

# Franchisee Customer Interaction Assessment

Date: [Insert Date]

To: [Franchisee Name]

Franchise Location: [Franchise Location]

Dear [Franchisee Name],

As part of our ongoing commitment to enhance customer service and strengthen our franchise operations, we conduct periodic assessments of customer interactions across all locations. This letter serves to notify you that your franchise has been selected for a Customer Interaction Assessment.

## Assessment Overview

The assessment will take place from [Start Date] to [End Date]. During this period, our team will evaluate various aspects of customer interactions, including:

- Staff responsiveness
- Overall customer satisfaction
- Service delivery efficiency
- Brand adherence

## Preparation

Please ensure that your staff is prepared for this assessment. We recommend the following steps:

1. Review customer service protocols.
2. Engage staff in role-playing exercises.
3. Familiarize with customer feedback tools.

Your cooperation is crucial for a successful assessment, and we appreciate your commitment to maintaining high standards of customer service within our franchise.

Should you have any questions or require further information, please do not hesitate to contact us at [Contact Information].

Thank you for your attention to this matter.

Sincerely,

[Your Name]  
[Your Position]  
[Company Name]