



There is a Language Barrier. But It Is Something We Can Overcome.

Route 1 Ikegami Restaurant (Tokyo)

Crew

Suzan Tamang-san (on the right)

Born in Nepal. His interest in Japanese anime brought him to this country in the spring of 2024 for language study. He decided to work at McDonald's on the recommendation of a senpai (senior) student at his language school. With tenacity and ambition as his strengths, he has worked hard and is now an indispensable presence in the kitchen, as someone who can be fully trusted during peak hours.

Route 1 Ikegami Restaurant (Tokyo)

Trainer

Nischal Rayamajhi-san (on the left)

Born in Nepal. He and Suzan-san were classmates at language school, and both started working at McDonald's. His strength lies in his cheerful and friendly personality, as he can easily get along with anyone. As a trainer, he mainly gives training to international crew members. He is now trying his hand at counter duties with the aim of becoming a manager.

Working up the Courage

"Please let us work here!" One early morning in the spring of 2024, Suzan-san and Nischal-san arrived unexpectedly at the Route 1 Ikegami restaurant. Both of them were interested in Japanese culture and came to Japan to study the language. A senpai at their language school had recommended that they work at McDonald's to improve their Japanese language skills, and they worked up the courage to visit the restaurant in person. At the time, they could barely speak Japanese, but at the interview, they used their natural smiles and translation app to convey their strong desire to work, and they were accepted to work in the kitchen. While this made them happy, somewhere in the back of their minds, they felt rather uneasy about whether they would be able to do their job and fit in at the restaurant.

They managed to communicate through a combination of gestures and simple words, learning their jobs through the use of training tools* and observations of their colleagues at work. This was certainly easier said than done, but more often than not, they found themselves enjoying their work because their colleagues always praised them every time they learned to perform a new task. They kept taking on one challenge after another, as their colleagues cheered them on, going, "That's great!" or "You've nailed it!" Before they knew it, their anxiety was gone. And they started feeling close enough to their colleagues to be able to casually exchange words.

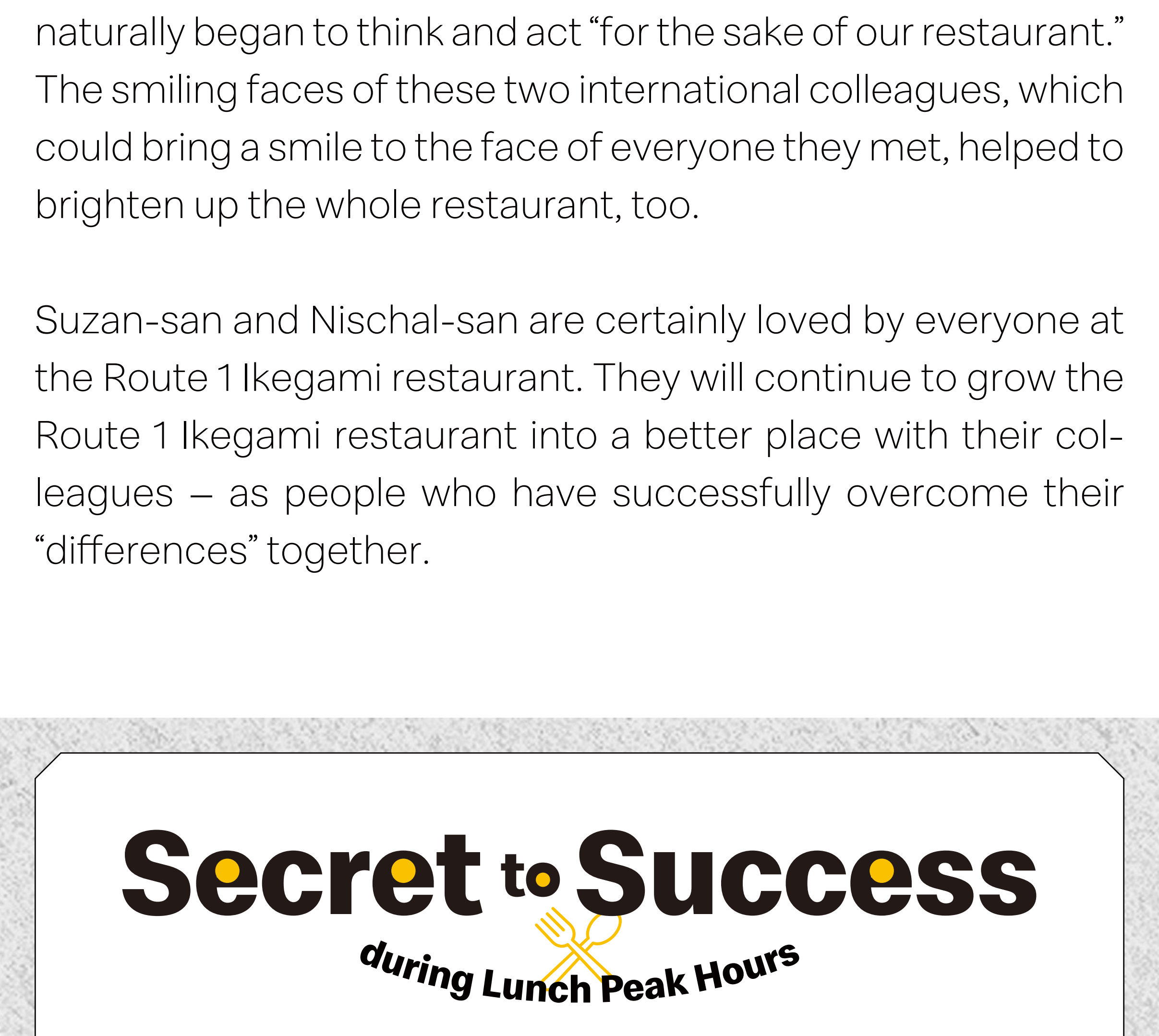
*Our training tools are available in eight languages: Japanese, English, Chinese, Portuguese, Burmese, Nepali, Vietnamese, and Russian.

