

Different Ways for “Me” to Shine

At McDonald's, all kinds of team members thrive together, crossing lines of age, nationality, and lifestyle. Here, we share the stories of crew members shining in their own way, each in their own place!



Connecting with Customers Across Languages

I came to Japan on a working holiday, and started working at the Kyoto Karasumaguchi restaurant at my wife's suggestion, since she was already working there. At first, I struggled to tailor my service to each individual customer, but I kept learning new languages and actively speaking up, and eventually I was able to enjoy connecting with customers from all over the world. As a result, I achieved the No. 1 OSAT score company-wide in July! Going forward, I want to share my experience and knowledge, and keep delivering the best possible service to customers, aiming to make this restaurant a role model within McDonald's Japan.

Kyoto Karasumaguchi Restaurant Manager Bae-san

Age 81, Driven by Countless Wonderful Encounters

After working as a concierge and for an airline, I became a McDonald's crew member. With customers, I try to keep a spirit of hospitality while speaking to them naturally, just as I am. I love connecting with people, and I find daily comfort in the many encounters I have — from the Australian family who visits every year, to a customer who once told me, “I think it's wonderful, this ‘premium age.’” Even now, at 81, I aim to run a restaurant with the first-class feel befitting Haneda, and I plan to keep working with all the energy I've got.

Haneda Airport 2 Station Restaurant GEL Ueda-san



Teammates' Support Built My Confidence at Work

Because I have some hearing difficulty, when I first started working, I struggled to catch instructions during busy periods or over the microphone. But when I talked to my teammates about it, they found ways to help — speaking in a louder voice, adding gestures, or taking off their masks while talking — and we were able to communicate smoothly. I also feel that I've been able to actively support other crew members by drawing on the awareness of my surroundings I developed through soccer. Going forward, I want to grow into someone who can pass on my own experience to newer crew members.

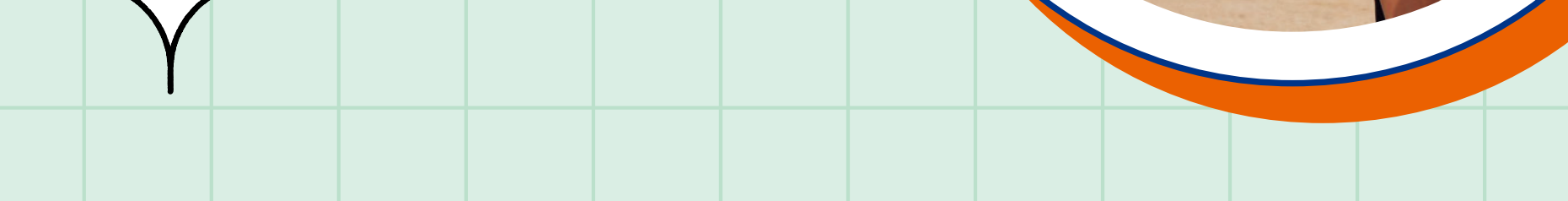
Takamatsu Sun Flower Dori Restaurant Crew Okura-san



Giving My All to Both Club Activities and My Part-Time Job

I'm on my university's lacrosse team while also working part-time at McDonald's. In lacrosse, I make it a priority never to lose my smile, no matter how tough things get. A customer once told me, “You have a wonderful smile,” and it made me happy to realize that my experience on the team was carrying over into how I serve customers. In lacrosse, I'm aiming to help my team win back-to-back national championships; at McDonald's, I'm aiming to become a crew member trusted by both my teammates and customers. I want to keep growing while never forgetting my willingness to take on new challenges.

Sumiyoshiieki Minamiguchi Restaurant Crew Otani-san



Balancing Childcare, Toward a Dream of Three Generations Working Together

As a child, I looked up to my mother, who worked at McDonald's, and dreamed of becoming a McDonald's employee myself. I started working there right after finishing junior high school, and became a manager seven years ago. Balancing the job with raising children wasn't easy, but I got through it by learning scheduling and planning from the RGMs. These days, I keep everything organized with a binder as I go about my work, and I'm able to enjoy a fulfilling life both at home and at work. My mother is still working there too. My dream is for three generations — mother, me, my daughter — to work at McDonald's together!

Okazakiharisaki Restaurant Manager Suzuki-san

