



**Job Title:** Network Trainer  
(Field Trainer)

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

**Job Grade:**

### Job Summary:

Responsible for being an expert in execution of all training and development programs throughout the network, to include development and facilitation of Dunkin' Donuts restaurant systems and tools, new product roll-outs, food safety and any programs specific to the Franchisee network. Maintains communication with the Franchisee and Operations to ensure adequately trained Managers and Crew are actively executing standards and procedures in the restaurants. Partnering with Operations to identify and develop internal candidates and succession planning.

### Principal Responsibilities and Key Activities:

- > Ensures Certified Managers maintains standards and expectations in food quality, guest service, food safety, store cleanliness, and financial performance in the restaurants
- > Partners with restaurant management to ensure consistent completion of the Off to a Great Start training programs utilizing the One Clear Path training philosophy for each team member from first day to full certification
- > Demonstrates competency in every position in the restaurant
- > Demonstrates knowledge of all recipes and all assembly procedures specific to the brand
- > Provides clear, consistent communications on a frequent basis with the Restaurant Managers and Franchisee
- > Provides leadership and oversight for all training activities within the network including training plans in place for each restaurant
- > Ensures effective tools and systems are in place to successfully roll out new products, systems, processes with specific information in a timely & efficient manner
- > Ensures the compliance of Franchisee network policies and procedures (safety, assets, cash, etc.)
- > Effectively schedules and trains classroom based learning and training for the network
- > Partners with operations to identify gaps in scores for ROR, Mystery Shop and Key 8 targets and develops plan to effectively close the gaps through training and knowledge
- > Manages the learning records for each team member for 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

### Expected Behavior:

#### Planning and Process Management

- > Develops and implements process that drive improvement throughout the organization. Understands how to simplify processes to be "easy to use" and how to explain to all levels within the organization. Creates a discipline around planning and ensures a due diligence process in place to make decisions and driving against measurable results

#### 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.

## 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 facilitation and presentation skills
- > Demonstrates ability to interact easily with diverse ethnic groups

### Work Experience

- > At least 2 years industry experience with restaurant training background

## Requirements

### Travel

- > Occasional

Approved:

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Approved:

Name

Title

Date

### 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.

### 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.

### Communication:

- > Has the self-confidence, courage, honesty, and integrity to do the right thing even when it's not easy. Is direct and clear. Has the ability to adjust communication style for the target audience. Is able to identify learning styles and build presentations and materials to engage all types.



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