

We Can Make Customers Happy Because We Ourselves are Happy

AEON Mall Zama Restaurant (Kanagawa) Manager Saki Ogura-san

Started working as crew as a student after which she joined a railroad company and gained experience selling goods on trains. When eating at McDonald's with her child, she was approached in the restaurant and started to work at AEON Mall Zama Restaurant. Currently, she takes lead in talent development and hiring activities at the restaurant together with the RGM.

A Hard-Working Person

Ogura-san is someone that can straightforwardly say what's needed. She can firmly say "That's not right" for points that are wrong during work. However, more than this, she values supporting her colleagues and offering recognition. For this reason, crew members who receive feedback naturally feel that "they want to do even better." Ogura-san, who prepares the weekly work schedules for crew members, carefully develops plans that have everyone take on new tasks so that they can grow. Even for crew with whom she does not have many opportunities to interact due to working hours, she is thorough, leaving notes to remind them of what roles they are expected to play and expressing gratitude for their daily efforts. Wearing her manager's uniform, she is always energetic and cheerful, with a positive attitude, demonstrating wonderful skills for serving customers and taking lead in running the restaurant.

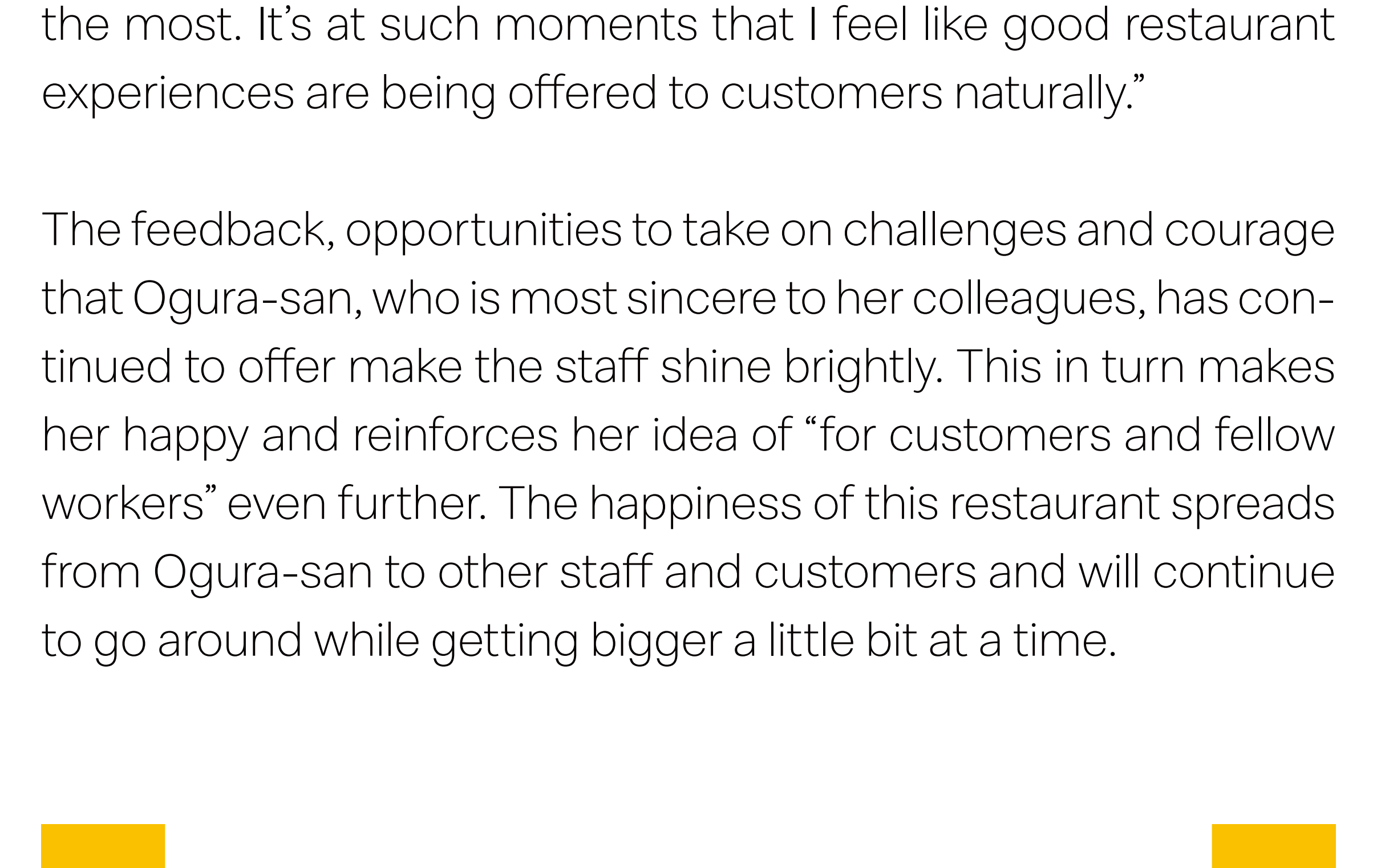
However, even she has concerns and worries, having experienced several mistakes and setbacks in the past. "Being hard-working is my only virtue." As she herself admits, her sense of responsibility and perfectionism that is stronger than others may be what created the higher number of obstacles she has faced. She feels down when restaurant operations do not go as well as planned and is filled with anxiety and worries during work on days before those set aside to break sales records no matter how much she has prepared. Still, she formulates solutions together with her colleagues and overcomes issues one at a time. "Being able to 'leave it to others', 'rely on others' and 'watch from the sidelines' a little at a time rather than taking on everything myself has allowed crew members to become able to take action for our customers."



