



## **McDonald's Gharghur**

Social Story of McDonald's Gharghur  
for autistic visitors



# McDONALD'S GHARGHUR

This McDonald's is found in Triq il-Balal, Gharghur, next to the petrol station.



This restaurant has its own parking space, which you can access down here.



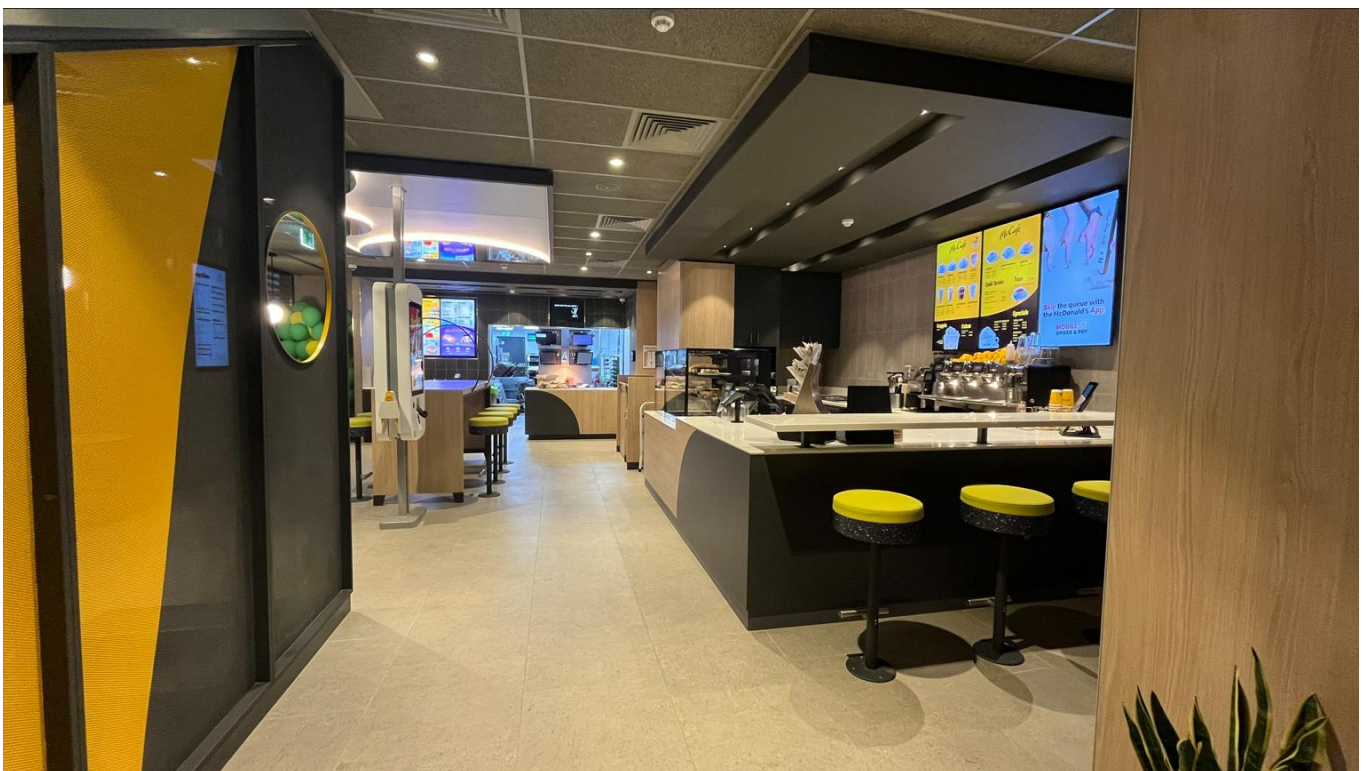
# CAR PARK

This is the car park



# MAIN ENTRANCE

Once you enter the restaurant from the main entrance, you will be in the main lobby area.

