



Khushiyon Ki
Home Delivery

Jubilant FoodWorks Ltd

The Employer of choice in “Quick Service restaurant”
Industry in India





Jubilant FoodWorks journey so far...

- Incorporated in the year 1995, have master franchisee of India, Bangladesh, Srilanka & Nepal.
- Pan India presence in 68 cities having more than 320 company operated stores.
- Employs over 8000 people.
- Leader in organized pizza delivery segment with 65% market share in India.



Jubilant FoodWorks journey so far...

- Overall 46% market share in organized pizza segment in India.
- 1st Company in QSR industry to get listed in BSE in the year 2010.
- The largest and fastest growing MNC food services brand in India.
- 46% growth year after year(CAGR) over the last 5yrs.



Jubilant FoodWorks credentials....

- No 1 Employer in QSR Industry by GPWI survey - 2010.
- Overall 24th Best Company to Work For amongst top 50 companies in India by GPWI survey – 2010.
- 9th Best Employer in India by Hewitt's Best Employer Survey - 2009
- Amongst top 25 Best Employer in Asia Pac in Hewitt's Best Employer Survey - 2009



Jubilant FoodWorks credentials....

- Golden Spoon Award for the 'most admired F&B retailer of the year' – 2010 in QSR foreign brand.
- Top 25 marketers of 2009 by Pitch and exchange4media magazine.
- In 2009, recognized as one of the top 10 brands and named as "GAME CHANGER" of the decade.



Jubilant FoodWorks credentials....

- Domino's Pizza India has sustained its No 1 position in best process and operational excellence category consistently for last 3 years in entire Domino's World.
- Domino's Pizza India won GOLD FRANNY award for fastest growing franchisee in Domino's world for last 3 years.
- "Excellence in Customer service 2009" awarded by Franchising world



All such credentials have been possible because.....

**HAPPINESS
(Our new brand Image)**

&

**8000 Happy employees
our Brand Ambassadors....**



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“Khushiyon Ki Home Delivery”.....our positioning

- Builds emotional connect with our external customers
- Goes beyond the functional benefits of;
 - Tastiest Pizzas
 - Value for Money
 - Convenience led by (30 mins or free)



Similarly, Our positioning with our employees is to.....

- Build emotional bonds with our internal customers
- Go beyond the routine Hygiene factors

Look at them.....





Creating Fun @ Work Domino's way

**320 Stores...68 cities...23 states...8000 people
we ensure everyone has his piece of fun through**

Domino's Cheers

- Who are we ? – Domino's Pizza
- What are we ? – No 1
- What's our goal ? – Sell more pizza, have more fun.....!!!





Creating Fun @ Work Domino's way

320 Stores...68 cities...23 states...8000 people we ensure everyone has his piece of fun through

- Birthday celebrations across all the workplaces.
- A dedicated day for employee's children (**YDF**).
- **FPM challenge** – From store in India to international H.Qs at the US.



Creating Fun @ Work Domino's way

320 Stores...68 cities...23 states...8000 people we ensure everyone has his piece of fun through

- **Confluence** – A unique way to say thanks to employee's family for their silent support in building the organization.
- All Store Managers and their coach experience great learning and FUN during the quarterly and yearly meet (**FIDA**).

And all the above initiatives convert into results like.....



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Creating High performing organization Domino's Fun @ Work way



Jubilant FoodWorks Ltd won Fun at work award in year 2010 by
world HRD congress



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“The secret recipe of our outstanding business results is the collaborative approach of the Domino’s Team”

- Launch of Ambition 2008 & 2011
- Owning the organizational ambitions by the respective departments.
- Strong belief and practice of “If you can’t make it, bake it or take it, then help those who does it”



“The secret recipe of our outstanding business results is the collaborative approach of the Domino’s Team”

- Senior and middle management working in stores.
- Store Uniform policy applicable for all the employees.
- CEO interacts will focused groups in every quarter , which enables people to share there views

Lets check out the results.....



Building an empowering culture in highly process driven culture :

Domino's Pizza India has sustained its No 1 position in best process and operational excellence category consistently for last 3 years in entire Domino's World.

AND

BT-TNS-MERCER's **India's Best Company's to work for – 2007 & 2009 survey** has rated Domino's Pizza India's employee engagement score better than the average engagement scores of top 10 companies.

Lets see how the above two factors compliment each other and go hand in hand in our organization.....



Building an empowering culture in highly process driven culture :

- A company with the 300+ **mini CEOs** run the business which is overseen by a **“Coach”**.
- Multi level leadership practices at the store level :-
 - Scip Champ
 - Bike Champ
 - Training Ace
 - Door hanging champ

.....and many more

Continued.....



Building an empowering culture in highly process driven culture :

- Think Big, Innovate & Implement – **Sankalp way**.
- **Support Department Rating** – Empowerment for store managers to rate all support departments.
- **Spot Awards coupons** - All the regional training, HR and supply chain heads and other operation heads are **empowered** to give awards for the best practices at the workplaces.
- **Execution extraordinaire, Growth & Collaboration** – Themes of last 3 years strategy meet conducted amongst not only the **“TOP Management”** but also involving **Middle Management (Executors)**.



Challenges ahead in employees collaboration :

Complexity +Diversity Vs Expansion Plans

- In next 5 years, we aim to open another 300 + stores and cross 650 store mark in India.
- Year on Year we would be entering new cities.
- Year on Year we will be adding 2000+ people in the Jubilant family who would be coming from different age, background and culture – **hence managing diversity would be a key challenge.**



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**We are confident that we will be able to sustain
our employee engagement model to
CREATE THE HAPPINESS for our employees
despite of diversities !!!**

