



Five Things to Know About

Tabassum Zalotrawala

Senior Vice President and Chief Development Officer

Tabassum Zalotrawala will join McDonald's USA on April 24 as Senior Vice President and Chief Development Officer. She will lead the Restaurant Development team that will accelerate the pace of our restaurant openings to keep up with the increased demand we've driven over the past few years.

Here's what you should know about Tabassum and what she'll bring to the role.

- 01 She has a passion for leading people and brands with a sense of purpose.** From designing palaces to fast food restaurants, Tabassum has experience leading initiatives for a variety of brands. She prides herself in leading with purpose and believes development provides the opportunity to achieve McDonald's purpose to feed and foster communities, while providing opportunity for all parts of the three-legged stool and the customers and communities we serve across the country.
- 02 She is a global citizen who speaks five languages.** Tabassum immigrated to the US from Muscat, Oman, and considers her past experiences an essential part of her story. While she found an excitement for hospitality designing palaces and mosques, she later fell in love with development of Quick Service restaurants after witnessing the connection between brands and their communities. She considers it a great privilege to partner with owner/operators, employees, and supplier partners to build successful businesses.
- 03 She is a continuous learner and believes every leader has a responsibility to sharpen their skills.** Ray Kroc's famous quote that you're either "green and growing or ripe and rotting" resonates with Tabassum. She is committed to investing in her own learning and expanding her curiosity to remain fresh and sharp in all aspects of her career.
- 04 She is committed to developing leaders and helping people achieve their full potential.** Tabassum leads with a "Totally Honest, Totally Kind" mantra and believes it's imperative to show kindness and respect while giving feedback to make others better. Three things drive her leadership style: focus—clarity about what each person is accountable for, collaboration—working together and being as honest as possible, and innovation—constantly finding better ways to work together.
- 05 She is a creative soul.** Tabassum has a love for art, architecture, history, culture, food, and all things creative. Her passion in these areas is a direct reflection of her natural inclination towards imagination and intuition, as well as her appreciation for the beauty and complexity of the world around her. She approaches the world with an "AND" mindset, and embraces using creativity to create something truly extraordinary.



I've always admired the strength of the McDonald's Brand. Through accelerated restaurant development, we will serve more customers in new ways and exceed their expectations. I am honored to lead this endeavor and partner with the U.S. Senior Leadership Team, owner/operators, employees and supplier partners as we grow the business."

– Tabassum Zalotrawala



Tabassum is the right leader to guide U.S. development as we accelerate the pace of opening new restaurants to meet customer demand. Her extensive global development experience alongside her ability to craft winning strategic plans and deliver results is unmatched. Even more, she leads with purpose and passion to develop people, and facilitate collaboration among diverse teams."

– Joe Erlinger



Tabassum Zalotrawala

Senior Vice President and Chief Development Officer

Career Highlights

- 2023** Senior Vice President and Chief Development Officer, McDonald's USA
- 2018 - 2023** Chief Development Officer, Chipotle Mexican Grill
- 2014 - 2018** Chief Development Officer, Panda Restaurant Group
- 2013 - 2014** VP of Development, Panda Restaurant Group
- 2012 - 2013** VP of Architecture, Construction & Facilities, Panda Restaurant Group
- 2011 - 2012** VP of Architecture & Facilities, Panda Restaurant Group
- 2009 - 2011** Senior Director of Store Planning, Arby's Restaurant Group
- 2002 - 2009** Director of Design, Arby's Restaurant Group

Key Accomplishments & Notable Achievements

Chief Development Officer, Chipotle Mexican Grill

- Developed a holistic restaurant portfolio strategy for US, Canada, and Europe to improve the existing restaurant portfolio and drive the brand's growth
- Directed all aspects of real estate development strategy and contract administration
- Lead Chipotle's new restaurant growth of 750 restaurants since 2019, roughly 33% net new growth in North America
- Developed the "Chipotlane" strategy and led growth of over 500 Chipotlane restaurants since 2019
- Led global execution of digital revenue generating initiatives to grow the digital business in existing and new restaurants

Exceptional Women Awardee by the EWA Foundation in 2020

Chief Development Officer, Panda Restaurant Group

- Led a fundamental shift around innovation and brand development to drive portfolio growth
- Implemented real estate long-range planning process to develop 25 new domestic DMAs in 4 years
- Led real estate, design, construction, and sustainability for full-service and fast-casual brands
- Transformed Panda Express building prototype to spur 23% growth in average unit volume

Education

Harvard Business School,
Advanced Management Program

American Intercontinental University,
Bachelor of Fine Arts

Personal Facts

- An avid hiker who enjoys traveling to new places with her husband, Yusuf
- Enjoys cooking and entertaining with friends and family
- Speaks five languages



Her favorite McDonald's food item is the **Filet-O-Fish and Fries**

