mcdonalds training station observation PDF

Mcdonalds Training Station Observation Checklist

McDonald?s Training Station Observation Checklist: A Guide to E?ective Employee Development

mcdonalds training station observation checklist serves as an essential tool in

ensuring that new employees are properly trained to meet the high standards expected at one of the world?s most recognized fast-food chains. Whether you?re a manager, trainer, or team leader, having a structured observation checklist can make the training process smoother, more consistent, and ultimately more successful. In this article, we'll explore the signi?cance of the McDonald?s training station observation checklist, what it typically includes, and how it bene?ts both employees and the business.

Understanding the Purpose of the McDonald?s Training Station Observation Checklist

Training is one of the foundational pillars that maintain McDonald?s operational excellence. The observation checklist is a practical document used by trainers to assess how well new hires are performing their tasks at various training stations. It isn?t just about ticking boxes but about providing meaningful feedback and ensuring that every team member understands their role fully.

McDonald?s places a strong emphasis on consistency?whether it?s the taste of their

burgers or the speed of service. The observation checklist helps maintain this consistency by standardizing the evaluation process during training. It ensures that each employee goes through the same rigorous training steps and that trainers have a clear framework to measure progress.

Why Use an Observation Checklist in Training?

Using an observation checklist o?ers multiple advantages:

Consistency in Training: Every trainer follows the same criteria, reducing variability.

Objective Assessment: Trainers can give feedback based on speci?c tasks observed rather than subjective opinions.

Improved Communication: Clear expectations and performance benchmarks help trainees understand what is required.

Documentation: The checklist serves as a record of training progress and identi?es areas needing further attention.

Enhanced Employee Con?dence: Knowing they are progressing through a structured program boosts morale.

Key Components of a McDonald?s Training Station Observation Checklist

Though the checklist may vary slightly depending on the speci?c station?be it front counter, kitchen, or drive-thru?there are core elements that most observation checklists

include. These components are designed to cover various skill sets and operational procedures.

1. Food Preparation and Safety Procedures

Food safety is non-negotiable at McDonald?s. The checklist often includes:

Proper handwashing and glove use

Correct food handling techniques

Temperature checks for cooked and stored food

Sanitization of equipment and work surfaces

Adherence to cross-contamination prevention practices

Trainers observe whether the trainee consistently follows these safety protocols, as lapses can lead to health risks and regulatory issues.

2. Equipment Operation and Maintenance

From fryers to grills and point-of-sale (POS) systems, trainees must demonstrate competence in operating essential equipment. The checklist might include:

Starting and shutting down machinery correctly

Performing routine cleaning and maintenance

Troubleshooting common equipment issues

Utilizing POS systems for order taking and payment processing

Pro?ciency in equipment use ensures e?ciency and reduces downtime during peak hours.

3. Customer Service Skills

McDonald?s reputation depends heavily on friendly and e?cient customer interactions.

The observation checklist often assesses:

Greeting customers warmly

Taking orders accurately and e?ciently

Handling customer complaints or special requests professionally

Maintaining a positive attitude and teamwork

This part of the checklist helps trainers gauge how well the trainee ?ts into the customer-facing aspects of the role.

4. Speed and Accuracy

Speed is critical in fast-food service, but it must never compromise accuracy. The checklist evaluates:

Timeliness in completing tasks

Accuracy in order ful?llment

Multitasking ability during busy periods

Following standard operating procedures to maintain quality

Balancing speed with precision is a skill that the checklist helps trainers nurture.

5. Cleanliness and Organization

A clean and organized workspace is fundamental for safety and e?ciency. The checklist often includes points such as:

Proper waste disposal

Organizing ingredients and tools for easy access

Keeping ?oors and counters clean

Locking and securing storage areas

This ensures that the training also instills good habits for maintaining the workspace.

Implementing the Checklist: Best Practices for Trainers

Having a checklist is only e?ective if used correctly. Here are some tips for trainers to maximize the bene?ts of the McDonald?s training station observation checklist.

Provide Clear Instructions Before Observation

Before observing, it?s important to explain the checklist to trainees. Let them know what skills and behaviors will be assessed. This transparency helps reduce anxiety and encourages trainees to focus on key areas.

Observe in Real-Time and Take Detailed Notes

Rather than waiting until the end of training, trainers should observe throughout the session and document speci?c examples. This approach leads to more accurate and useful feedback.

