



JOB TITLE: Director Franchise Operations-International

LOCATION: Miami, FL

Posted: February, 2008

SUMMARY:

This individual is responsible for overseeing a designated franchise region of the company. He/She will work closely with existing franchise partners to ensure that franchise operational standards are being met while researching & developing future franchise opportunities.

RESPONSIBILITIES:

Essential Responsibilities:

- Oversee operations in the franchise region.
- Seek out new franchise opportunities to grow the franchise region in line with the approved strategic plan.
- Work with franchisees and their staff to ensure that The Company standards are being met using the approved BPE format
- Ensure each franchisee submits an accurate and timely sales budget for each Cafe
- Work with Finance department to ensure that franchise fees are paid on time & that sales are reported accurately.
- Ensure that guest satisfaction scores meet The Company standards.
- Act as a liaison between the Support Center and the franchise community.
- Continuous monitoring of company standards and expectations.
- Ensure that each franchisee understands the benefits of and participates in The Company's global initiatives.
- Act as a best practice coach for each franchisee and their staff.

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:

- 10+ years of F&B operations experience.
- Professional experience working with funding institutions.
- Strong interpersonal skills that market the strength of the brand.
- Desire to travel extensively.
- Ability to communicate in several other languages.
- College Degree Required.
- Highly motivated to continue the growth of the franchise division.
- Able to provide contacts/leads for future franchise agreements.
- Possesses the collaborative skill set to provide franchise partners with the understanding of the brand to ensure a worldwide consistent product.
- Understanding the Business – Business Acumen, Functional/Technical Skills, Organizational Agility, Drive for Results
- Making Complex Decisions – Problem Solving, Decision Quality, Intellectual Horsepower, Command Skills
- Creating New and Different ideas – Innovation Management, Strategic Agility
- Getting Organized – Organizing, Priority Setting, Action Oriented
- Getting Work Done Through Others – Interpersonal Savvy
- Managing Work Processes – Process Management

- Communicating Effectively – Presentation Skills
- Diplomacy – sensitivity to international cultural diversity
- Managing Diverse Relationships – Managing Diversity
- Inspiring Others – Motivating Others
- Negotiation – looking for fair & equitable transactions
- Acting with Honor and Character – Integrity and Trust

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:

\$110K - \$125K base salary, 30% - 60% bonus potential

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