The Reason Behind Taking the First Step

How did crew members of this restaurant come to be able to take action actively and independently? Because Ogura-san herself always has a positive attitude and is fully motivated. Because she observes the work of crew members and showers them with compliments. Because she carefully communicates to each and every member what is expected of them.

All of these can trigger a change in the mindsets of the crew but there is another big reason. Crew members say that it's because Ogura-san listens to the voices of her fellow workers and supports them closely. "She listens carefully to everyone's opinions and ideas and incorporates them when operating the restaurant." "She considers solutions with us when we are troubled by things not going well." It's because she has experienced failures herself and wasn't always a strong person that she can empathize with the weaknesses of colleagues and gently give them a nudge. She continues to give her fellow members the opportunity and courage to think by themselves and take the first step.



Happiness Goes Around

Ogura-san's motto is "Me being a happy person can make customers happy." So, who can make her happy? The answer lies in her words. "Although achieving results that are shown in figures such as sales can make me happy, watching crew members putting their skills and strengths to full use is what motivates me the most. It's at such moments that I feel like good restaurant experiences are being offered to customers naturally."

The feedback, opportunities to take on challenges and courage that Ogura-san, who is most sincere to her colleagues, has continued to offer make the staff shine brightly. This in turn makes her happy and reinforces her idea of "for customers and fellow workers" even further. The happiness of this restaurant spreads from Ogura-san to other staff and customers and will continue to go around while getting bigger a little bit at a time.

Compliments Received from Customers

by AEON Mall Zama Restaurant

Some of the compliments from customers received by AEON Mall Zama Restaurant are shared below.

Pleasant greetings

I received polite service even though the restaurant was busy. The workers at this restaurant greet customers energetically, which feels nice to see.

Always cheers me up

Watching the staff offer greetings while smiling during busy lunch hours made me feel that the restaurant has built up a good atmosphere. It always cheers me up. This is why I love McDonald's.

High five with my daughter!

The other day, I went to pick up my order while carrying my child. As there were two trays, I was considering going back a second time, but an employee wearing a red ribbon said, "Let me take these to your table," and carried both trays. What surprised me even more was my normally shy daughter receiving a high five from this person! I was delighted to be able to see my daughter's happy face.

Warmly watching over

I was having trouble deciding what to order but with staff watching over warmly, I was able to do so without getting flustered. I will be visiting again. Thank you!

Attention to details

When ordering takeout, it was divided into two bags. The staff's speedy and polite service, telling me, "This bag is heavier so please be careful," made me happy, leaving an impression.

Polite to everyone

Polite service was offered not only to me, but to elderly customers and those with disabilities, which I felt was wonderful.

Future Goals and Aspirations

One of the main goals of this restaurant is to create a good atmosphere by having everyone here enjoy their work so that customers can be happy. Under the slogan of "Valuing Customers that Visit," offering hospitality from the perspective of each and every customer is kept in mind. We'll continue to cooperate with each other to become the restaurant that is chosen with customers saying "When we want food and want to go to McDonald's, it has to be the AEON Mall Zama Restaurant!"