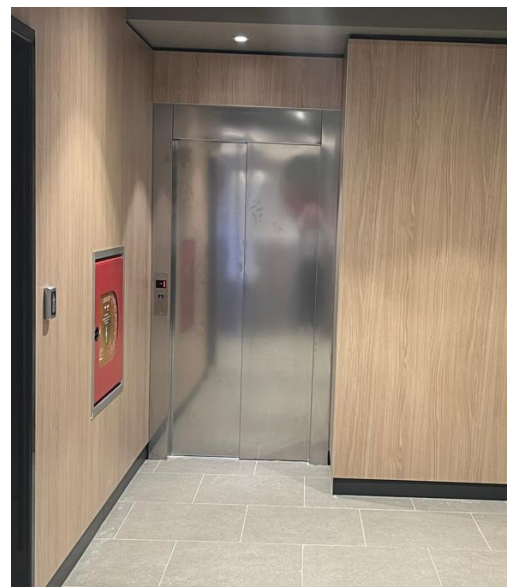


# ENTRANCE FROM CAR PARK

The entrance to the McDonald's restaurant from the car park is here.



Once you enter, you can walk straight ahead, up the stairs and you will be in the main lobby area. On the left side before the stairs, you can find the lift.



# MAIN LOBBY

On the right-hand side, you will see a McCafè, from where you can buy teas, smoothies, coffees, cakes and some savoury snacks.



Straight ahead you will find our front counter. The lift is situated on the right side of the front counter.



# Ways to order

There are 4 different ways to order:

Option 1:

Front Counter

Option 2:

Self-Ordering Kiosk

Option 3:

Table Service

Option 4:

Mobile, Order & Pay

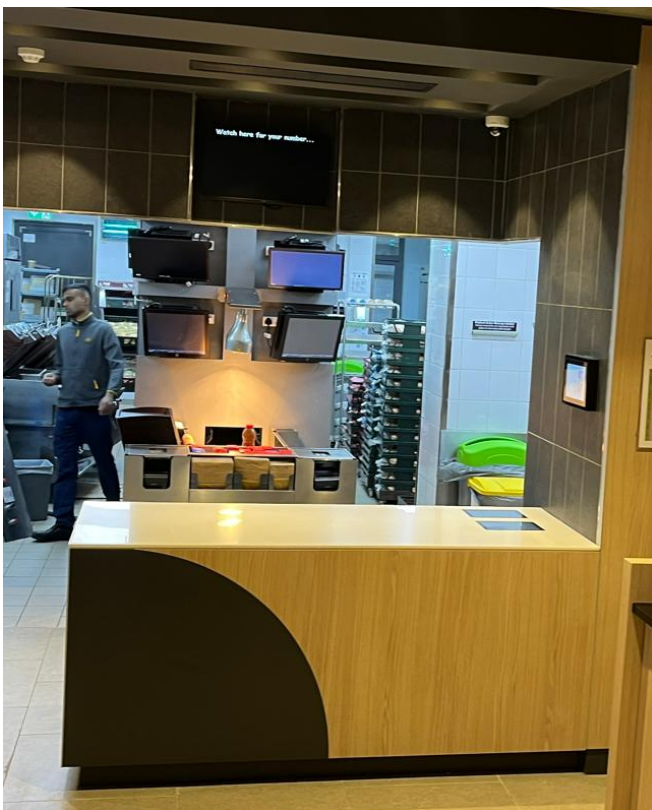
# Option 1: FRONT COUNTER

At the front counter, you can order your food, pick-up the food and ask for general assistance.

You can also ask for our Autism Ambassadors who have been trained and certified on autism and therefore would be able to help you better.



