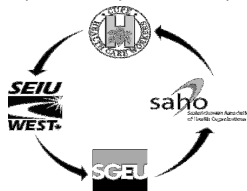


## Job Evaluation Rating Documentation

<b>CUPE, SEIU, SGEU, SAHO</b> 	<b>Job Title</b> <u>Head Franchise Services Worker</u> <b>Date</b> <u>August 2007 - Interim Rating</u> <b>Revised Date</b> _____ <b>Revised Date</b> <u>Oct 10, 2013</u>	<b>Code</b> <u>420</u>
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<b>Decision Making</b> Follows clearly prescribed practices in assisting with production and distribution of hot/cold beverages and food. Makes operating decisions in relation to work load and staffing needs. Some choice of action when ordering supplies and merchandise.	<b>Degree</b> <u>2.5</u>
<b>Education</b> Grade 12. Food safe certificate. Franchise Initial store training (40 hours) and Franchise Advanced store training (40 hours).	<u>2.0</u>
<b>Experience</b> Twelve (12) months previous experience working in the relevant Franchise to allow for understanding of the philosophy and operational needs. Nine (9) months on-the-job experience to develop coordination and administration skills and become familiar with region/facility/department policies and procedures.	<u>5.0</u>
<b>Independent Judgement</b> Performs work defined by safe food handling and Franchise guidelines. Deals with minor operating problems such as equipment break down, product shortages. Seeks direction, if necessary.	<u>3.0</u>
<b>Working Relationships</b> Requires appropriate tact in contacts with customers and co-workers, and with vendors and suppliers regarding the provision of service and supplies. Requires tact and discretion while discussing problems with clients and staff. Make recommendations regarding complaints/concerns to ensure optimal service operations and standards.	<u>3.0</u>

<b>Impact of Action</b>	<b>Degree</b>
Coordinates resources to provide food and beverage services within the Franchise and Region guidelines. Ensures the delivery of these services to meet quality service standards. Misjudgements in preparation and provision of customer service may cause embarrassment to public/business relationships.	<u>2.0</u>
<b>Leadership and/or Supervision</b> Limited direction while assigning work and checking/maintaining workflow of staff. Provides functional guidance/coaching to co-workers and training to new staff.	<u>3.0</u>
<b>Physical Demands</b> Regular physical effort standing, walking, with hand/eye co-ordination associated with food and beverage preparation.	<u>2.0</u>
<b>Sensory Demands</b> Regular sensory effort reading, operating cash register, operating computer, listening for orders, report writing and dealing with multiple demands.	<u>2.0</u>
<b>Environment</b> Regular exposure to minor conditions such as chemicals, steam, noise and interruptions with occasional exposure to major hazards such as injury and verbal abuse from customers.	<u>3.0</u>