Showing Their Smiling Faces from the Kitchen

Their positive attitude has helped them improve their language skills, and both Suzan-san and Nischal-san can now communicate with their fellow colleagues in Japanese during their shifts. They have also made great progress as crew members, supporting restaurant operations from the kitchen.

Suzan-san is particularly good at being a Potato person, among many other positions. His excellence is recognized by everyone in the restaurant. The ability to bag McFries so quickly and beautifully is the fruit of great labor, having observed the work of his senpai, whom he admires, and practicing hard while being taught each key point. With his tenacity and ambition, he continues to improve his skills with his motto, "faster and neater."

Nischal-san, meanwhile, raised his hand to become a trainer to support international colleagues from various countries because he knew how hard things could be with the language barrier. He has made use of his English language skills as well – to communicate not only for training but also to relieve fellow international colleagues' anxiety about the unfamiliar environment. Combined with his friendly personality, he is now adored by everyone. His next goal is to become a manager who can exert a positive impact on the entire restaurant.



What They Have Given to the Restaurant

The people who work at McDonald's have their differences in terms of reasons to work, nationalities, ages and genders. That is why they can support one another and become a strong team to deliver their smiles to many customers. Such "differences" may not always be straightforward, but they provide opportunities for growth.

Getting to know Suzan-san and Nischal-san made a big difference to the Route 1 Ikegami restaurant, indeed. The RGM, who has watched their growth closely, says, "I believe each and every one of our crew members got to reaffirm that this whole restaurant was a team, because we all went through a trial-and-error process to overcome the language barrier." Initially, there were many times the colleagues might have felt perplexed, but in supporting Suzan-san and Nischal-san, everyone naturally began to think and act "for the sake of our restaurant." The smiling faces of these two international colleagues, which could bring a smile to the face of everyone they met, helped to brighten up the whole restaurant, too.

Suzan-san and Nischal-san are certainly loved by everyone at the Route 1 Ikegami restaurant. They will continue to grow the Route 1 Ikegami restaurant into a better place with their colleagues – as people who have successfully overcome their "differences" together.

Secret to Success

during Lunch Peak Hours

On holidays, the Route 1 Ikegami restaurant is one of the busiest McDonald's in Tokyo. We asked the kitchen staff about their "secrets" for successfully performing their duties even during peak lunch hours!



What Counts Most in Any Situation

Is a Smile!

The first step in bringing smiles to customers' faces is to make sure that all crew members are smiling themselves. Even when you are busy or tired, you should never forget to smile. By doing so, the whole team can get through the lunch peak hours in a positive manner.

