Questions to Ask Existing Franchisees

As you go thru your evaluation process, a very valuable source of information can be obtained from existing franchisees.

Franchisors should give you a list of current franchise owners, and you should contact a number of them. This can aid in determining the existing attitudes of current franchisees. Try to request a good cross-section of franchisees (not just the happy one's). Ask questions and listen to any complaints to get a good overall feel for the franchise.

Some good questions to ask:

Training and Support

Were other franchisees prepared for opening and the future?

Opening Support

Was there assistance in site selection, lease negotiation, financing, business permits?

Ongoing Support

Was the franchise effective at dealing with problems that arose during the course of business?

Franchise Marketing Programs

Does the franchise collect marketing dollars from the franchisees and the franchisees supportive of the program?

Purchasing Power

Does the company effectively leverage its buying power to get discounts beyond what an independent could achieve?

Franchise Investment

Make a determination on the total investment needed to be successful in your market or region?

Earnings

Don't be afraid to ask. It's important to have a guide as to how a franchise should develop over time. It's also important to get a good judge of how other franchisees are doing.

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