

Business Development Consultant (BDC)

Richmond Hill, Ontario

Job purpose

The BDC is the primary liaison between assigned franchised store locations and corporate office. The BDC provides leadership and assistance to assigned franchisees in order to achieve Company/Shareholder objectives. Utilizing their restaurant operations and business experience, the expertise of other functional departments as well as industry specific insights they provide counsel, coaching, assistance and advice to franchise owners/operators to positively impact and improve sales, profits, and ensure compliance. The BDC leads restaurant opens and plays a major role in restaurant set-up as well as franchisee and restaurant team training. They share responsibility in protecting the experience and reputation of the brand

Duties and responsibilities

- Monitor franchise operations within their defined areas to ensure consistent achievement and execution of Food Safety, Quality, Service, and Cleanliness standards. Utilize agreed upon processes to accomplish.
- Protect the brands equity and value through ensuring consistent franchise execution and delivery of approved products, procedural compliance, menu compliance, trademark protection and standards.
- Plan and conduct working store visits with each franchisee to ensure the continual improvement of Quality, Service and Cleanliness standards on all day parts, including the monitoring of food product quality.
- Monitor and ensure total store "Service Excellence" including guest courtesy standards are met; implement corrective action and follow up as required.
- Determine financial status of each franchise operation; monitors for progress. Provide advice and counsel using approved Extreme Pita systems and tools for the betterment of the financial health of the franchise operation. Establish sales and operating budget for assigned areas.
- Optimize sales goals versus budget and prior year, including the monitoring/execution of National, Cooperative and local marketing programs. Responsible for working with the Marketing Team and Director of Operations on the development of local store marketing plans. Manage assigned store requirements for new product rollouts/procedures.
- Establish and effectively manage business partner relationships with/between franchisees, corporate staff, and vendors
- Provide leadership in developing and managing business and marketing objectives through effective partnerships with appropriate departments, vendors, and franchisees
- Assist franchisees in executing Human Resource and Training plans and programs as required in order that all restaurants stay current in their execution of the programs.
- Conduct franchisee and restaurant employee training on an as needed basis for restaurant openings and area related training initiatives.
- Performs other job-related duties as may be assigned or required.

Qualifications:

- 3-5 years in a multi-unit role in a quick service franchise restaurant environment or other related experience
- Previous experience including 2nd level P&L accountability and restaurant management
- Previous experience with marketing initiatives, particularly in local store marketing

Skills & Fit:

- Ability to develop and maintain effective relationships with franchisees and internal partners
- Strong analytical skills along with the ability to manage priorities and multiple projects in a fast paced, dynamic environment.
- Strong trouble shooter with the ability to see implications and provide creative solutions and recommendations
- Honesty, integrity and an ability to maintain a high degree of confidentiality
- Strong written and verbal communication skills
- Proficient in MS Office
- Strong organizational and time management skills using Outlook, or other scheduling programs

Extreme Pita is interested in responsible, enthusiastic, and innovative people. If you have a passion for the QSR industry and are ready to achieve new goals, we would like to hear from you .Interested candidates are to submit resume to hr@mtgroup.com.