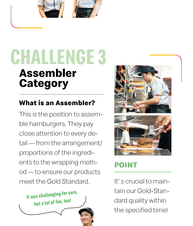

Operation Leaders Take on the Challenge of Judging AJCC!

Out of the seven AJCC positions, the leaders themselves got to take on the challenge of handling operations in five categories. Let' s see how they perform and go over some of the key points!

Director,

SVP and Chief Restaurant Officer

Wally Bockl-san

McOpCo Officer
Toshiya
Koka-san

Chief Officer,
Central Region
Yoshiko
Nishimura-san

East Region Officer
Masatsugu
Sakashita-san

West Region Officer
Shinichi
Kida-san

What are the contest positions this year?

- **Shift Leader**
- **Potato Person**
- **Drink Drawer** NEW
- **Drive Thru Runner**
- **Assembler**
- **Grill Stocker**
- **Guest Experience Leader**

The fact that the AJCC has continued uninterrupted for 50 years is a testament to how McDonald’ s, as a PEOPLE BUSINESS, has prioritized the growth of each and every

crew person above all else.
The AJCC is not the finish line — it’ s the starting point for new growth. I hope that, through your daily training, you will continue to grow and, by working together with your colleagues, keep on finding joy and fulfillment in serving our customers. I wholeheartedly support each and every one of you in your challenges.

Kaoru Nakahara-san,
President, Hamburger University

CHALLENGE 1

Potato Person Category

What is a Potato Person?

This position is designed to ensure that McFries® are always served at their best. They anticipate demand and prepare the appropriate amount to ensure that the fries retain their fresh-made

POINT

taste and quality.

We realize once again how important it is to keep communicating with other members!

When bagging, aim for the right amount the first time. It’s also important that individual fries look neatly lined up!

CHALLENGE 2

Drink Drawer Category

What is a Drink Drawer?

This position is designed to ensure that our beverages are served accurately and quickly. By efficiently managing multiple orders, they ensure a smooth serving process to minimize wait times for our customers.

POINT

Be sure to take a

moment to carefully check the monitors and stickers to avoid picking the wrong type or size!

Thanks to my colleagues' help, I managed to get through it!

CHALLENGE 3

Assembler Category

What is an Assembler?

This is the position to assemble hamburgers. They pay close attention to every detail — from the arrangement/proportions of the ingredients to the wrapping method — to ensure our products meet the Gold Standard.

POINT

It' s crucial to maintain our Gold-Standard quality within the specified time!

It was challenging for sure, but a lot of fun, too!

CHALLENGE 4

Grill Stocker Category

What is a Grill Stocker?

This position is designed to ensure that the patties are cooked to perfection. By assessing the progress of cooking and preparing the necessary quantities at the right time, they help ensure the overall speed and quality in our kitchen.

CAUTION HOT

POINT

To prevent under-

I made a point of ensuring that every single patty was handled with care!

cooked food and food poisoning, let us make sure that the correct cooking procedures and rules are followed at all times to deliver safe products!

CHALLENGE 5

Guest Experience Leader Category

What is a Guest Experience Leader?

This position is designed to help provide a pleasant and enjoyable restaurant experience that is personalized to each and every customer. Through decisions and actions tailored to each situation, they provide the kind of hospitality that only humans can offer.

POINT

When showing customers how

It's important to keep paying close attention to our customers at all times!

to use the SOKs (Self-Order Kiosks), etc., the real test of our skill is whether we can tailor our guidance and support to meet the needs of individual customers!

Messages to Our Crew People from the Five Challengers

Wally-san

The Grill Stocker position I took on this time is the heart of our kitchen. The daily efforts to pursue both QUALITY and SPEED lead to delicious burgers and the overall growth of our restaurants. Let me say this again: the AJCC is NOT a competition focused solely on results. The true value lies in the process itself — that is, refining your operational standards as you take on those challenges, which will ultimately lead to the overall improvement of your own restaurant. Each and every crew person who decides to take on these challenges is the champion. So be yourself and take it one step at a time.

Koka-san

The position of a Drink Drawer can be extremely challenging, as the role requires you to prepare a wide variety of beverages precisely according to different situations. Since a single decision can affect both the taste and appearance of a product, it is essential to thoroughly follow even the smallest details of the basics. Please work closely with your colleagues in the kitchen and at the counter to serve the kinds of beverages that our customers keep coming back for.

Sakashita -san

What is expected from Guest Experience Leaders is to be attentive to each and every customer. It is about understanding customers' feelings from their facial expressions and body language — and proactively providing the support they need; that is what it takes to create the kind of restaurant that customers wish to visit again and again. Through your participation in the AJCC, please refine your hospitality and apply what you have learned to your daily customer service.

What our customers expect from McDonald's are QUALITY, HOSPITALITY, and SPEED — ALL of them. Among these, assembly is what underpins the QUALITY of our products. Paying close attention to every single detail of the basics — from center dressing and proper portions to careful wrapping — is what it

Nishimura -san

takes to deliver the best possible products and experiences to our customers.

Kida-san

McFries® are one of McDonald's signature menu items. To serve the best fries possible, it's crucial to thoroughly follow the basics — such as maintaining equipment, ensuring the oil is in good condition, and managing inventory — and to work together as a team while paying close attention to our customers. Let's make sure we continue to deliver the same great taste without compromise, even during peak hours.

Check out the video to see how their personal challenges went ♪
Jonetsu Visit! AJCC 50th Anniversary Special Edition — Now Showing!

Be sure to check out the video showing the operation leaders' journey as they took on their AJCC challenges, along with their messages to all the crew people!

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Visit
AJCC 特別編
50
2026 ALL JAPAN
CREW
CONTEST
SINCE 1977

Special Page

*The content is NOT available to the general public.

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