

People of all abilities are inspired to achieve a career

Arthur Cundle, 41, works for McDonalds in Torbay. Friendly, approachable and charming, he is responsible for customer service and maintaining high standards of cleanliness. Arthur has worked at McDonalds for 6 years and recently won both McDonald's 'Employee of the Month' and 'Employee of the Quarter'. Watching him at work, he exudes professionalism and speed, going about his tasks in a most efficient manner.

Arthur has a learning disability and lives in supported living accommodation in Torquay. He is also very proud that his wife is employed at Sainsbury's, also supported by Pluss.

Arthur's words

"It's good working here, it feels alright. I do the hospitality, give balloons to kids. The kids and our customers – that's what McDonalds is all about. It's very important for customers to see how nice and clean the restaurant is otherwise they might not come back.

I don't like taking a holiday I enjoy my work too much. All of it is good. I was made redundant before and Pluss helped me to find a job, I don't know what I would have done otherwise. I was so happy – I thought they were joking. They come to see me, sorted out my benefits and I have also done a customer care course."



Arthur's employer, Richard Goldsmith, Business Manager at McDonalds

"Arthur looks after the dining area, deals with requests and complaints from customers and maintains impeccable high standards of customer care.

He is an outstanding employee. I have known him for about 6 years and from day one he has always been an absolute asset to the store and the rest of the team.

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The amount of customers who stop me in the street and letters we get praising Arthur's customer care. It's incredible.

He's got energy, enthusiasm and is always friendly and polite - a real give and go attitude. I have never known him to be any different. He takes a real pride and gets a massive sense of achievement.

Everyone absolutely loves him. He's brilliant. Every morning we always have his breakfast ready for him as he comes in.

A while back he was recognised nationally by our Chief Executive Officer for his outstanding contribution and was awarded a plaque for outstanding achievement.

Recently, he was awarded the employee of the month of this store, and now he has been awarded employee of the quarter of the group (comprising two stores in Torbay and one in Paignton). He has now been nominated employee of the quarter across the whole of Devon and Cornwall.

The only issue we have is actually encouraging him to take his Leave – he never wants to take it.

As a business we have gained a fantastic atmosphere, we have customers that come here just to see Arthur. Literally, every other day we have someone compliment Arthur.

If I could clone him a million times, or even have 4 or 5 Arthurs working in the store, I could definitely sleep in peace at night.

Working with Pluss has helped us achieve equal opportunities and this is something we really believe in doing.”

Mark Cornish, Franchisee Consultant with responsibility for 16 restaurants across the South West added

“Arthur stands out not as an employee with a disability but as an employee. I would love to remember every name of all 1,000 employees that I work with, but Arthur truly stands out.”