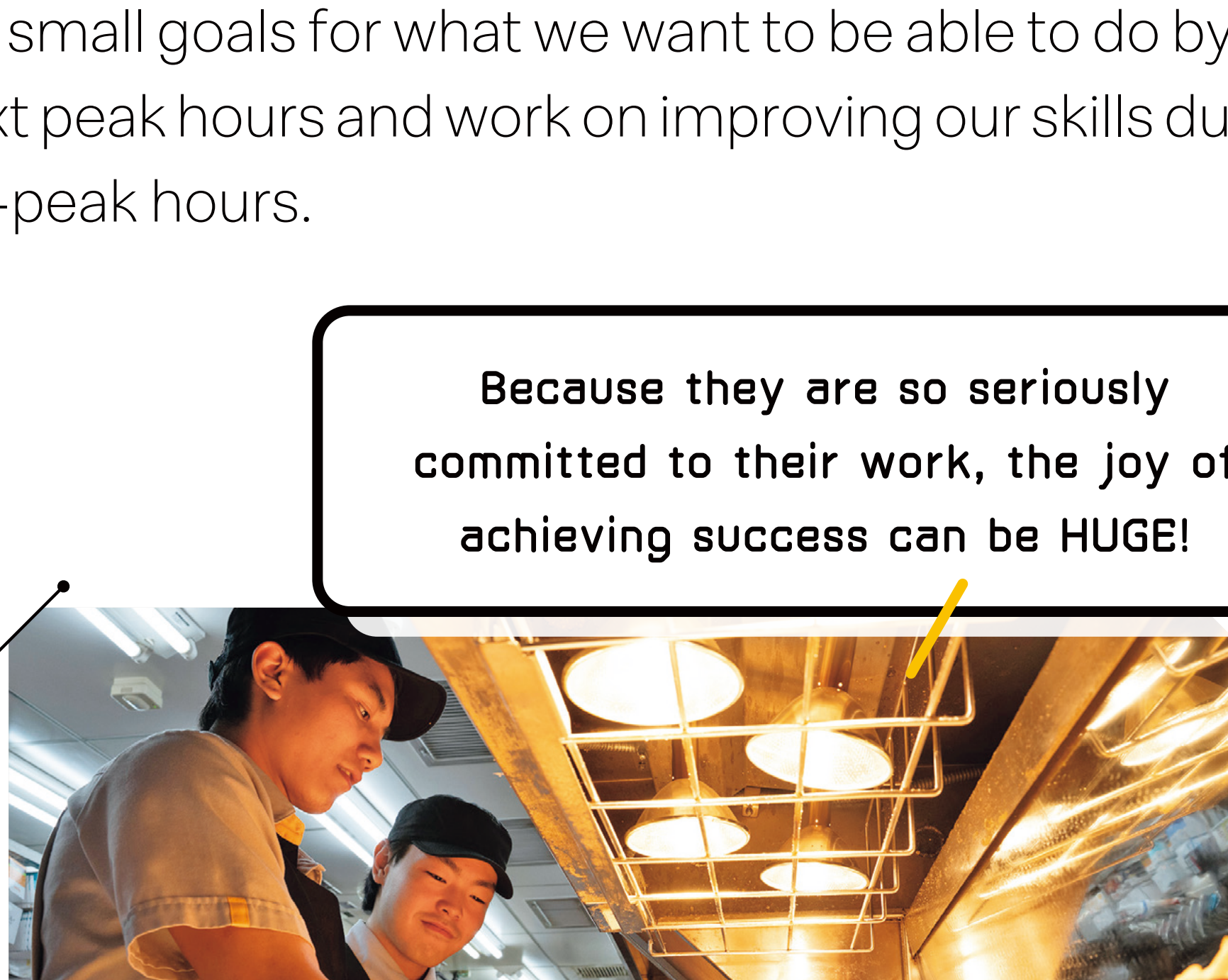
Suzan-san and Nischal-san's smiles are always first-rate

Don't Get Yourself

Overloaded, Just Engage

Your Colleagues to Work Things out!

Every minute of those peak hours counts. That is why, whenever you want someone to give you support, you shouldn't hesitate to say, "Help me!" That way, the team's sense of unity can be strengthened through mutual support, enabling us to grow into a better restaurant.



Giving Everything

We've Got to Improve Our Skills!

Preparation and practice are crucial – in everything. We set small goals for what we want to be able to do by the next peak hours and work on improving our skills during off-peak hours.

Because they are so seriously committed to their work, the joy of achieving success can be HUGE!



Build on Your Challenges

to Become More Confident!

If you can get used to the atmosphere and speed of lunch peak hours, you will succeed naturally. The important thing is not to be passive, saying, "I'm not ready for it yet"; you've got to keep trying again and again. It's okay if something doesn't work out right! Your colleagues will always be there to support you.