

VIC/TAS Franchising Awards recognise business excellence

26 July 2019

A belief in paving the way in business and focusing on creating a successful path for staff to achieve personal success was a shared theme this week among high achieving small business owners recognised by the Franchise Council of Australia's 2019 Victorian Excellence in Franchising Awards.

2019 State Franchise Excellence Awards Winners - Victoria

Multi-Unit Franchisee of the Year

Eric Ha, Roll'd Australia, Victoria Gardens & Malvern Central

Single Unit Franchisee of the Year, two or more staff

Mark and Ky O'Shea, Quest Apartment Hotels, Bundoora

Franchise Woman of the Year

Jenny Rayner, Roll'd Australia, Chadstone

Field Manager of the Year

Melinda Bowles, Shingle Inn

Multi-Unit Franchisee of the Year Eric Ha 's first taste of the Quick Service Restaurant environment was at McDonalds where he worked his way through the ranks learning all about the business model and how to manage people, customers, sales and profitability. Eric readily acknowledges that the skills he learned and the experience he had working for McDonald's created a sound platform for building a QSR business when he started his Roll'd journey at Victoria Gardens in May 2018.

Husband and wife team Ky and Mark O'Shea have worked most of their careers in hospitality and tourism. Mark started out as a Chef, while Ky worked in events, conferencing and travel agency roles. Their journey led them to become Property Managers with Quest where they recognized there was bigger opportunity to be had by becoming franchisees. Now as Quest franchisees in suburban Melbourne, they take great pride in delivering the best in hospitality service on a daily basis.

In 2013, Jenny Rayner became the first female Roll'd franchisee. As a result of her belief in Roll'd's healthier fast food has established own her own successful business with the security that came with a larger franchise organisation. Jenny owns two stores at Chadstone

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and has a team of 25 predominately female staff. She has won numerous awards Roll'd Franchisee & Store of the Year and Vicinity Food Retailer of the Year.

Melinda Bowles is a hospitality veteran whose personal experience as a franchisee laid the foundation for a successful career in business development and operations within franchising. She joined Shingle Inn, a cafe brand with more than 80 years heritage and 50 stores throughout Australia, as Senior Area Manager in 2016. Since then, Melinda has had significant influence in product development and continuous improvement within the Operations department. She currently has direct responsibility for the largest number of stores within the network, ensuring her skills and experience are maximised and her influence is widespread.

Congratulating the winners, FCA CEO Mary Aldred said "The outstanding effort by the franchisees who took out the awards, and their contribution as successful small to medium business operators, shows the positive impact franchising can have on employment, the economy and community".

"The businesses run by these franchise owners are fantastic examples of small to medium businesses achieving in a tough environment and setting the benchmark for franchising in Victoria", said Mary Aldred.

Following their success, the Victorian state winners have qualified as finalists for the MYOB FCA National Excellence in Franchising Awards.

The Gala Awards Dinner will be the closing event of the 2019 National Franchise Convention on the Gold Coast on Tuesday 22nd October.

The Franchise Council of Australia is the peak body for the \$182billion franchise business segment, which includes 1,314 networks, with 80,000+ individual franchised outlets, employing 594,500 Australians across the nation.

www.franchise.org.au

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