

SCOTT MCCOY'S BLOG HOME Scott McCoy's Blog

by Scott McCoy **My McExperience** Posted 4 days ago | 129 | Comments: 0

I'm not one to poo-poo on local businesses. We need more business, more industry, more good jobs, and more economic growth. But, an incompetent business reflects negatively on our community and our people. This worries me greatly, because if my personal experience with our local McDonald's is how others are introduced to Pontiac -- we are in big trouble!

Let me be the first to say that I love McDonald's. I've spent a lot of money there. This isn't a bash on McDonald's or the fast-food industry. It's a criticism on the staff and people who work at our local McDonald's.

This has been my experience with the Pontiac McDonald's over the past few months.



McRib Is Back

My all-time favorite McDonald's sandwich is the McRib. It's a tasty, BBQ soaked sandwich that requires dozens of napkins. I just love eating the McRib, then wiping BBQ sauce off my hand, my shirt, my pants, the floor, and my hair. It's a sandwich worth taking a second shower for.

I know a lot of people who feel the same way. My wife is one of them. When we heard McRib was back (for a limited time, of course), we started eating McDonald's for lunch and dinner for almost an entire week! Then, last Thursday, I announced to my employees that I was heading out to lunch for a McRib. One of them said he was going to get one as well shortly thereafter. When I returned, I pulled the McRib from the bag, set the fries next to the McRib box, and stuck the straw into my drink. I then strategically placed several napkins in preparation for a BBQ mess. I reached over, opened the McRib box carefully (as to not let the BBQ overflow drip onto my desk), and... and... nothing happened. I sat there looking at the very clean inside of a McRib box, with a sandwich in the middle. Hmm?? I lifted the top bun to inspect and I had no BBQ sauce at all. None! Zero!

How can they totally forget the BBQ sauce on a McRib? I always order it without pickle, and I had no pickles. But, what about my BBQ sauce?

In order to make sure I didn't get singled out (which happens when you are a political figure), I asked my employee who just returned with his McRib to check his sandwich. Same thing! He had no BBQ sauce!

I called McDonald's and complained. I received an apology by the manager and was told to come in and give the manager's name for a replacement. But that's little compensation for driving all the way across town again. And, if this happened to me and some else, then it happened to the other people who ordered McRib's and didn't realize they got ripped-off until they opened it -- several miles down the Interstate. And, they now have a first impression of Pontiac.

What is Tax?

Probably one of my most shocking experiences with our local McDonald's was about six weeks ago when I ordered a value meal.

The outside sign had a price listed, but when I got the pay window I calculated in my head that the price was wrong. I asked for a receipt (which you seem to have to ask for anymore), and I discovered they charged me ten cents more than the price listed. It's only .10 cents, but it's still wrong. When gas prices rise by .10 cents, everybody goes nuts. So, I told the young worker that there is a mistake. She directed me to the next window. We'll, that person didn't know what to do either. So, I asked to see a manager.

I thought a manager should know more than the employees, generally speaking. I assumed they get some additional training in customer service and operations. But I was proven wrong!

The manager stood there with his mouth open and looked at the receipt. He then asked me to explain the problem, which I did in detail. After a pause, I could see he had no clue what was going on around him. I explained again and I told him what should happen. He asked me to pull forward (so other cars can get their food), which I did.

A minute later he comes out to the car. I could tell he had change in his hands. He asked me how much they owed me for the difference. I can't believe he actually asked the customer how much money McDonald's owed me! I looked at my receipt and told him that the difference from the board and the receipt was ten cents, and the difference in the sales tax was a penny with the adjustment. The kid looked at me like I just spoke German, this "manager" informs me that the sales tax didn't change. HUH? I asked what do you mean by that? He said that McDonald's changed some of their prices which is probably why the price of the value meal was wrong, but that McDonald's didn't change the tax.

I started to laugh. I looked at him and asked "you realize that McDonald's doesn't set the tax rate, right?" He fumbled a bit and said he didn't really know. I then asked "and, you do realize that sales tax is based on the amount of purchases you

make, right?" With a surprised look he answered, "it is? I didn't know that." I then told him tax is based on the sub-total of the sale, so if the subtotal of my order changed, then tax adjusts too. It was clear this "manager" was totally lost. I asked is age. He said he was twenty. A twenty year old doesn't know what sales tax is?