O?er Constructive Feedback Immediately

Timely feedback helps trainees correct mistakes and reinforce good practices. Using the checklist as a reference, trainers can pinpoint exactly where improvements are needed.

Customize the Checklist When Necessary

While the standardized checklist covers most needs, di?erent McDonald?s locations or roles might require slight adjustments. Trainers should feel empowered to tailor the checklist to better ?t their training environment.

Enhancing Training Outcomes with Technology

In recent years, McDonald?s has incorporated digital solutions to streamline training and observation processes. Electronic checklists and mobile apps allow trainers to quickly record observations and share feedback with trainees.

Using technology also facilitates data analysis, helping management identify common training gaps across locations. This insight supports continuous improvement in the training program.

Common Challenges and How to Overcome Them

While the training station observation checklist is a powerful tool, trainers sometimes face obstacles like:

Trainee Nervousness: Being observed can make some employees anxious. Creating a supportive environment helps ease this.

Time Constraints: Busy shifts may limit observation opportunities. Scheduling dedicated training times can solve this.

Inconsistent Trainer Application: Di?erent trainers might interpret checklist items di?erently. Conducting regular trainer calibration sessions ensures consistency.

Addressing these challenges keeps the training process e?ective and fair.

The Role of the Checklist in Career Development

Beyond initial training, the McDonald?s training station observation checklist can be used

for ongoing employee development. Periodic observations can help identify skill gaps, provide refresher training, and prepare employees for advancement opportunities. Employees who receive clear and consistent feedback tend to perform better and feel more engaged. This contributes to lower turnover rates and a stronger team overall.

Using a **mcdonalds training station observation checklist** transforms the training experience into a structured, transparent, and supportive journey for new employees. It ensures that every team member is equipped with the skills and knowledge to deliver the quality and service McDonald?s customers expect. For managers and trainers, it provides a reliable framework to assess performance and foster continuous improvement. Whether you are new to training or looking to re?ne your approach, embracing this checklist can make a noticeable di?erence in your restaurant?s success.

Question

Answer

What is the purpose of the
McDonald's training station
observation checklist?

The McDonald's training station observation checklist is designed to ensure that employees are properly trained on each workstation, maintaining consistency in food quality, safety, and service standards.

What key areas are typically

evaluated in the McDonald's

training station observation

checklist?

The checklist typically evaluates food preparation

techniques, equipment usage, cleanliness, safety

protocols, customer service skills, and adherence to

company procedures.

How often should the

McDonald's training station

observation checklist be used?

The checklist should be used regularly during training

sessions and periodic evaluations to monitor

employee performance and ensure ongoing

compliance with McDonald's standards.

Who is responsible for

completing the McDonald's

training station observation

checklist?

Usually, a trainer, shift supervisor, or manager

completes the observation checklist to monitor and

provide feedback on the trainee's performance at

each station.

Can the McDonald's training

station observation checklist be

customized for di?erent

locations?

Yes, while the core elements remain consistent, the

checklist can be tailored to accommodate speci?c

processes, equipment, or menu items unique to a

particular McDonald's location.

How does the training station

observation checklist improve

employee performance at

McDonald's?

By providing structured feedback and identifying

areas for improvement, the checklist helps employees

develop their skills, ensures compliance with

standards, and ultimately enhances overall

operational e?ciency and customer satisfaction.

McDonald?s Training Station Observation Checklist: An In-Depth Review

mcdonalds training station observation checklist serves as a critical tool in

ensuring

consistent quality, operational e?ciency, and employee development within one of the world?s largest fast-food chains. As McDonald?s continuously invests in training to uphold its brand standards and customer satisfaction, the observation checklist functions as a structured framework for supervisors and trainers to monitor, assess, and enhance employee performance at various training stations.

This article provides a comprehensive analysis of the McDonald?s training station observation checklist, exploring its components, signi?cance, and practical applications. By delving into its role in employee onboarding and ongoing training, and by comparing it with industry best practices, we aim to shed light on how this checklist contributes to McDonald?s operational excellence.

Understanding the Purpose of McDonald?s Training Station Observation Checklist

At its core, the McDonald?s training station observation checklist is designed to standardize the evaluation process during the hands-on training of crew members. Training stations typically cover various operational segments such as order taking, food preparation, assembly, and customer service. The checklist ensures that trainees meet speci?c criteria related to task accuracy, safety protocols, hygiene standards, and customer interaction skills.

