

Franchise Customer Support Policies during Pandemic

Dear Valued Franchise Partner,

We hope this message finds you well during these challenging times. Our commitment to you and your customers remains our top priority. Below are the updated customer support policies we have implemented to enhance your operations during the pandemic:

1. Health & Safety Protocols

Ensure that all employees adhere to the best health practices, including regular sanitization, wearing masks, and social distancing measures.

2. Remote Support

Our support team is available via phone, chat, or email to assist with any franchise-related inquiries. We encourage you to utilize these remote communication channels to limit physical contact.

3. Flexible Hours

We understand that circumstances may vary. Therefore, we are offering flexible support hours to accommodate your needs. Please contact us to arrange a schedule that works best for your location.

4. Inventory Management

We are here to help you manage inventory effectively. Reach out for assistance on managing supplies to ensure you're fully stocked and prepared.

5. Customer Communication

Make sure to inform customers of any changes in service, hours of operation, or safety protocols to maintain transparency and trust.

Thank you for your continued partnership and commitment to providing exceptional customer service. Together, we will navigate these unprecedented times.

Best Regards,

Your Franchise Support Team