powered and user-friendly solution that simplifies complexity by empowering McDonald's managers to create efficient schedules, driving efficiency, compliance, guest and employee satisfaction, every step of the way. And it does it in three steps.

01

AI-Forecasting

Orquest utilizes advanced analytics and artificial intelligence to analyze historical data and predict demand. By analyzing factors like sales trends, guest counts, and items per ticket, Orquest generates accurate forecasts up to three months in advance.

02

Workload

Based on the forecast, Orquest identifies the work shifts needed to meet demand. Whether it's opening tasks or handling rush-hour orders, Orquest ensures the right employees with the necessary skills are assigned to each task, perfectly matching McDonald's VLH (Variable Labors Hours) standard, as in Spain, or productivity-based, as in Jordan.

03

Working Schedule

Orquest automatically assigns shifts and tasks to restaurant employees, taking into account each one's availability, skills and contract conditions. Moreover, its flexible scheduling engine allows Orquest to adapt to last-minute changes and employee requests, fostering employee well-being.

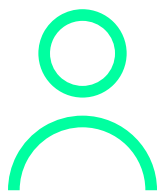
"On the report, I can see all restaurants and compare weeks. It helps us to improve."

Rami Bawadi

Project Manager at McDonald's Jordan

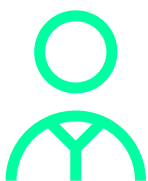
It's a win-win for everybody

Orquest is versatile and role-adaptable, designed to meet the diverse needs of the organization, ensuring smooth operations and empowering people at every level.



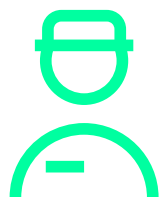
Employee

Stays informed about shifts and tasks, and easily requests time off. Orquest generates fair schedules based on availability, skills, and preferences, increasing productivity, fostering a positive work environment and minimizing turnover and absenteeism.



Manager

Effectively oversees staff assignments, time and attendance, and gains valuable time to spend on employees and guests. Additionally, maintaining efficient restaurant operations and ensuring regulatory compliance becomes easier.



Franchise Supervisor

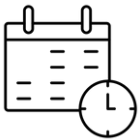
Finds it simpler to monitor each restaurant performance by tracking key metrics, staffing, and labor costs, facilitating informed decision-making.

"Orquest allows us to make strategic day-to-day data-driven decisions."

Robert Ros

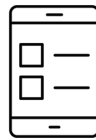
COO at McDonald's Spain

All-in-one



Time & Attendance

Effortlessly track employee clock in/out times and hours worked. Monitor team performance and its impact. Easy integration with McDonald's IT ecosystem.



Orquest App

Empower employees to communicate easily with managers, check their shifts and make requests.



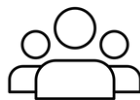
KPI Tracking

Monitor restaurant performance, gain valuable insights and make informed decisions.



Staffing

Streamline restaurant staffing with an annual hiring plan tailored to each location's needs. Avoid over or understaffing and simplify recruitment and onboarding.



Training Plan

Create a training plan, specially designed to fit McDonald's' needs and always have the right employee with the right skills set in the right place.

**"If it's working for
McDonald's Jordan, it will
definitely work in different
markets."**

Loai Jarosheh
Senior Training Manager at McDonald's Jordan

Contact us