

Marco's makes a solid commitment to its Franchisees through effective training and creating an environment for learning. A diverse, well trained team of individuals is essential to the entire system's success. Through effective training and execution, our Franchisees can achieve growth and prosperity.

Following your acceptance as a Marco's franchisee, you will be scheduled (at a mutually agreed upon time) to begin Marco's TOP (Training Operational Procedures) Program. The TOP Program is an 8 week program, but is self timed and can extend beyond 8 weeks if needed. The Manager of Training and Development facilitates the classroom training in a setting that allows time for detailed instructions, ample Q and A, and preparation for In-Store Training.

Classroom training takes place in our Corporate Office in Toledo, Ohio. It consists of a 3-4 days introduction to the concepts of Marco's Operation and Management standards.

CLASSROOM TRAINING CONSISTS OF:

- Product Concepts
- Customer Service
- Recruiting / Interview / Hiring / Motivating
- Training the Trainer
- Administration
- Equipment care and maintenance
- POS System(Computer Ordering System)

Presentations regarding: Marketing, Store Development & Administration

In-Store Training takes place only in Certified Training Stores by Certified Training General Managers and is monitored throughout the process by the Manager of Training and Development. The training is rigorous and incorporates every aspect of store management and operations from dough preparation to local store marketing.

All training stores and their managers have received a qualitative and quantitative

analysis to ensure that both the store and the trainer will provide the learning environment where franchisees can easily master the skills and knowledge to successfully manage a Marco's Pizza store.

IN-STORE-TRAINING CONSISTS OF:

- Dough Management
- Product Assembly
- Opening and Closing Processes
- POS System Operation
- Working at all Stations
- Administration
- Equipment Cleaning and Maintenance

After completing the TOP Program you will be qualified to manage, and be able to assist in training the staff for your new store. By assisting in the training of your new staff, you will gain the experience to confidently provide continuous training in your new Marco's Pizza and any stores you may choose to open in the future.

ONGOING TRAINING:

Your training is never "over" at Marco's. When operational systems are updated or improved, it may result in a change in procedures. Additional training will be provided to help you and your team learn the new procedures if it is required.

Most importantly, the same staff that worked with you during the initial training period is available (by phone, e-mail or at your location) for consultation and support on training issues that may arise.

Marco's Vision for Training

To be recognized as the best developer of Franchisees and Managers in the industry.