

McDonald's Is Modernizing Guest Services

McDonald's, the world's largest fast-food chain, plans to modernize its services and give guests the "Experience of the Future". McDonald's guests will be able to customize their order at an automated touch screen kiosk and receive table service. Though automation may reduce the need for counter workers, McDonald's says the new services will require more staff, including chefs, wait staff, and greeters. Select restaurants in Australia and the US are already offering this new dining option.

Source: www.englishclub.com

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Vocabulary

fast-food chain - a chain of restaurants serving fast food

customize - to make or change something to suit the user's needs

automated - made to operate by machines or computers in order to reduce the work done by humans

kiosk - a small shop/store, open at the front, where newspapers, drinks, etc. are sold

Comprehension Questions

1. What #1 title does McDonald's hold?
2. What will guests be able to do at many McDonald's restaurants in the near future?
3. Why does the report mention Australia?

You can see the whole lesson from your teacher, please ask them to send it to you before the class.

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