



FOCUS on Making People Happy!

Our purpose at **FOCUS Brands** is to **FOCUS on Making People Happy!**
 In addition to the requirements outlined on the attached role description,
 an important part of this role will include living up to the following Mission and Values . . .

OUR GUIDING VALUES:

- **Aim High:** we believe that each person should set personal goals to follow their dreams and we are committed to providing opportunities for people to achieve them.
- **Be The Best:** We believe in the unlimited potential of every human being and we believe that each of us has the opportunity to be the best we can be.
- **Get Results:** We believe that achieving results is the primary reason we come together as a team and we have a relentless commitment to beating last year's results and achieving our long-term goals.
- **Do What's Right:** We believe that all of us have the responsibility to conduct ourselves with integrity and to treat everyone with respect.
- **Go Green:** We believe that environmental sustainability is a worthy goal and should play a role in all our decision making.
- **Have Fun:** We believe that life and work are meant to be enjoyed and having fun is part of our success.
- **Give Back:** We believe that each of us has the responsibility to help improve our communities and we work hard to make a difference in the lives of people around us.

Role	Manager of Training - Schlotzsky's
Operating Company	Schlotzsky's
Business Unit	Operations
Reports To	Director of Training – Schlotzsky's

HUMAN RESOURCES ONLY	
Prepared By	J. Boland / J. Gothard
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Exempt	<input checked="" type="checkbox"/> Non-exempt <input type="checkbox"/>

ACCOUNTABILITY

The Concept Training Manager (Schlotzsky's) is responsible for providing training support and services to assist in the achievement of Schlotzsky's goals and objectives.

PRIMARY RESPONSIBILITIES

- Leads and/or assists in the delivery of various training programs for new and existing Franchise Partners (i.e. new restaurant openings, classroom and in-restaurant training/facilitation, new product test/launch training, soft skills/university training).
- Assists in the development of brand-specific training requirements/annual training plan.
- Develops and implements brand-specific training programs to enable the achievement of key operations goals/objectives.
- Partners with R&D, marketing and other key functions to create training materials for new products and promotions.
- Conducts train the trainer workshops for new product launches and other new training programs.
- Provides refresher training for low volume stores as identified by the operations team.
- Provides training on an "as needed" basis and as directed by operations to address identified areas of opportunity inside a Franchise Partner(s) operation.
- Develops and implements a method/process of collecting and maintaining brand training records.
- Assists with special operations projects as needed.

DESIRED KNOWLEDGE, SKILLS & ABILITIES (KSAs)

- Undergraduate degree and/or a minimum of five years training and operations experience.
- Quick service, full-service, franchise operations and/or hospitality industry experience a plus.
- Ability to travel 60% - 90% of time.
- Demonstrated understanding of adult learning theories and application via successful facilitation and instruction techniques.
- Ability to understand and relate to numerous Franchise Partners with diverse cultural and ethnic backgrounds.
- Proven ability to successfully develop and manage department/project budgets.
- 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 and problem solving skills.
- Proficiency in computer skills, i.e. Microsoft Word, PowerPoint, Excel, Outlook and various POS systems.