

## Business Development Manager (BDM)

MTY Group is among the foremost quick service companies in Canada. It operates 37 banners. MTY Group's multi-bannered strategy has allowed it to become a leader in its class.

MTY Group works hard every day to assert itself as a dynamic and innovative organization. The company maintains a leading position in its market through acquisitions and national and international expansion, as well as continuous operational improvements for service that consistently exceeds consumer expectations.

With over 2700 units and a broad range of quick service solutions, MTY Group is uniquely positioned to satisfy the many tastes and needs of consumers.

Why is it so hard to find something healthy that doesn't compromise on taste? There's no shortage of options that are healthy and options that are mouth-watering, but most fail to bring these two worlds together. At Extreme Pita, we believe in serving food that's good in EVERY way. Extreme Pita has been delighting guests with healthier great tasting pita sandwiches since 1997. Extreme Pita was the first restaurant to marry old world authentic pita bread with healthier, fresh, and unique flavours. Come experience pita perfection whether you love the classics or crave the adventures of something new.

### **Position summary**

The BDM is the primary liaison between assigned franchised store locations and corporate office. The BDM 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 to the brands operating systems and standards. The BDM 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 brand experience and reputation.

### **Responsibilities (but not limited to)**

- 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 brand 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 the brands 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.
- Effectively and successfully manage the restaurant openings in assigned areas.
- Performs other job-related duties as may be assigned or required

### **Requirements**

- 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

MTY Group is interested in responsible, enthusiastic, and innovative people. If you have a passion for the Quick Service Restaurant industry and are ready to achieve new goals, we would like to hear from you. Interested candidates are to submit resume.