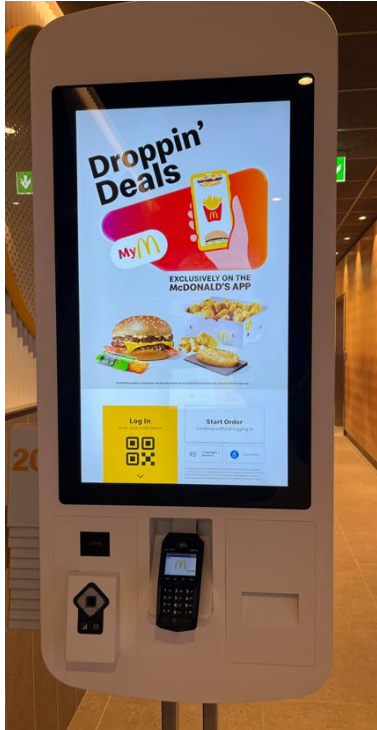
You can order here



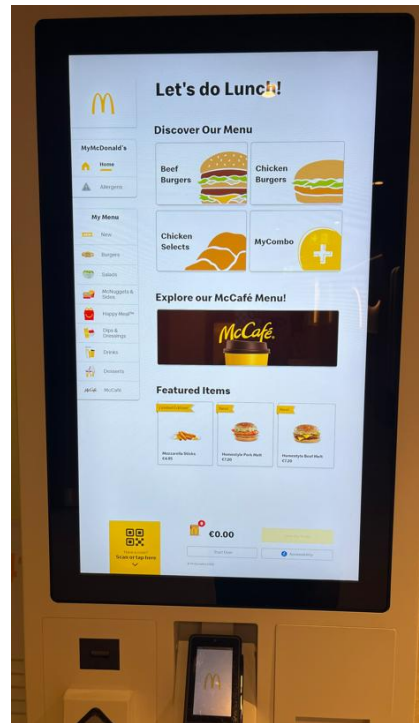
Pick up your food here

## Option 2: SELF-ORDERING KIOSK

In the main lobby area and downstairs, you will find various self-ordering kiosks.



This is a Self-Ordering Kiosk.



You can use the Self-Ordering Kiosk to order your food.

## Option 3: TABLE SERVICE



You can choose Table Service to have your order delivered to your table. Table service can be chosen from the Front counter or from the Self-Ordering kiosk.

Simply take the table tent show in this picture with the number 3, to the table and our colleagues will bring your order to your table.

The table tent could be any number.



## Option 4: MOBILE ORDER & PAY



You can also choose to order from your own mobile on the McDonald's App.

On each table you will find the QR code which you can scan to gain access to the mobile app. Once on the app, you can place your order, input the table number as seen in the picture above, and one of our colleagues will bring your order directly to your table.

For more information on how to order using the Mobile Order & Pay, you can watch our tutorial video on this link:

