

Schooley Mitchell Head Office



SCHOOLEY
MITCHELL

Our Head Office staff is committed to helping our Franchisees build successful businesses by offering comprehensive support across several areas. Our Franchisees are our main focus – and we continually expand and grow to meet their needs.

Quick Start

Our Quick Start team assists our Franchisees in building successful businesses by providing ongoing support and coaching. Each franchisee is assigned a dedicated Quick Start Coach to work with them one on one through their first year of operating a Schooley Mitchell franchise.

Sales Mentorship

Our Sales Mentors coach our Franchisees on a scheduled weekly call basis on sales strategies and tactics in order to help them drive sales and earn significant revenue.

Client Relations

Our client relations department facilitates logistics and relationships between Franchisees and their clients, ensuring the needs of all our clients are met.

Vendor Relations

Our Vendor Relations department works to build objective relationships with vendors to ensure our Franchisees are knowledgeable and up to date on the services in these industries. Vendor Relations also works hard to negotiate the best possible pricing and recover billing errors for our clients.

Programming

We have a full team of software developers located in our office in Kitchener, ON – the technological hub of Canada – who work to maintain and expand our world-class intranet and software programs.

IT

Our IT department provides comprehensive tech support for Franchisees and Head Office staff.

Marketing and Social Media

Our team of marketing, communications and social media specialists help our Franchisees tell their story and build their digital brands through written profiles, press releases, social media optimization and media outreach.



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Graphic Arts and Multimedia

Our graphic arts and multimedia team designs award-winning marketing collateral and multimedia content that helps Franchisees at every stage of the sales cycle.

SMARTT

Our SMARTT team executes our SMARTT relationship-building program on behalf of our Franchisees, helping them obtain referrals and client renewals.

Telemarketing

Our experienced telemarketing team calls prospects and sets appointments on our Franchisees behalf, helping them obtain clients and access revenue streams.

Administrative Support

Our administrative support staff helps Franchisees with maintaining our client registry, preparing files for analysis and production, and ensuring fact-finding and documents are all completed correctly.

Office Administration

Our office administrators ensure packages and materials from Head Office are shipped to Franchisees and facilitate communication between Head Office and our Franchisees.

Analysis

▶ Telecom

Our telecom analysis team is intimately knowledgeable about the telecom industry and the various providers in it, using their leverage and clout to reduce client rates and streamline services with the newest technological offerings.

▶ Merchant Services

Our merchant services analysts are experts in the payment processing field and have a long track record of helping Franchisees save millions of dollars for their clients.

▶ Small Package Shipping

Our shipping team provides expert analysis for clients in the areas of small package shipping and courier services.

▶ Waste

Our waste analysts understand the rates and services in the waste disposal and recycling industry, helping our Franchisees save their clients money and educate them on their waste removal needs.

Research and Development

Our Research and Development department exists to explore new expense categories in order to expand Schooley Mitchell's market reach.

Franchise Development

Our Franchise Development team provides information and logistical support to prospective Candidates exploring Schooley Mitchell as a Franchise opportunity, ensuring they have all the pertinent information necessary to make an informed decision about Schooley Mitchell.

