

FIVE GUYS[®]

BURGERS and FRIES

Position Title: Franchise Business Manager

Immediate Supervisor: Director of Franchise Operations

Jobs Supervised: None

FLSA Status: Exempt

Date Updated: June 2020

Job Content

Summary: The Franchise Business Manager (FBM) provides critical assistance to Five Guys franchisees and their teams to ensure their success by utilizing and transferring expert level knowledge in all areas of restaurant operations, business management, and Five Guys brand standards. This knowledge transfer is accomplished through hands-on coaching as well as teaching and effective communication. Through the use of periodic audits and reporting, the Franchise Business Manager will identify areas of opportunity and provide operational and backend support to accurately resolve challenges, increase revenue and maintain high standards of operation.

Essential Duties and Responsibilities:

- Partner with franchise owners, Operations Leaders, managers and crew to build trusting and effective working relationships.
- Analyze data, Key Performance Indicators and identify trends to provide effective solutions and advice to help franchise operators achieve goals.
- Recognize and celebrate successes.
- As necessary, certify managers on their knowledge and demonstrated Five Guys skills.
- Conduct operations audits each quarter and effectively communicate results and recommendations in both written and verbal formats.
- Establish, develop and grow relationships with other Five Guys departments which directly support franchisee in-store operations and partner to solve issues and remove barriers to success.
- Demonstrate and provide in-depth business and operational knowledge of Five Guys Restaurant Operations. Provide Franchisees and their teams hands-on coaching and developmental opportunities within your assigned area of approximately 40 to 60 franchise owned locations.
- Deliver inspiring coaching to drive store level teams and franchisees towards improvement, operational development and excellence.
- Deliver clear, accurate and timely communications and serve as the liaison between Five Guys' corporate offices and franchisees.
- Support and champion the Five Guys culture by modeling and teaching our Core Convictions. Demonstrate for franchisees what the embodiment of REAL looks like at Five Guys.

Qualifications Guidelines:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

- 4 year college Degree preferred
- 5 + years of related experience in a multi-unit environment, restaurant experience a must.

Language Ability:

Excellent verbal and written skills are necessary. The successful candidate/employee will be required to use written, verbal and group communication skills. The ability to read, write and comprehend complex instructions and correspondences is necessary. It also requires the ability to read, analyze, create and interpret general business memos and documents.

Math Ability:

This position requires excellent business math skills.

Reasoning Ability:

The position requires pragmatic analyzing skills and problem-solving abilities.

Computer Skills:

Exceptional computer skills required in Microsoft Office Suite, Internet, and other appropriate software.

Supervisory Responsibilities:

This position requires no direct supervisory responsibilities

Physical Demands:

This position may require long hours sitting and using office equipment and computers. There may also be extensive lifting of supplies and materials. The use of hands and arms to reach for, grasp and manipulate objects is required. Travel will be required 30-50% of time with frequent overnight stays.

Special Requirements/Certification:

This position requires a solid understanding of financial analysis, ability to read financial documents such as a P&L, Balance and Cash-Flow Statements. The position also requires an understanding of legal documents such as Franchise Disclosure Document, Franchise Agreement, Development Agreement, Leases, and other related business documents.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor, policy and company management.