

Franchisee Performance Report

Date: [Insert Date]

To: [Franchisee Name]

From: [Your Name]

Subject: Franchisee Performance Report - Customer Satisfaction Assessment

Introduction

This report aims to assess the performance of your franchise in terms of customer satisfaction for the period of [Insert Period].

Customer Feedback Summary

- Total Customer Surveys Conducted: [Insert Number]
- Overall Satisfaction Rating: [Insert Rating]/5
- Positive Feedback: [Insert Percentage]%
- Negative Feedback: [Insert Percentage]%

Key Performance Indicators

KPI	Performance
Response Time	[Insert Time]
Resolution Rate	[Insert Percentage]%
Repeat Customers	[Insert Percentage]%

Areas for Improvement

- [Insert Area 1]
- [Insert Area 2]
- [Insert Area 3]

Action Plan

We recommend implementing the following action plan to enhance customer satisfaction:

- [Insert Action Item 1]
- [Insert Action Item 2]

3. [Insert Action Item 3]

Conclusion

Thank you for your continued efforts in maintaining high standards. We look forward to seeing improvements in the coming months.

Regards,

[Your Name]

[Your Position]

[Your Company]