

PIZZA NOVA®

@ HOME Agent

We are excited about your interest in joining our team of at-home independent contractors! If you are selected, your training will be a 4-week **mandatory** in office training period to provide you with knowledge on how to use the order taking system, our menu and company policies. These training shifts take place on weekdays at our **call centre**.

We are located at 1260 Lawrence Ave East, M3A 1C4

Pizza Nova's Core Values were created by our Franchisees and their staff, Call Center Management and Staff, Support Office staff, and Pizza Nova's Ownership. Our values begin with our **Commitment to Excellence**. They are equal in their importance and listed below:

Quality, our passion is to consistently deliver the best quality product

Service, delight our customers with an exceptional experience

Community, committed to giving back

Family, our recipe: honesty, hard work, mutual respect

Innovation, pursue and embrace new ideas

Leadership, inspire to learn more, achieve more and grow more

Integrity, consistently fulfil our promises

The entire time you are here training in our call centre you will be paid \$15 per hour

When you start working at home, you will no longer be paid hourly. You will be paid by commission; 3% of each sale before tax and the delivery charge. On average you will earn more at home per hour than in the call centre, making approximately \$16.00+ per hour.

No phone line is required to work from home. You can be located virtually anywhere, as long as you have your computer with the software installed and a good broadband connection. A wired connection to your router/modem is preferred when order taking – wireless works but is not supported and is subject to radio interference.

A USB headset will be required to work from home. Windows XP or Windows Vista, Windows 7, Windows 8 and Windows 10 Operating Systems, with all available patches installed on your computer, are compatible with our order-taking software. All up to date patching is important, as some aspects of the soft phone will not work unless the system has been fully updated. We are not able to update your computer for you.

A contract must be signed clearly indicating your position as an independent contractor, supplying an order taking service to Pizza Nova. As such, you are not an employee of Pizza Nova, but an independent agent supplying a service. As a contractor supplying a service to Pizza Nova, Taxes, Canada Pension Plan, and Employment Insurance will not be subtracted from your cheque. They are your responsibility to remit. This may have financial implications for you now and in the future. You should contact a qualified financial expert, like a bookkeeper or accountant, for advice.

You will be expected to work on **Caribana, Halloween** and **New Year's Eve** regardless of your regular schedule. **Do not make plans** that will keep you away from Pizza Nova on those days, we will need you.