

Franchisee Operational Procedures

Date: [Insert Date]

To: [Franchisee Name]

From: [Franchisor Name]

Subject: Operational Procedures for [Franchise Name]

Dear [Franchisee Name],

We are pleased to provide you with the operational procedures to ensure the success and consistency of your franchise location. Please follow the outlined procedures carefully:

1. Opening Procedures

- Arrive at least 30 minutes prior to opening.
- Perform a walkthrough inspection of the premises.
- Turn on all necessary equipment.

2. Customer Service Standards

- Greet every customer with a smile.
- Address customer complaints promptly and politely.

3. Inventory Management

- Conduct inventory checks weekly.
- Order supplies as needed through the approved supplier list.

4. Compliance and Health Standards

- Ensure all staff are trained in health and safety regulations.
- Maintain cleanliness standards as per the franchise guidelines.

Please acknowledge receipt of this letter and confirm your understanding of the procedures outlined above by signing below.

Sincerely,

[Franchisor Name]
[Franchisor Position]
[Franchisor Contact Information]

Franchisee Acknowledgment:

[Franchisee Name]
Date: _____