



**JOB TITLE: AVP Operations-Café Properties**

**LOCATION:** East Coast US

**Posted:** February, 2008

**SUMMARY:**

The AVP-Operations will be responsible for a region consisting of 20 - 25 cafe/retail businesses with over \$85M + in sales revenues. This position must focus on the management team to develop and grow their business acumen where they are the CEOs of their businesses.

**RESPONSIBILITIES:**

Essential Responsibilities:

- Accountable for positive P&L results, increasing sales & profits.
- Work closely with the Corporate office – effectively managing upward through strong impacting and influencing skills.
- Develop strategic short-term and long-term business plans for the regions activities; anticipate, identify and form solutions to problems that may arise.
- Ensure customer experiences are great in all areas.
- Develop and maintain a structurally efficient organization; select, develop, motivate and evaluate subordinates foster a team-oriented environment and business leaders.

Non-Essential Responsibilities:

- Coordinate operations between departments.
- Present a professional image to employees, guests, clients, owners and investors.
- Attend client functions and designated parties to provide support, ensure guest satisfaction and promote future business.
- Build business/market share by thinking of new ways to promote company and by participating in local events to increase sales and profits.
- Develop and maintain positive relationships with in the business and social community.
- Spearhead annual philanthropic initiatives.
- Work as a team, helping all employees to complete the required activities that ensure we blow away Guest expectations.
- Maintain high morale.
- Operate ethically to protect the image of the company.
- Utilize programs designed to help Save the Planet.

**REQUIREMENTS:**

- 7-10 years of experience in the hospitality industry (retail, food & beverage and service).
- Multi-unit Operating capabilities.
- Basic restaurant knowledge.
- High level of business acumen.
- Franchise and/or Brand Development ability.
- Background an environment that utilizes corporate and franchise relationship influencing.
- Contributed to increased revenues of products or services through solid business practices and will have distinguished his/her company through exceptional guest service.
- Possesses the financial acumen to see creative opportunities within the brand across all of our profit centers: franchising, company café, and hotel/gaming.
- Has prior successful management experience.
- Ability to inspire, motivate, and develop café managers at all levels.
- Possesses a take-charge ability tempered with diplomacy.
- Should be a very hands-on manager and will possess the insight to anticipate problems and the sophistication with which to resolve them.
- Will be a strong decision maker who can spot and generate well-formed ideas.
- Possesses superior communications and interpersonal skills.

-Demands of himself/herself and of other the highest professional standards and personal and professional integrity.

**LANGUAGE SKILLS:**

- Must possess strong communication and listening skills, excellent speaking, reading and writing.
- Comprehend and use technical or professional language, either written or spoken, to communicate complex ideas.
- Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.
- Multiple language abilities a plus, fluency in English required.

**SALARY:**

\$130K - \$150K base salary, 30% - 60% bonus potential

**Consultant: David Ulrich**

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