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Q: How would you rate the helpfulness and communication between fellow franchisees?

A, B, C, D, F

Q: How long have you owned this franchise?

0-1 , 2-3, 4-5, 6-7, 8-9, more than 10 years

Q: Prior to opening my first franchise, my business experience could best be described as:

Operations, finance, sales/marketing, owner/ceo/pres, other

Q: In general, how would you rate the opportunity provided by this franchise system?

Excellent, very good, good, acceptable, poor

Q: How would you rate the long-term growth potential for your franchise business?

Strongly agree, agree, disagree, strongly disagree

Q: How would you rate your franchise business compared to the local competition?

Excellent, very good, good, acceptable, poor

Q: My franchisor responds in a timely way to my questions and minor problems?
Strongly agree, agree, disagree, strongly disagree

Q: I am able to communicate directly and effectively with senior management?
Strongly agree, agree, disagree, strongly disagree

Q: My franchisor encourages high standards of quality performance throughout the organization?
Strongly agree, agree, disagree, strongly disagree

Q: How would you grade the helpfulness of your area developer?
A, B, C, D, F

Q: How would you rate the overall communication between the support center staff and franchisees?
Excellent, very good, good, acceptable, poor

Q: How would you rate the quality of tools/resources received from your franchisor?
Excellent, very good, good, acceptable, poor

Q: How would grade the initial training supplied by the franchisor?
A, B, C, D, F

Q: Would you recommend this franchise to a prospective franchisee?

Definitely, Very likely, Probably, Probable not, Definitely not