

## COMPANY PROFILE

Blockbuster Canada Co. is part of Blockbuster Inc., a publicly traded subsidiary of Viacom Inc. and is considered the world's leading renter of videos, DVDs and video games with approximately 7,700 stores throughout the Americas, Europe, Asia and Australia. There are 355 Blockbuster locations in Canada employing 5,000+ employees in ten provinces.

This amazing success can be credited to just two, simple things; **a commitment to providing our customers with outstanding service, selection, convenience and value**, and our ability to **hire and promote customer-focused employees**.

The BLOCKBUSTER® name has nearly 100% brand recognition in the world as a video retailer, and our mission is to be the global leader in rentable home entertainment.

Why is the culture at BLOCKBUSTER different? Take a look around. It's the attitude that's different. It's an environment focused on teamwork, fun and customer service. Just like our shelves are constantly adding new releases nothing stays the same for long at Blockbuster. The ability to change and adapt easily is a trait shared by all of our employees, both in our stores and our Head Office.

All of our employees have opportunities for both career and personal growth through training, personal development and promotions. BLOCKBUSTER offers terrific benefits including free movie and game rentals.

To continue achieving this success we want to hire and promote people like you - yes, YOU! Dynamic, people-oriented and ready to enjoy and thrive in our fast-paced and FUN environment! We plan to continue growing - we have retail opportunities throughout the country - maybe even down the block from your home.



# Blockbuster Canada Co.

## Career

## Opportunities

### **Our Mission Statement:**

***“To be the global leader in rentable home entertainment by providing outstanding service, selection, convenience and value.”***



### The Ticket to a Spectacular Career

Blockbuster offers outstanding opportunities in store management advancement to middle management...and beyond. We're interested in recruiting outgoing, career-minded, energetic people with an exceptional knack for customer service. In addition to your strong people skills, you'll need at least two years of progressive management experience, preferably in an entertainment, retail or food service environment. If you're ready for the challenges of running your own fast-paced video and entertainment operation, consider the following management positions that offer a clear path to advancement through merit based promotions.

#### Shift Supervisor

You are the role model for our Customer Service Representatives. At the same time, you'll build on your management/operational skills and experience as you coach and guide your co-workers to help them reach their full potential. Both part-time and full-time positions are available.

#### Assistant Manager

After you've mastered the basics of management, you'll move on to additional challenges by assuming more responsibility for running the store. You'll sharpen your management skills by taking a much stronger role in people management.

#### Store Manager

Now you're ready for a position that will allow you to plan, organize and direct your store's physical and human resources. You'll have a chance to demonstrate your initiative, leadership and motivational skills combined with strong business sense as you optimize revenue/profits and ensure exceptional customer satisfaction.

#### District Manager

We have a strong track record of promotion from within, so it's easy to see that your success as a Store Manager can lead to advancement. You'll head up a diverse multi-unit management team, meet the demands of the rapidly changing home entertainment industry and learn to handle business challenges.

#### E-mail your resumes to:

[hrcanada.east@blockbuster.com](mailto:hrcanada.east@blockbuster.com)  
[hrcanada.west@blockbuster.com](mailto:hrcanada.west@blockbuster.com)  
[hrcanada.central@blockbuster.com](mailto:hrcanada.central@blockbuster.com)

**Or drop resumes off at your local Blockbuster Video store.**

### Thumbs up for All You Do

As an employee of a Blockbuster store, you have a leading role in our success as one of the world's premier home entertainment companies. Our brand is a way of life for millions of households, and you are our brand in person. How you interact with your customers has a tremendous impact on how well our company continues to please our audience. Thanks to the outstanding performance you turn in every day, Blockbuster is poised to achieve even greater dominance in home entertainment.

#### Benefits

Free movie and game rentals  
 Employee Assistance Program  
 \*Educational Assistance  
 \*Life Insurance  
 \*Year end bonus

Store discounts on merchandise  
 \*Long Term Disability Insurance  
 \*Medical/Dental Insurance  
 \*RSP with company matched contributions

\*Eligibility requirements must be met

### Here's what our associates tell us:

*Dave – Real Estate Coordinator*

*"I started as an Assistant Store Manager and was offered a chance to do a 6-month cross-training assignment in Head Office. A year later I've moved in the Real Estate Department. Clearly Blockbuster was committed to the continuous development of my skills and I look forward to further career growth with the company."*

*Peter – Operations Planning Manager*

*"I have been with Blockbuster for 8 years. While I was working as an Assistant Manager, my District Manager took on a mentoring role which allowed me to work part-time at Head Office assisting with special projects. This led to my current position and at this point I see plenty of room to progress further."*

*Terri – Marketing*

*"After finishing University I was hired as a Customer Service Rep through a job fair. While working in the store I developed an interest in Marketing. Blockbuster's flexible scheduling allowed me to take additional courses and today I am working on the Rewards Program in the Marketing Department."*

*Chris – National Communications Coordinator*

*"I started as a Customer Service Rep during high school to pay for my car expenses. I quickly found that hard work was appreciated and rewarded and soon I was promoted to Store Manager. Recently I was again promoted, to my current position."*

*Jordan – National Customer Service Representative*

*"I started as a Customer Service Rep in the store to fund my university studies. The pay was competitive, the perks were great and the store was a fun place to work. Blockbuster has allowed me to further my career by providing opportunities for advancement."*

*Wayne – Development Project Manager*

*"I originally started as an Assistant Manager and thought Blockbuster would be a temporary job. I was surprised by the level of challenge it presented and the fun I had working in the store. It became clear that Blockbuster offered great career opportunities unlike other companies I had worked for. The company clearly outlines their expectation and stand behind their promise to reward success."*

*Elisa – District Manager*

*"I began as a part-time Customer Service Rep to earn extra income. At other companies I had worked for career progress was formal and slow but at Blockbuster I found that career direction was in my hands. Opportunities were made available to me as I demonstrated my skills and abilities. Today I oversee a district of 14 stores."*

*Erica – Blockbuster Store, Victoria*

*"Working as a Customer Service Rep is a lot of fun – my Manager is great – the flexible hours has enabled me to continue with my college education. I would definitely recommend it as a good place to work."*