By providing a detailed list of observable behaviors and competencies, this checklist helps trainers identify strengths and areas for improvement objectively. It also fosters

consistency across di?erent restaurant locations, essential for maintaining the brand?s uniform experience globally. The checklist serves not only as a performance measurement tool but also as a feedback mechanism to guide employees through their learning curves.

Key Components of the Observation Checklist

A typical McDonald?s training station observation checklist is comprehensive and covers several domains:

Task Execution: Accuracy in following food preparation procedures, timing, and

1.

quality control.

Safety and Hygiene: Compliance with food safety regulations, personal hygiene,

2.

and proper use of protective gear.

Equipment Handling: Correct operation and maintenance of kitchen equipment

3.

such as grills, fryers, and beverage machines.

Customer Service: Communication skills, order accuracy, and handling of

4.

customer requests or complaints.

Teamwork and Attitude: Collaboration with colleagues, responsiveness to

5.

training, and adherence to company culture.

Each item on the checklist is typically rated on a scale or marked as ?meets expectations? or ?needs improvement,? allowing trainers to provide constructive feedback e?ectively.

Signi?cance in Employee Training and Development

The fast-food industry, characterized by high employee turnover and fast-paced environments, demands a robust training system. McDonald?s training station observation checklist plays a pivotal role in addressing these challenges by:

Ensuring Consistency Across Franchises

With thousands of outlets worldwide, McDonald?s faces the challenge of delivering a uniform customer experience. The observation checklist standardizes the assessment criteria, making sure that regardless of location, employees are trained to perform tasks identically, complying with the brand?s operational guidelines.

Facilitating Targeted Feedback

The checklist enables trainers to pinpoint speci?c areas where a trainee may struggle. Rather than subjective evaluations, the checklist provides tangible evidence of performance, allowing for personalized coaching sessions that can accelerate learning and reduce errors.

Monitoring Compliance with Safety Standards

Food safety is non-negotiable in the fast-food sector. The checklist includes observation

points related to hygiene practices and equipment handling to prevent potential health hazards. Regular use of the checklist ensures that safety protocols are ingrained in daily routines.

Comparative Insights: McDonald?s Approach vs. Industry Practices

While many fast-food chains employ training observation tools, McDonald?s checklist stands out due to its thoroughness and integration with digital training platforms. Competitors such as Burger King and KFC also use observation checklists, but McDonald?s often supplements physical checklists with technology-enabled modules that record trainee progress in real-time.

This hybrid approach o?ers several advantages:

1. **Data-Driven Training: Digital records allow for trend analysis, identifying common** weaknesses across locations.
2. **Enhanced Trainer Accountability: Trainers? evaluations are tracked and audited,** promoting fairness and accuracy.
3. **Continuous Improvement: The checklist is periodically updated based on**

operational feedback and new regulatory requirements.

However, some critics argue that rigid adherence to checklists could reduce ?exibility, potentially overlooking individual learning styles or unique situational challenges during training. Balancing standardized evaluation with adaptive coaching remains an ongoing consideration for McDonald?s training managers.

Pros and Cons of the McDonald?s Training Station Observation Checklist

To better understand the practical implications, here is a balanced overview:

Pros:

1.

Promotes uniform quality and service standards.

1.

Facilitates objective and actionable feedback.

2.

Enhances compliance with health and safety regulations.

3.

Supports data collection for continuous training improvement.

4.

Cons:

2.

May lead to a ?check-the-box? mentality if not implemented thoughtfully.

1.

Could potentially limit trainer creativity and adaptability.

2.

Requires periodic updates to stay relevant with evolving standards.

3.

Implementation Best Practices for Maximizing E?ectiveness

To leverage the full bene?ts of the McDonald?s training station observation checklist,

trainers and managers should consider the following strategies:

Integrate with Real-Time Feedback: Use the checklist as a conversation starter

1.

rather than a ?nal judgment, encouraging trainees to self-re?ect.

Customize Training Paths: While using standardized criteria, adapt coaching

2.

methods based on individual learning speeds and styles.

Regularly Update the Checklist: Align checklist items with the latest operational

3.

protocols, customer expectations, and safety regulations.

