

Franchisee Operational Protocols

Date: [Insert Date]

To: [Franchisee Name]

Address: [Franchisee Address]

Dear [Franchisee Name],

We are pleased to present the operational protocols that all franchisees must adhere to in order to ensure the successful operation of our franchise. These guidelines have been created to maintain consistency and uphold the quality of the brand.

1. Opening and Closing Procedures

- Franchisees must follow the specific opening and closing times as stipulated in the franchise agreement.
- Ensure all cash drawers are balanced and secured at the end of each day.

2. Staff Training

- All employees must complete the required training modules before their first shift.
- Regular training sessions will be scheduled to keep staff updated on company policies.

3. Customer Service Standards

- Franchisees must ensure all staff adhere to the customer service guidelines provided.
- Customer feedback must be collected and reported monthly.

4. Inventory Management

- Inventory must be monitored daily, and replenishment orders placed based on the established frequency.
- Regular audits of stock must be conducted to prevent discrepancies.

5. Marketing and Promotions

- Franchisees must participate in all national marketing campaigns.

- Local promotional efforts require prior approval from the franchisor.

We appreciate your commitment to maintaining these operational standards and look forward to your continued success as part of our franchise network.

Best Regards,

[Your Name]

[Your Title]

[Company Name]

[Contact Information]