



NEW YORK STATE SENATOR

Thomas F. O'Mara

## McDonald's on North Triphammer Road Celebrates Grand Opening: 20 Jobs Created With Recent Remodel, Including New Customer Service Job Position, 'Guest Experience Leader'

THOMAS F. O'MARA July 11, 2018

| ISSUE: **LOCAL ECONOMY**



The ceremony included a flag ceremony and Pledge of Allegiance led by local Girl Scout Troop 40855, grant award presentations, and a ribbon cutting with McDonald's owner Courtney Feehan. **Lansing, NY, July 10, 2018** – After a complete interior and exterior remodel, the McDonald's on North Triphammer Road in Lansing hosted its official grand opening ceremony today. The ceremony included a flag ceremony and Pledge of Allegiance led by local Girl Scout Troop

40855 and a ribbon cutting with McDonald's owner Courtney Feehan.

McDonald's on North Triphammer Road went through a six-week renovation to provide an enhanced customer experience. During renovations, McDonald's remained open for business, and crewmembers were able to continue to work at their regular location with minimal inconvenience. The restaurant currently employs approximately 65 employees, and plans to add 20 new team members over the next few months.

The remodel was completed at the beginning of June and the dining room opened fully on June 2nd to unveil all the latest and most modern McDonald's Experience of the Future elements. These elements include physical upgrades such as a fully modernized exterior facade and LED and digital signage, a new dining room and restrooms, as well as enhancements to the customer experience.

Customers now have more ways than ever to order and pay, made possible by the addition of a new role called the "Guest Experience Leader." This designated crewmember focuses on direct customer service, and requires high levels of interpersonal communication. Customers can order their food with the help of the Guest Experience Leader on the new self-ordering kiosks and then relax at one of the dining room tables while they wait for their order to be served to them. Alternatively, customers can order using the new mobile order and pay app and then choose whether to pick up the order in the drive thru, curbside, or in the dining room. These enhancements are intended to create a more modern, relaxing, and enjoyable experience for those customers dining in the restaurant.

Almost 90% of McDonald's restaurants in the United States are locally owned and operated. Courtney Feehan, the owner of the North Triphammer Road McDonald's, lives in Lansing, New York and is an alumna of Cornell University. She and her husband Mike have owned and operated local McDonald's restaurants since 2012.

“As a local business owner, it is important to me be involved with the community. This isn’t just where I work, but where I live and raise my children. That is why I’m thrilled that we were able to open our doors to the community today and give back to groups who do so much for the area.”

At the Grand Opening, local Girl Scout Troop 40855 conducted a flag salute ceremony outside the restaurant. After the flag salute and Pledge of Allegiance, attendees of the Grand Opening, which included customers, employees, community groups, and Sharon Murphy on behalf of Congressman Tom Reed, Sharon Moore on behalf of New York State Senator Tom O’Mara, Tompkins County Legislator Mike Sigler, and Mario Tomei, Village of Lansing Planning Board Chairman for the ribbon cutting and celebrations.

“McDonald’s is a place we all know and love, so it was a positive experience for the Scouts to meet Courtney as local example of a successful businesswoman. We thank her for her support of the Girl Scouts through this Community Partnership Grant,” said Lisa Scanlon, Girl Scout Troop 40855 Leader.

As a part of the celebrations, there was a drawing for two children’s bicycles, as well as the presentation of Community Partnership Grants to local organizations. Feehan awarded Community Partnership Grants to Girl Scout Troop 40855, the YMCA of Ithaca and Tompkins County, and the Ithaca Family Reading Partnership. A face painter was on hand to top off the fun.

“I’d like to thank Courtney Feehan and the North Triphammer Road McDonald’s for this Community Partnership Grant. As neighbors across the street from one another, the Ithaca YMCA looks forward to building a lasting relationship with McDonald’s and the Feehans. It’s always a great benefit when a local business owner like Courtney is aligned with our goals of serving the youth in our community,” said Frank Towner, CEO of the YMCA of Ithaca &

Tompkins County.

Amber Smith, the Interim Executive Director of the Ithaca Family Reading Partnership, also expressed her thanks for the grant. “This grant will help us with our programming and help us connect even more Ithaca families and children with books, and help instill more children with a love of reading. We’d like to thank Courtney Feehan and McDonald’s for this grant and for including us in today’s celebrations.”

North Triphammer Road McDonald’s is the second large remodel project Feehan has undertaken within the year in the Ithaca area. Feehan is also the owner-operator of the McDonald’s on Elmira Road in Ithaca, which underwent a full rebuild and officially reopened on December 22, 2017. That rebuild also includes the new ordering and delivery methods, as well as the installation of a two-lane drive-thru.

The North Triphammer Road and Elmira Road restaurants in Ithaca are part of the Cayuga Restaurant Group, which includes eight restaurants across the Southern Tier and Central New York. Most recently, Feehan has acquired two new restaurants in Auburn, New York, and has plans to remodel these restaurants in the near future as well.