Train the Trainers: Ensure that supervisors are well-versed not only in using the

4.

checklist but also in delivering constructive feedback e?ectively.

Leverage Technology: Utilize digital tools to track observations, share insights,

5.

and streamline the training documentation process.

These practices help transform the checklist from a mere formality into an active learning and quality assurance instrument.

Future Trends Impacting Training Observation at McDonald?s

As McDonald?s continues to innovate, its training processes will likely evolve with emerging technologies and workforce dynamics. Arti?cial intelligence and augmented reality could enhance observation checklists by providing immersive training simulations and automated performance assessments.

Additionally, the increasing emphasis on soft skills and customer experience may lead to expanded criteria within the checklist, focusing more on emotional intelligence and problem-solving capabilities. Such trends highlight the need for the checklist to remain a living document, adaptable to changing operational and market demands.

The McDonald?s training station observation checklist thus remains a foundational element in the company?s commitment to operational excellence and employee growth, re?ecting a careful balance between standardization and adaptability.

McDonald's training checklist, restaurant training observation, employee training evaluation, McDonald's sta? assessment, fast food training checklist, training station evaluation, employee performance checklist, McDonald's training program, sta? training observation, fast food employee checklist

Avaya asa commands list stations

avaya asa commands list stations is a crucial topic for administrators and technicians managing Avaya ASA (Avaya Application Server Appliance) systems. Proper understanding and utilization of these commands enable efficient management, troubleshooting, and configuration of station devices within the network. Whether you are configuring new stations, verifying existing ones, or troubleshooting issues, having a comprehensive command list ensures smooth operation and quick resolution of problems.

In this article, we will explore the essential Avaya ASA commands related to stations, including command syntax, usage scenarios, and best practices. We will organize the content with clear headings and subheadings for easy reference, making it a valuable resource for both new and experienced Avaya administrators.

Understanding Avaya ASA and Station Management

Before diving into specific commands, it?s important to understand the context of station management within Avaya ASA systems.

What is Avaya ASA?

Avaya ASA is a platform used to host communication applications and manage telephony services. It integrates with Avaya IP Office or other telephony systems to provide unified communication services, including station management, call routing, and system monitoring.

Role of Stations in Avaya Systems

Stations refer to individual telephony endpoints, such as desk phones, softphones, or other IP-enabled devices. Managing stations involves configuring user extensions, features, and device behaviors, as well as monitoring their status within the system.

Common Avaya ASA Commands for Station Management

The core of station management on Avaya ASA involves a set of commands that allow administrators to view, modify, and troubleshoot station configurations. These commands are typically executed via CLI (Command Line Interface) or through management tools that interface with the ASA.

Below is a comprehensive list of essential commands:

1. Viewing Station Information

- **list stations**: Displays a list of all stations configured in the system, including their status and key attributes.
- **list stations detail**: Provides detailed information about each station, such as extension number, user name, registration status, and device type.
- **list stations *[extension]***: Shows specific details for a particular station identified by its extension number.

2. Adding and Configuring Stations

- **add station *[extension]***: Creates a new station with the specified extension.
- **modify station *[extension]***: Changes settings for an existing station, such as user name, device type, or features.
- **delete station *[extension]***: Removes a station from the system.

3. Managing Station Registration

- **register station *[extension]***: Manually registers a station if it?s not currently registered.
- **deregister station *[extension]***: Deregisters a station, which can be useful during troubleshooting or device replacement.

4. Monitoring Station Status

- **status station *[extension]***: Shows real-time status, including registration state, call activity, and line status.
- **list registrations**: Lists all registered devices and their associated extensions.

5. Troubleshooting and Diagnostics

- **ping station *[extension]***: Sends a ping to the station device to check network and device connectivity.
- **show station *[extension]* debug**: Provides debug information for troubleshooting specific station issues.
- **clear station *[extension]* cache**: Clears cached data related to a station, often used to resolve registration or communication issues.

Additional Commands and Tips for Effective Station Management

Beyond basic commands, there are some advanced or situational commands that help in managing stations more effectively.

Batch Operations and Scripts

For managing multiple stations, administrators often use scripting to execute commands in bulk, such as:

- Exporting station data for backup or analysis.
- Applying configuration changes across multiple stations simultaneously.

