

# FRANCHISEE POLLING

Effortlessly Improve Data  
Collection

WE COLLECT AND STORE WHAT IS MOST IMPORTANT TO YOU  
INCLUDING P&L, INSURANCE FORMS AND MORE.

The screenshot shows a web-based form for data collection. At the top, it says 'Previous Month Sales + Health & Safety' with a '100% completed' status bar and a store identifier 'DEMO003: Springfield Demo Store'. Below this, it indicates the form was answered by 'Mark Bowen' on '2017-Aug-08 from 09:53 to 09:55'. The main heading is 'COLLECTING DATA FOR THE PERIOD STARTING ON 2017-JUL-01 AND ENDING ON 2017-JUL-31'. The form is divided into two sections: '1. TOTAL MONTH SALES' and '2. HEALTH AND SAFETY INFORMATION'. Under section 1, there are two questions: '1. Please input your total sales for the previous month (exc. GST) \*' with a text input field containing '5000000', and '2. Optional (comments about previous months sales) \*' with a text input field containing 'None'. Under section 2, there are three questions: '1. Date of last Health & Safety / Tool Box meeting \*' with a date input field containing '08/22/2017', '2. Date of last review of health and safety system by a director/managing owner? \*' with a date input field containing '08/16/2017', and '3. Date of last subcontractor health and safety procedures assessment to confirm that your subcontractors are accepted as a safe provider to you? \*' with an empty date input field.

## IMPROVE COMPLIANCE

Ensure franchisees understand and respect your brand from customer service standards to location cleanliness.

## ENCOURAGE FRANCHISEE IMPROVEMENT

Get a clear understanding of what is happening with your franchisees to create continuous improvement.

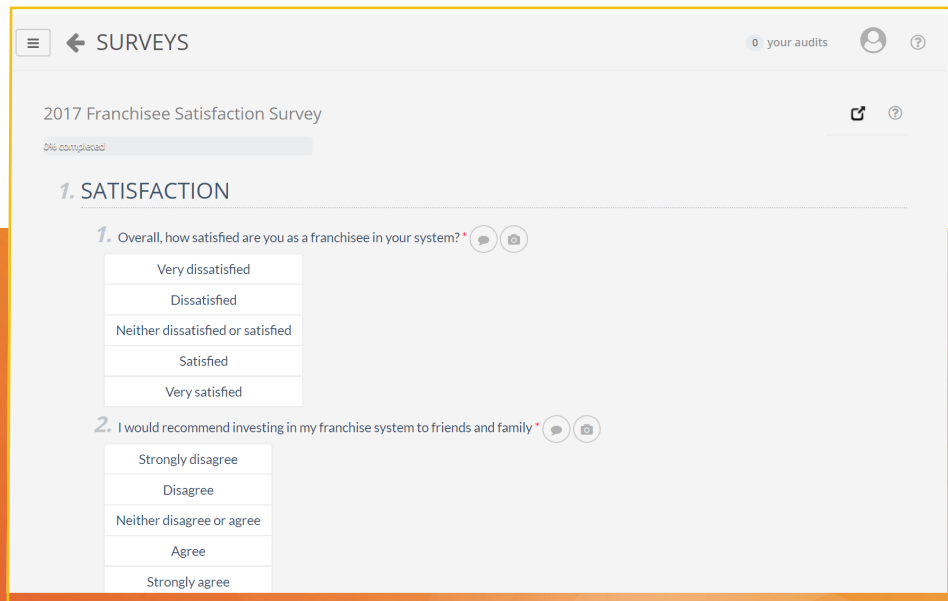
## INCREASE TRANSPARENCY

Keep the “pulse” of franchisees and stay close to any problems – catching them while they are still in their early stages.

# OPERATIONS COACHES: READY FOR YOUR ANNUAL SURVEY?

Your franchise satisfaction survey can either be a great source of information giving you a stronger understanding of what is going on in the field or it can be a waste of time for all involved. No one likes filling in long surveys unless they see a benefit in it. Using this tool keeps all your information in one place while ordering questions based on goals helps you remember what the point of the exercise was in the first place.

A survey with a goal to provide world-class service is completely different from one with a goal increasing unit economics. Based on the goals there will be different questions which you can track using this App. Don't want to put everything in your annual survey? Send out smaller surveys throughout the year easing the burden on the franchisees and enabling you to keep your finger on the pulse of what's going on.



The screenshot shows a mobile app interface for a survey. At the top, it says 'SURVEYS' with a back arrow and a user profile icon. Below that, the survey title is '2017 Franchisee Satisfaction Survey' with a progress indicator showing '0% completed'. The survey is divided into sections, with the first section titled '1. SATISFACTION'. The first question is '1. Overall, how satisfied are you as a franchisee in your system?'. The response options are: Very dissatisfied, Dissatisfied, Neither dissatisfied or satisfied, Satisfied, and Very satisfied. The second question is '2. I would recommend investing in my franchise system to friends and family'. The response options are: Strongly disagree, Disagree, Neither disagree or agree, Agree, and Strongly agree.

**POLLING CAN  
BE USED FOR:** →

**P&L AND  
INSURANCE**

**FRANCHISEE  
ANNUAL  
SURVEYS**

**ENHANCING  
ROLL-OUTS**



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