



SMILES WANTED!

FOCUS on Making People Happy!

At FOCUS Brands, our mission is to FOCUS on Making People Happy!

In addition to the requirements outlined below, an important part of this role will include living up to the following mission and values . . .

OUR GUIDING VALUES:

- FOCUS on Results instead of activity as the true measurement of success.
- Be passionate about our responsibilities and act within the highest ethical standards.
 - Not settle for "good enough."
 - Treat the company's money as if it was our own.
 - Be open; always share the good as well as the bad.
- Continually seek to do things better, pursue best practices, and take calculated risks.
 - Communicate timely, effectively, and respectfully.
- Treat all FOCUS constituents as our most important assets and strive to always exceed their expectations.
 - Keep our promises.
- Look at challenges and problems as opportunities for learning and creativity.
- Take ownership of our personal and professional development by continually seeking growth opportunities.
 - Cheer on our co-workers and, together, celebrate our successes.
 - Have fun while working hard.

Role	Franchise Consultant, Houston, TX
Operating Company	FOCUS Brands
Business Unit	Operations
Reports To	Regional Vice President of Operations

HUMAN RESOURCES ONLY	
Prepared By	A. Allen
Created Date	6-23-06
Revised Date	2-17-10
Exempt	<input checked="" type="checkbox"/> Non-exempt <input type="checkbox"/>

ACCOUNTABILITY
The Franchise Consultant is responsible for providing a broad range of support services to Franchise Partners, including operations, strategic business planning, marketing, and training.

PRIMARY RESPONSIBILITIES
<ul style="list-style-type: none"> • Executes three touches per year for each existing full store and three additional visits per year for new stores (traditional Franchise Consultants). Provides verbal and written goals related to bakery operations plan. Follows-up on action plans to enable completion. • Ensures successful execution of the marketing plan, executes BLAST, provides guidance and direction on Refresh Our Image "ROI" meetings throughout the year • Attends and assists when necessary in execution of new Bakery Grand Openings. • Executes, follows up and holds Franchise Partners accountable for mystery shop program. • Successfully executes targeted number of QSC's, remodels and new Bakery openings for the assigned area on an annual basis. • Provides strategic direction and support via annual business reviews with Franchise Partners inside assigned area. • Identifies training needs based on operational performance/requirements, and works to develop operationally sound and effective action plans/programs. • Manages the re-license and transfer process. • Enables profitable unit level economics by providing ongoing tools and techniques related to sales, cost management and profitability. • Provides an average of five days training and operations support for new Bakery openings when needed. • Executes and follows up on on-going training initiatives, including new product operations tests, market tests, and national launches. • Provides assistance with annual Worldwide Franchise Partner conference. • Collects sales, and reviews various data/reports to provide appropriate analysis and recommendations to Franchise Partners.

DESIRED KNOWLEDGE, SKILLS & ABILITIES (KSAs)
<ul style="list-style-type: none"> • Undergraduate degree and/or three to five years of multi-unit retail or foodservice industry experience. • Quick service, franchise operations, hospitality industry and/or "treat" segment experience a plus • Ability to travel 70% - 80% of time. • Demonstrated successful and consistent execution of financial plans/results. • Demonstrated ability to build high performing teams and relationships with Partners. • Solid working knowledge and troubleshooting skills related to the management of various financial statements/reports. • Excellent interpersonal skills with a demonstrated ability to be flexible and effectively work with others as a team. • Possesses a high degree of drive with a proven track record of achieving results. • Excellent communication, organization conflict management, and problem solving skills. • Demonstrated track record for flexibility and urgency in prioritizing and organizing projects. • Proficiency in computer skills, i.e. back office systems, Microsoft Word, Excel and Outlook.