Using the Command Line Interface Effectively

- Always verify command syntax with the latest system documentation to avoid errors.
- Use "list" commands frequently to monitor system status before making changes.
- Keep a backup of current configurations before performing bulk modifications.

Best Practices for Station Commands

- Regularly review station statuses to identify unregistered or inactive devices.
- Use detailed "list stations" outputs to audit device configurations.
- Remove or deregister unused stations to maintain system performance and security.
- Document changes made via CLI to ensure traceability.

Example Use Cases for Avaya ASA Commands List Stations

To illustrate how these commands are used in practice, here are some common scenarios:

Scenario 1: Listing All Stations

```bash

list stations

```

This command provides an overview of all stations, useful for audits or initial system checks.

Scenario 2: Viewing Detailed Station Info

```bash
list stations detail
```

Use this to troubleshoot specific issues or verify configuration details.

Scenario 3: Registering a New Station

```bash
add station 1001
```

Followed by registration commands if necessary, to bring the station online.

Scenario 4: Troubleshooting Station Connectivity

```bash
ping station 1001
```

This helps determine if the station is reachable over the network.

Scenario 5: Removing an Inactive Station

```bash
delete station 1020
```

Useful for cleaning up the system and maintaining efficiency.

Conclusion

Mastering the **avaya asa commands list stations** is essential for effective telephony system management. From adding new stations to troubleshooting connectivity issues, these commands form the backbone of station administration within Avaya ASA environments. Regular use of these commands ensures optimal system performance, security, and user satisfaction.

By familiarizing yourself with the commands outlined in this article, you'll be better equipped to handle daily management tasks and resolve issues promptly. Always remember to consult the latest Avaya documentation for updates or changes in command syntax, and maintain good documentation practices when performing system modifications.

Proper command usage not only streamlines operations but also enhances your ability to maintain a reliable and secure communication infrastructure.

Avaya ASA Commands List Stations is an essential resource for any telecommunications professional working with Avaya Aura Session Manager (ASM) and Avaya Communication Manager (ACM). This comprehensive commands list allows administrators and technicians to efficiently manage station configurations, monitor system statuses, troubleshoot issues, and perform routine maintenance tasks. Mastery of these commands is vital for ensuring optimal system performance, quick problem resolution, and maintaining seamless communication within an enterprise environment. In this article, we will explore the key commands used for station management in Avaya ASA, their functionalities, usage scenarios, and best practices to enhance your operational efficiency.

Understanding the Role of ASA Commands in Station Management

The Avaya ASA commands list stations refers to the set of CLI (Command Line Interface) commands used to manage station-related data within the Avaya Communication Manager. These commands allow administrators to:

- View station configurations
- Add, modify, or delete station data
- Monitor station status and activity
- Troubleshoot station-related issues
- Perform system backups and restores related to station data

Effective use of these commands ensures that the telephony infrastructure remains reliable, scalable, and secure.

Commonly Used Commands for Station Management

Below is an overview of the most frequently used ASA commands related to stations, organized by their main functions.

1. Displaying Station Information

Command: `status station `

Functionality: Provides real-time status of a specific station, including its state (idle, in use, ringing), line appearance, and registration status.

Usage Example:

```

status station 1001

```

Features:

- View current station status
- Check for issues like registration failures
- Useful for quick troubleshooting

Pros:

- Fast and straightforward
- Real-time status updates

Cons:

- Limited to individual stations
- Not suitable for bulk data retrieval

2. Viewing Station Configuration

Command: `display station `

Functionality: Displays detailed configuration data of a specified station, including coverage paths, trunk access, associated lines, and feature options.

Usage Example:

```

display station 1001

```

Features:

- View station attributes such as type, coverage paths, and features
- Useful for verifying configurations before changes

Pros:

- Detailed configuration insights
- Essential for documentation and audits

Cons:

- Can produce extensive output; requires familiarity to interpret

3. Adding a New Station

Command: `add station `

Functionality: Initiates the creation of a new station entry with default parameters, which can then be customized.

