**From Crew to Operations Manager of the Year**

Trent Beckett, recently awarded the Operations Manager of the Year award at the McDonald’s Annual Franchisee Gala Awards, worked his way up from a fresh out of high-school Crew staff, to an operations manager. While being employed at McDonald’s, Trent has achieved a university degree and travelled internationally to represent the brand.

The Operations Manager of the Year award, awarded by Kylie Freeland, Managing Director of McDonald’s NZ & Pacific Islands, recognises a high-performing, multi-site Operations Manager who has demonstrated sustained operational excellence as a minimum. The successful recipient of this award is recognised not just for the contribution they have made to their franchisee, but also to the wider McDonald’s community through forums like the Field Facing Operations Managers’ Group. They are a strong leader and someone who has a solutions-based approach that operates through the lens of our Values – Serve, Inclusion, Integrity, Community and Family.

Trent began his career with McDonald’s at the Greymouth branch not long after finishing high school. With the perspective of this being a temporary job, he soon started to think long term.

“I quickly saw the opportunities available. The local franchisee spent a lot of time training me, and helped me to develop as a restaurant manager,” Trent said.

After Greymouth, Trent then moved to Christchurch, working as a supervisor looking after three restaurants. Trent has continued to remain within Murray Traill’s group of restaurants in Christchurch throughout its major growth and development.

The relocation of one restaurant, and the opening of two new ones, which Trent describes as a, “very challenging and rewarding process to be part of”.

Since 2021, Trent has overseen a group of 7 Christchurch restaurants. At the same time, he has impressively managed to achieve his Bachelor of Business degree, with the help of cross crediting his restaurant manager qualification. In his role, Trent has had the opportunity to travel internationally with McDonald’s to the US, Hong Kong, and Australia, something he describes as a highlight of his career so far.

“The beauty of our brand is that everyone starts in the same place and has shared experiences that we can relate to”, Trent shared as he reflected on his 16 years at McDonald’s.

Trent’s story is a testimony to the opportunities and support that are available while working at McDonald’s.