This lack of basic knowledge and training is totally unbelievable to me.

How can you manage something when you haven't a clue on how things work? I can understand not knowing how to fix the freezer compressor, but to not understand how basic sales tax is calculated, or to know that tax is not just a fixed number that McDonald's sets -- is unacceptable and stupid.

And a few days later, I returned to order the same meal -- and went through all of this again because they didn't fix their pricing on their board!

Replacing Employees with Robots

With minimum wages rising, especially in Illinois, fast food restaurants are searching for ways to cut down on expenses. For some reason, McDonald's figured filling drinks with a robot was better than letting an employee do it. Apparently, McDonald's employees are too incompetent to fill a soft drink? Anyway, this robotic machine doesn't work. Since it was installed, my drink are never filled to the top. I have a good inch left at the top most of the time. I asked if they could fill it up, and I get "the machine does it." So, I guess I just have to get ripped off. Plus, I get two cups quite a bit. The machine must dispense the cups wrong, so I get two. How does that save money? But, the employee still has to put on the lid -- which they still can't do correctly most of the time -- like yesterday.

I don't think McDonald's corporation can give me a good reason for these automated drink dispensers. I really don't like them. I'm getting ripped off.

No Pickles Please

For years, I order everything with no pickles. The funny thing is that I love pickles. I can sit and eat a jar! But fast food joints have warm and rubbery pickles, so I refrain.

I think leaving pickles off a sandwich would be simple. Just don't put any on there. But McDonald's doesn't remove the pickles 50% of the time! It's become a joke at my house. My family follows my lead on pickles, so we all order no pickles. We get the food home, hand it out around the table, and my wife announces "don't forget to check for pickles!" She ordered no pickles, and the little receipts stuck to each sandwich say no pickles, but we know we'll find pickles!

Big Breakfast (Small Version)

I enjoy breakfast. This morning, I woke up with a migraine. It's not fun. My wife offered to run to McDonald's so I can have some breakfast with my medication. When she returned, she asked me if hash browns come with the big breakfast. I said yes. She then realized that McDonald's once again ripped us off. There were no hash browns. In fact, they didn't include jelly for the biscuit and other condiments. What a way to start your day!

Buy 100, Get 1 FREE

This week, McDonald's came out with a little card that can be punched when you buy a breakfast meal or a lunch meal. When you buy so many meals (I think it's 5), you get a free meal! That sounds good to me! But yesterday I drove to McDonald's to get dinner for the family. I purchased two value meals and three happy meals. I handed the card to the girl and she punched it one time. I asked why I didn't get two punches for two value meals, and she gave me a nasty look, punched the card again, and gave it back. No sorry or anything. She then finished handing me my food and shut the window. Not even a thank you. What really gets me is that a man who appeared to be a manager was standing there the entire time. Apparently he didn't care either.

Bag Fries

I realize fries fall out into the bag. It happens. It's actually like a bonus. No big deal. But a few weeks ago, McDonald's went a little overboard.

At the drive-thru, I was handed a sack that was suppose to contain two value meals. Knowing how fast-food places get orders wrong all the time, I opened the bag to check that I received everything. I noticed two empty containers for fries. I removed them to find a pile of fries at the bottom of the bag. I promptly handed the bag back to the girl and said they can redo my order because this is unacceptable.

While they fixed my order, I was handed three happy meals. I checked these and found one of them had a cheese burger that was half wrapped and the burger itself was destroyed by someone's finger going through the middle of it! And I mean completely through the middle as if on purpose! Once again, I said this is unacceptable and I gave it back. And again, no apology or anything. I guess nobody cares anymore. They all want more pay and advancement, but they sure don't want to work for it.

Now don't get me wrong... there are a few very good people at McDonald's who really try and who do care. But the vast majority don't care, are sloppy, talk about boyfriends when you are waiting in line, goof-off, and generally are bad employees. They take no pride in their work or themselves. It's really very sad.

I think I'm done with McDonald's. At least for a while. Pontiac's McDonald's in the past few months is horrible. I realize that mistakes happen and things go wrong. But at other food establishments I seem to be treated a lot better than I do at McDonald's. All I want is my food and someone who cares if I'm a happy customer or not. But in my experience over the past few months, I haven't found that at Pontiac's McDonald's.