Usage Example:

```
```

add station 2001

```

Features:

- Creates a new station record
- Requires subsequent configuration commands

Pros:

- Allows systematic addition of stations
- Ensures consistency

Cons:

- Needs careful parameter setting to avoid misconfiguration

## 4. Modifying Station Data

Command: `change station `

Functionality: Edits existing station configurations, such as feature options, coverage paths, or line appearances.

Usage Example:

```

change station 1001

```

Features:

- Flexibility to update station features
- Supports a wide range of parameters
```

Pros:

- Dynamic management
- Reduces need for recreations

Cons:

- Requires understanding of parameters
- Risk of misconfiguration if not careful

5. Removing a Station

Command: `remove station `

Functionality: Deletes a station entry from the system, freeing up resources and maintaining data accuracy.

Usage Example:

```

remove station 2001

```

Features:

- Ensures obsolete or decommissioned stations are cleaned up
- Prevents clutter in configuration

Pros:

- Maintains system integrity
- Simplifies management

Cons:

- Irreversible unless backed up
- Must ensure station isn?t in active use

6. Monitoring Station Activity

Command: `list station activity `

Functionality: Provides logs of recent activity, such as calls made or received, for troubleshooting and audit purposes.

Usage Example:

```

list station activity 1001

```

Features:

- Tracks call history and activity logs
- Useful for identifying patterns or issues

Pros:

- Insightful for troubleshooting
- Supports auditing

Cons:

- May generate large logs
- Requires proper filtering for efficiency

7. Checking Registration Status

Command: `status station reg`

Functionality: Checks whether a station is currently registered and active on the network.

Usage Example:

```

status station 1001 reg

```

Features:

- Quick verification of station registration
- Detects registration failures or disconnections

Pros:

- Fast troubleshooting step
- Ensures station availability

Cons:

- Limited to registration info
- May need further commands for detailed diagnostics

Advanced Station Management Commands

Beyond basic commands, Avaya ASA offers advanced commands for bulk operations, scripting, and automation.

1. Bulk Display of Stations

Command: `display station `

Functionality: Retrieves configuration data for all stations in the system.

Pros:

- Useful for audits and documentation

- Saves time compared to individual queries

Cons:

- Produces large output
- May impact system performance if overused

2. Exporting Station Data

Method: Using `list` commands combined with scripting or exporting outputs to external files for analysis.

Features:

- Facilitates backups
- Enables data analysis

Best Practices for Using Avaya ASA Commands List Stations

- Always Backup Configurations: Before making changes, back up current configurations to prevent data loss.
- Use Descriptive Station Numbers: Assign meaningful station numbers to simplify management.
- Document Changes: Keep records of modifications for troubleshooting and audits.
- Verify Before Deletion: Ensure stations are no longer in use before removal.
- Monitor Regularly: Use status and activity commands periodically to maintain system health.
- Leverage Bulk Commands: When managing large deployments, use bulk display and export commands to streamline operations.

Conclusion

Mastering the Avaya ASA commands list stations is fundamental for effective management of an Avaya telephony environment. These commands provide powerful tools to configure, monitor, and troubleshoot stations, ensuring that enterprise communication systems operate smoothly. While basic commands like `status station` and `display station` are invaluable for day-to-day operations, advanced commands enable large-scale management and automation. By understanding each command's features, pros, and cons, administrators can optimize their workflows, minimize downtime, and maintain a robust telephony infrastructure. Regular practice, combined with thorough documentation and adherence to best practices, will empower you to leverage the full potential of

Avaya ASA commands in station management.

Note: Always refer to the latest Avaya documentation and release notes for updates or changes to command syntax and features to ensure compatibility and optimal system performance.

QuestionAnswer What is the command to list all registered stations on an Avaya ASA system? You can use the command 'list station' or 'status station' in the ASA CLI to display all registered stations. How do I view detailed information about a specific station on Avaya ASA? Use the command 'display station ' to see detailed information about a particular station. Which command shows the current call status of stations on Avaya ASA? The command 'list station status' provides the current call status for all stations. How can I find out which stations are currently idle or in use? Execute 'list station' and look at the 'State' column, which indicates if a station is idle, in-use, or on hold. Is there a command to reset or clear a station's registration? Yes, you can use 'reset station ' to reset a station's registration on the Avaya ASA system. How do I generate a complete list of all station configurations in the system? Use the 'list station' command to generate a list of all stations along with their configurations and statuses.

Related keywords: Avaya ASA commands, list stations, ASA command reference, Avaya station management, ASA CLI commands, Avaya phone configuration, ASA user commands, station status commands, Avaya system commands, ASA command syntax

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