HTW Enrollment FAQs

What is Hiring to Win (HTW)?

HTW is an efficient, hassle-free and proven method of selecting applicants for both restaurant manager and crew member positions. HTW provides hiring managers with insight into an applicant's customer focus, dependability, reliability, teamwork, and initiative.

What does my subscription to Hiring to Win provide?

It provides an end-to-end hiring solution including:

- Realistic Job Previews (insight into what it's like to work at McDonald's)
- Pre-screen Questions (does an applicant meet minimum requirements)
- Structured Interviews (behavior-based interview questions)
- On-the-Job Evaluation (activities allowing for assessment of fit for manager positions)

Why should I use Hiring to Win?

You want to hire the most qualified applicants for the positions. HTW saves you time, it is a consistent and easy to use process, and it increases your revenue by decreasing turnover.

Where can I find more information on Hiring to Win?

Please contact the HR Consulting Team at 1-877-623-9150.

HTW Subscriptions

How long is the Hiring to Win subscription period?

Subscriptions run from January 1 through December 31 with the exception of temporary locations and some group sign-ups. Acquired restaurants can be added to align with your current restaurants' subscriptions.

What do I need to do to get started using Hiring to Win?

Click on Sign Me Up! and complete the necessary information for your restaurants. Once you are active, your applicants can fill out the paper or on-line application and you're on your way.

Technology Requirements

What are the technology requirements for using Hiring to Win?

- High-speed internet connection (e.g., LAN, cable modem); phone modem connection will work, but will be substantially slower
- Internet Explorer 7.0+, Firefox 3.0+, Safari 3.0+, Google 1.0+, Opera 9.0+
- Windows 95 or higher
- Adobe Flash Player
- Pentium class processor (200 MHz or faster)
- 32 MB of RAM (preferably 64 MB)
- Color, VGA Monitor between 14" and 16" in size
- Working Computer Mouse

Also, please make sure your screen settings are adjusted for appropriate viewing conditions.

Screen size of at least 1024 x 768 with 16 bit or higher color setting

- 1. Select Settings from the Windows Start Menu; select Control Panel; double click on the Display icon.
- 2. Click on the Settings tab, and make sure that your screen area is set to at least 1024 x 768; click Apply.
- 3. Adjust the color setting to 16 bit (high color or 65 colors) or higher

Must I enroll all of my restaurants on Hiring to Win?

If you decide to enroll in HTW, you must sign up all your traditional restaurants. If a store is closed for remodeling you will still need to sign it up – Aon cannot prorate based on that situation. This will also ensure that an organization is using consistent hiring procedures.

Must I sign-up my special location restaurants (SPODs), such as a McDonald's that is located in a Walmart or attached to a gas station?

You will be able to manage your SPODs on the automated signup tool using the "Manage SPODs" button on the screen that shows registered and unregistered restaurants (under "My Stores"). By clicking that button you will be able to choose not to include those SPOD locations you do not do the hiring process out of – they will then be removed from your total restaurant list.

Will a reminder notice be sent to me when it's time to re-subscribe to Hiring to Win?

Yes, you will receive a message to the partner's email address on file each year in December. All subscriptions run according to the calendar year January through December. Subscriptions are renewed on January 1st and accounts are billed on February 15th of each year.

Signing-Up

What information will I need to electronically sign-up my restaurant(s)?

You will need your Operator number and any one of your store numbers. For setting up your auto renewal account, you will need a current credit card.

How long will it take to electronically sign-up my restaurants?

Completing the process can take less than 5 minutes.

What do I need to do to get started using Hiring to Win?

Click on Sign Me Up! and complete the necessary information for your restaurants. Your store will be automatically linked to McState the next day. However, you can go in to your McState HQ and link the stores yourself immediately if you prefer. Once you are active, your applicants can fill out the paper or on-line application and you're on your way.

Do I have to enter leading 0s before my Operator or Store number?

No, the system will do that for you once you provide the main numbers

I have a special situation and my stores are not appearing under my Owner Operator ID. What should I do?

Please contact HR Consulting at 1-877-623-9150 with any questions about your stores.

How will I receive my Hiring to Win access information?

Once you sign-up, the system will automatically display for printing, as well as send an email to your partner's email address, all of your restaurants, codes, passwords, and subscription dates.

Billing

How will I be billed (for those not signing up as part of a group)?

After selecting all of your restaurants to be set up, the system will generate a yearly price for each as well as a total. You can simply enter your credit card information or electronic funds transfer information under "My Accounts" and your account will be billed.

What if my Co-op pays for Hiring to Win?

Aon will send an invoice to your group contact to coordinate payment as part of the auto renewal process.

Does the system house my credit card information?

No. It is processed through a secure credit card processing system.

HTW Usage

What do I need to do to get started using Hiring to Win?

Click on Sign Me Up! and complete the necessary information for your restaurants. Once you are active, your applicants can fill out the paper or on-line application and you're on your way.

How will I receive my Hiring to Win assessment documents?

They will be emailed to the address on file, or you can access the reports yourself by logging in to <u>http://hiringtowin.com/admin</u>

How do I change my password?

Select 'My Profile', and make any necessary changes. Don't forget to click on 'save' before exiting.

How can I change my Email addresses?

Select 'Review Users' and click on the promotion code you wish to update the email address for to make any necessary changes. Don't forget to click on 'save' before exiting.

IVR Phone Scoring

How do I sign-up for IVR phone scoring?

Contact HR Consulting at 1-877-623-9150.

Renewals and Add-Ons

Will a reminder notice be sent to me when it's time to re-subscribe to Hiring to Win?

Yes, you will receive a reminder in December to the partner's email address on file.

When can I renew my subscription?

If you have existing restaurants and an automated account, you will be automatically renewed at the beginning of the year. If you have a newly acquired store, you can renew anytime after it appears in your 'My Stores' list.

How can I add a new or acquired restaurant?

Go under the My Stores tab and select restaurants to register.

If a restaurant does not appear in your listing, please contact the HR Consulting Team at 1-877-623-9150.

McState

How do I sign up for McState?

Please contact HR Consulting at 1-877-623-9150.

I was told that I can link Hiring to Win and McState together so I can get the job application and assessments going to the same email address(s) I had set up in McState. How do I link Hiring to Win and McState together?

Please contact HR Consulting at 1-877-623-9150.

How do I order recruitment POP materials?

Go to the Employment Strategy and Hiring To Win sections of the BHOT'r website on AccessMcD for ordering information.

Glossary

Administrative IDs (Admin ID)

- Organization Level use these IDs to manage your stores. This type of Admin ID allows you to see all active stores within your organization
- Store Level this type of Admin ID is used so that you can see only those applicants connected to a specific location.

Edit My Profile

• Allows you to go in and change the name and email address where paper assessments scored using the "Add New" function will be sent.

Review Users

Allows you to manage the email addresses that receive assessment reports for your organization

If you have additional questions, call the HR Consulting Team at 1-877-623-9150.