



**Job Title:** Multi-Unit Manager  
(District Manager)

**Reports to (title):** Franchisee or  
Director of Operations

**Job Grade:**

### Job Summary:

Oversees recruiting, training, management, budget compliance, and overall operations of 4 - 7 Dunkin' Donuts/ Combo restaurants to ensure excellent customer service, high quality foods, crew development, food safety, store cleanliness, and maximum profitability. Maintains communication, acts as a liaison with Dunkin' Operations Manager, and provides a positive focus on the network culture and values: high quality food, excellent customer service, and an inviting atmosphere in the restaurants. Responsible for building a strong team through hiring, training, and developing Restaurant Managers; providing clear, consistent direction, and recognizing individual and team contributions.

### Principal Responsibilities and Key Activities:

- > Maintains standards and expectations in food quality, guest service, food safety, store cleanliness, and financial performance in the 4 - 7 Franchisee Dunkin' Donuts network
- > Achieves and maintains "Operational Excellence" in the Dunkin'; restaurants in the assigned area
- > Demonstrates competency in every position in the restaurant
- > Responsible for all phases of the restaurants' performance and is the ultimate decision maker for his/her restaurants
- > Provides clear, consistent communications on a frequent basis with the Restaurant Managers and Franchisee
- > Demonstrates respect for individual employees and appreciation for their efforts and contributions
- > Builds an effective team of employees through recruiting, training, development and meaningful, timely performance feedback
- > Ensures the compliance of Franchisee network policies and procedures (people, safety, assets, cash, etc.)
- > Partners with training resources within network to ensure compliance and action plans for completion of training for positions within the restaurant
- > Provides oversight for all preventative maintenance programs and systems
- > Ensure communication and proper execution of all marketing programs throughout the network
- > Manages the financial targets within the network for EC Sales, Production, Food Cost, and Profitability
- > Ensures compliance with all Federal and State labor laws within network
- > Provides direction for action plans to achieve appropriate scores for ROR, Mystery Shop and Key 8 targets within the network
- > Depending on the needs of the business and/or department, may complete other duties as assigned to advance a particular project or resolve a business issues

### Business Savvy:

- > Has passion, energy, persistence, positive attitude and enthusiasm. Lives and gets the Dunkin' brand. Takes pride and champions the brand, while looking for opportunities to enhance it. Encourages others to believe in the brand. Creates team spirit. Loves "the business" and being in the restaurants....Willing to jump on the line and motivate others to do the same.

### Customer Focus:

- > Is passionate about delivering a great guest service to our customers. In tune with our customers and marketplace. Focuses on executing team service to deliver quick, friendly, accurate service to our guest. Bases decisions on impact to the customer. Knows marketplace trends and can shape our competitive edge.

### Intellectual Horsepower/Job Knowledge:

- > Has good "business sense." Understands and drives business success. Knows how to make money the right way. Carefully considers cost/benefits. Has the technical expertise and in-depth job knowledge. Understands how their function contributes to the networks overall success.

### Drive for Results:

- > Is a major contributor. Makes a difference. Action oriented. Is a clear catalyst in creating superb results. Has a strong work ethic. Takes responsibility for their own actions/results and for their teams'. Focuses on being part of the solution. Displays a "can-do/no problem" attitude and delivers on commitments to get the job done.

### Developing Direct Reports:

- > Truly cares about people and their development. Builds and sets the tone for strong positive relationships treats people fairly. Makes others feel valued and respected. Approachable, genuine and friendly. Develops others to reach their highest level of performance and to be their best. Is a good listener, coach and mentor. Understands and demonstrates the value of diversity. Has fun with their people.

## Minimum Qualifications

### Education/Training

- > A.A. in related field or equivalent in education and experience

### Knowledge/Skills

- > PC proficiency
- > Proficiency with MS Office Suite
- > Strong command of language and general communication skills
- > Strong supervisory and organizational skills
- > Has consistently demonstrated strong leadership skills in conjunction with commitment to operational and training systems as well as company concept philosophies and people practices
- > Demonstrates ability to interact easily with diverse ethnic groups

### Work Experience

- > At least 3–5 years industry experience with multi-unit supervisory experience preferred
- > Local store marketing experience desirable

## Requirements

### Travel

- > Occasional

Approved:

Approved:

_____	_____	_____
Name	Title	Date

### Creativity and Innovation:

- > Has a positive attitude towards change. Can identify the need, remove the barriers and has the know how to make things happen. Encourages others to be creative. Has an overall commitment and holds strong to Dunkin' standards while stretching themselves and others to excellence. Never satisfied with the status quo.

### Motivating Others:

- > Can they lead? Creates and develops great performing teams. Builds trust and credibility through a strong presence that motivates people to follow them. Raises expectations. Is thoughtful and a good coach/mentor. Confident, but not cocky. Inspires others.

### Building Effective Teams:

- > Gets the right people on the team (people who can lead and who "get it"). Gets the wrong people off the team in a quick and fair manner. Has the passion and ability to develop others into leaders. Has strong successors in place. Creates an environment where development is valued.

### Communication:

- > Has the self-confidence, courage, honesty, and integrity to do the right thing even when it's not easy. Is direct and clear. Makes decisions fast enough when necessary. Is respectful of others thoughts and ideas. "Says what they'll do.... Does what they say" and "Walks the Talk."

### Strategic Agility:

- > Creates and communicates vision for future success of the network. Can think strategically as well as tactically. Does not let themselves or others get distracted. Focuses on the right things. Clearly and persuasively communicates the vision and key messages. Can think long-term. Has the ability to think, "out-of-the-box." Understands concepts.



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