<https://mcdonalds.com.mt/mobile-order-pay/>

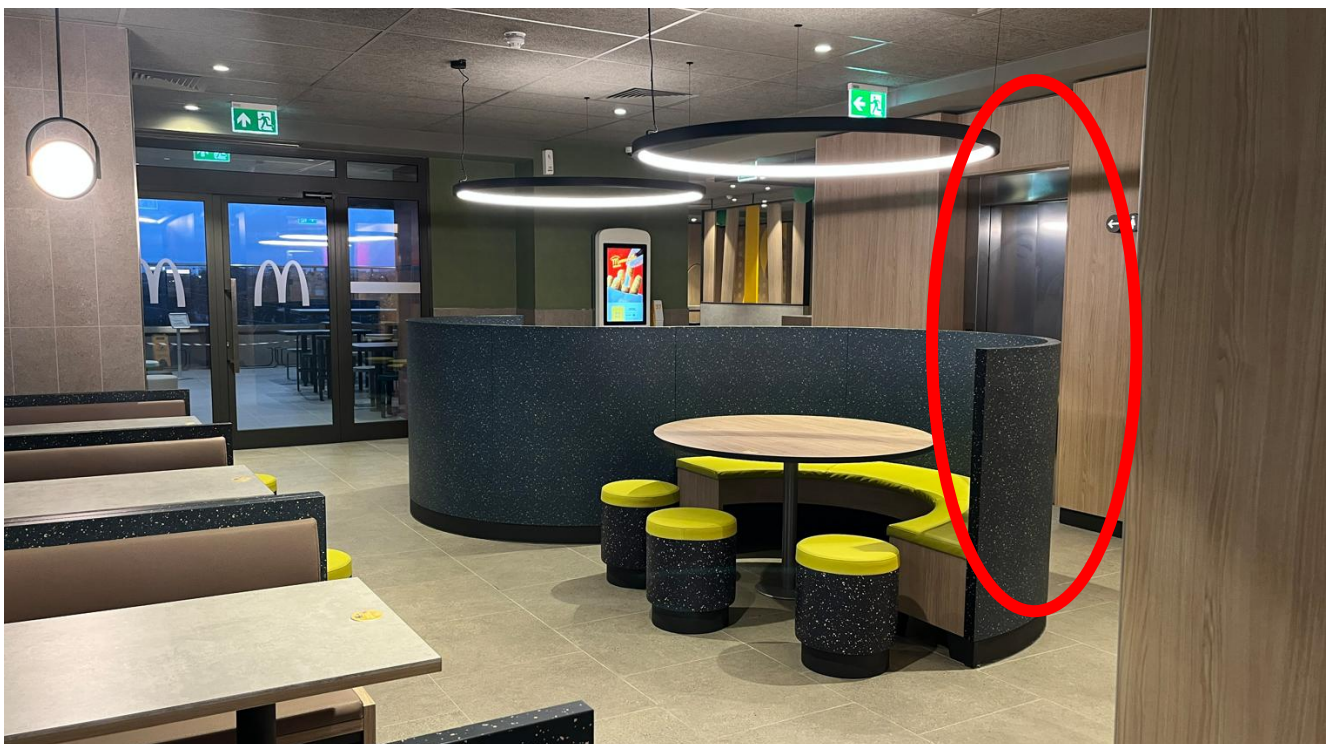
Note that the number on your table could be different than the number in the picture.

# GOING UPSTAIRS

Behind the front counter, you can see the stairs that will lead you to the first floor.



On the first floor you will find more seating space, the Quiet Space, toilets and the terrace. The lift is situated on the right side when going up the stairs.



# FIRST FLOOR

When going up the stairs, you will find a lot of seating space.



Straight ahead from the stairs is where you can find the terrace.



# QUIET SPACE

When walking upstairs, take a right and go round the corner. This is the entrance to the Quiet Space. The Quiet Space was designed to be sensory friendly and designed with warm lights and special decor in collaboration with PRISMS and Autism Parents Association.



The Quiet Space contains one long table and several chairs. The room is quite small so it's more contained and is designed with warm lights. If there are people inside, you can ask for support from one of the staff members.

Ask our Autism Ambassadors, for anything you might need including sensory toys and noise cancelling headphones.

# PLAY LAND

Children can play in the Play Land area situated on the left side of the quiet space.



# TOILETS

The toilet can be found on the right side of the terrace. This is the door to the toilets.



Through the entrance of the toilets, you will find 3 doors. The first is the women's toilet, the second is the men's toilet, and the one ahead is for the mobility impairment.

# TERRACE

You can sit on the terrace and enjoy the view of Gharghur.



## Autism Friendly Hours

Mondays and Thursdays between 15:00 and 16:30, at McDonald's Gharghur we have Autism Friendly Hours, during which the entire restaurant will have dimmer lights and lower noise levels. Even though during the Autism Friendly Hours, the place is more quiet - you are still invited to visit the restaurant at any other time.

## Autism Ambassadors

Our Autism Ambassadors are easily identifiable from the Autism Friendly badge they will be wearing on their uniform. They are trained ambassadors and certified on autism and sensitivity.



## Thank you!

Thank you for visiting our restaurant. We hope you enjoy your experience here.