

Questions to Ask Franchisees

How long have you owned your franchise?

Is your franchise profitable?

In which month did you reach your breakeven point?

Have you made approximately the same profit that was forecast in the disclosure document?

Were your opening costs consistent with the original projections in the disclosure document?

Are you satisfied with the franchisor?

Are you satisfied with the product or service?

Is the operations manual, clear, up-to-date and adequate?

Are you satisfied with the marketing and promotional assistance provided by the franchisor?

Was the initial training and ongoing support sufficient for you to operate your business?

What was your background prior to buying your franchise and was it beneficial to your success?

Are deliveries of goods provided by the franchisor timely and competitively priced?

Is the franchisor fair and amicable to work with?

Does the franchisor listen and help you with your concerns?

Have you or other franchisees had any disputes with the franchisor? What was their nature? Were they resolved fairly?

Do you know of any disputes between the franchisor and the government?

Do you know of any disputes with competitors?

Who are the major competitors?