



The Brief: McDonalds - Planned and Reactive Works

For more than ten years, Moolands has managed both planned and reactive maintenance for McDonald's. We service over 100 locations throughout London and the South East, ensuring that each store operates efficiently. Our extensive experience enables us to quickly resolve maintenance issues and implement measures, helping maintain high standards and contributing to the overall success and customer satisfaction of the McDonald's brand.

McDonalds has been a global community of crew, farmers, suppliers, franchisees, and countless others who make up who we are as a brand. It's the entire McFamily that makes McDonald's what it is today and what it's been for over 65 years.



When you're dealing with over 100 McDonald's locations, the stakes are high. Each restaurant needs to run like a well-oiled machine. Our challenges included:

- **Time:** Any maintenance issue could lead to service disruptions, which we know have to be resolved quickly to keep customers happy.
- **Regulatory Compliance:** We need to ensure every aspect of our work meets health, safety, and environmental regulations to keep the restaurants running safely.



- **Consistent Quality:** With so many locations, we maintain the same high standards of excellence across each one — no exceptions.

Our Approach

Understanding these challenges, we tailored our services to meet McDonald's specific needs:

1. Drainage Services:

- We carry out regular inspections and routine maintenance to keep drainage systems clear and functioning properly. Our rapid-response team is always ready to tackle emergency drainage issues, ensuring minimal downtime.

2. Plumbing Services:

- Our team conducts thorough checks on all plumbing systems to make sure everything, from sinks to toilets, is operating efficiently. We handle installations and repairs swiftly to meet operational demands.

3. Gas Services:

- Safety is our top priority. We perform compliance checks and carry out maintenance on gas appliances, ensuring everything is up to code. In emergencies, our team is on standby to swiftly address gas leaks or safety concerns.

4. Groundworks:

- We take care of the outdoor areas, ensuring they are safe, accessible, and aesthetically pleasing. Proper drainage around the property is crucial to prevent flooding, so we manage landscaping and groundworks carefully.

By focusing on these key areas, Moolands has seen:

- **Minimal Downtime:** Faster response times mean that service disruptions are a rarity, helping to keep McDonald's busy kitchens running smoothly.
- **Regulatory Success:** With regular maintenance, we've ensured that all our work complies with health and safety regulations, greatly reducing risks.
- **Happy Customers:** A seamless operation reflects positively on McDonald's, enhancing customer experiences and reinforcing their strong brand reputation.

Our partnership with McDonald's showcases Moolands' dedication to providing reliable and effective maintenance solutions. By managing drainage, plumbing, gas, and groundworks with care and expertise, we've played a vital role in supporting the success of McDonald's restaurants in London and the South East. We take pride in knowing that our efforts contribute to creating positive experiences for customers, helping the McDonald's team serve the community with confidence every day.

