



NEWS RELEASE

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McDONALD'S® OF HAWAII GENERAL MANAGER HONORED WITH PRESTIGIOUS NATIONAL AWARD

Kauai's Debbie Palpal-Latoc Receives 2016 Ray Kroc Award

HONOLULU – McDonald's of Waipouli manager Debbie Palpal-Latoc was recently honored as a recipient of the prestigious Ray Kroc Award, an annual performance-based award that recognizes the top-performing McDonald's restaurant managers in the country. Named after McDonald's Corporation founder Ray Kroc, the award was established in 1999 to honor the top one percent of restaurant managers from around the world who make Ray Kroc's vision of excellence come to life for customers each day in company-owned and franchised restaurants.

"I am honored to receive this recognition," said Palpal-Latoc, who has worked for McDonald's for 15 years. "I have grown tremendously both personally and professionally over the last decade and a half with the company. The strong leadership skills I have developed working for McDonald's are a testament to the investment the company has made in me."

Palpal-Latoc joined the McDonald's family in 2001 as a crew member shortly after arriving in Hawaii from the Philippines. She quickly climbed the company ladder. After working her way up to a crew trainer, she became a full-time swing shift manager and then first assistant manager. She was promoted to restaurant manager in 2009.

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"Debbie is the perfect example of the type of employee we want to cultivate at McDonald's, " said Darlene Chung, McDonald's Restaurants of Hawaii owner/operator. "She goes above and beyond to ensure that our restaurant presents a top-quality product and experience to our customers. Debbie knows that success starts with proper training so she allocates extra time with employees, taking them through a step-by-step process so that they too will excel at the company."

Palpal-Latoc is one of 340 top-performing managers who were selected as recipients of the Ray Kroc Award this year. Winners receive a cash prize, a Ray Kroc award trophy, a ring, a pin and a trip to the McDonald's 2016 Worldwide Convention on April 13 in Orlando, Florida.

Palpal-Latoc's commitment to service reaches beyond the restaurant as she has become a pillar in the community. For years, she has been the lead organizer of McTeacher's Nights (a McDonald's-sponsored community fundraiser to address financial needs at local schools) for Kapa'a Elementary, Middle School and High School. Palpal-Latoc is also a volunteer for the American Red Cross.

The Ray Kroc Award recognizes the hard work and dedication of restaurant managers who have become model examples of the company's goal of providing exemplary service to customers. Winners of this prestigious award deliver superior results in team performance and operational excellence in the areas of "Quality, Service and Cleanliness." It was Ray Kroc's belief that the success of the company hinges on supporting its staff. Thus, recipients understand the ins-and-outs of the business, striving to build the McDonald's brand. They are chosen globally from more than 36,000 restaurants.

McDonald's is committed to creating employment opportunities for people of all ages and from all backgrounds, as well as boosting employability to help people gain the skills and experience they need to progress in their careers. McDonald's provides opportunities for progression and promoting from within; around 90 percent of restaurant management began their careers as crew members.

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About McDonald's Restaurants of Hawaii

McDonald's Restaurants of Hawaii has 82 restaurants and more than 5,200 employees in Hawaii, Guam and Saipan. In Hawaii alone, the company has 74 restaurants and more than 4,600 employees. McDonald's total economic impact on the state yearly, directly and indirectly, is about \$370 million in spending and nearly 12,000 jobs in the community. McDonald's prides itself on offering career opportunities to employees, with most managers staying with the company for more than 18 years. Follow McDonald's Restaurants of Hawaii on Twitter at @McDonaldsHawaii.

About McDonald's USA

McDonald's USA, LLC, serves a variety of menu options made with quality ingredients to more than 25 million customers every day. Nearly 90 percent of McDonald's 14,000 U.S. restaurants are independently owned and operated by businessmen and women. Customers can now log online for free at approximately 11,500 participating Wi-Fi enabled McDonald's U.S. restaurants. For more information, visit www.mcdonalds.com, or follow us on Twitter @McDonalds and Facebook www.facebook.com/mcdonalds.

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