

# World-Class Franchise® Validation

## Ratings

### OVERALL QUALITY



Q: In general, how would you rate the overall quality of your franchisor?  
 Excellent - Very Good - Good - Acceptable - Poor



### FIELD REPRESENTATIVES



Q: How would you grade the helpfulness of your franchisor's field representatives?  
 A - B - C - D - F



### PRODUCT/SERVICE QUALITY



Q: How would you rate the products and/or services received from your franchisor?  
 Excellent - Very Good - Good - Acceptable - Poor



### OVERALL COMMUNICATION



Q: How would you rate the overall communication between home office personnel and franchisees?  
 Excellent - Very Good - Good - Acceptable - Poor



### ONGOING TRAINING AND SUPPORT



Q: How would you grade the ongoing training and support supplied by the franchisor?  
 A - B - C - D - F



This research provides *insider information* on what it's like to be a Spring-Green franchisee. To be considered for certification, Spring-Green provided unfettered access to every franchisee, allowed FRI to ask tough questions and to have all responses remain confidential (so there's no risk for negative and no reward for positive feedback) **FREE** Report at [www.WorldClassFranchise.com/Spring-GreenReport](http://www.WorldClassFranchise.com/Spring-GreenReport)



The Franchise Research Institute is the original auditor of franchisee opinions and does not sell leads or advertising. This report is NOT an endorsement and should not replace the typical due diligence used for investment decisions.