

Franchise Onboarding Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Think about the franchise launch activities completed by the checkpoint named above.
Rate the information and support you have personally received. Every question is optional. Do not include confidential documents, access credentials or private commercial details.

1. How clear are the tasks expected before the next launch milestone?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ No next milestone has been agreed

2. How clear is which launch decisions need the franchisor's input?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ Not sure

3. How easy was it to find the operating information needed so far?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither easy nor difficult
- ☐ Somewhat easy
- ☐ Very easy
- ☐ I have not needed it yet

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4. How well did the induction activities explain the tasks you need to perform next?

- ☐ Not at all well
- ☐ Slightly well
- ☐ Moderately well
- ☐ Very well
- ☐ Extremely well
- ☐ I have not completed induction activities

5. Do you know the contact route for an unresolved launch question?

- ☐ Yes
- ☐ No
- ☐ Not sure

6. Which area needs clarification before the next milestone?

- ☐ Task responsibilities
- ☐ Operating procedures
- ☐ Training arrangements
- ☐ Ordering or supply setup
- ☐ Systems access
- ☐ Opening communications
- ☐ Another area
- ☐ No clarification needed
- ☐ Not sure

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7. What question should the launch team address first?
