

Franchisee Satisfaction and Engagement Snapshot™

Franchise Business Review is pleased to present this complimentary data snapshot of your survey results. You now have a window into your overall performance and how your brand compares to the industry benchmark. We look forward to partnering with you to dive deeper into the insights our research revealed.

Key Findings

Highest scoring area: Honesty & Integrity

Lowest scoring area: My Overall Performance

Recommended Next Steps

The next step in any survey project is using your data to meet your strategic goals. Contact us to access a complete analysis of your data via our online tool, and these customized reports:

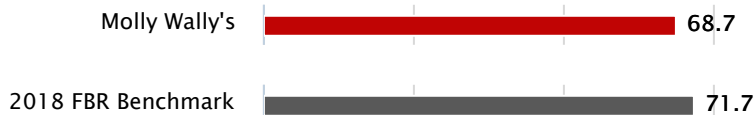
- Satisfaction Detail Report
- Benchmark Report
- Annual Trend Report
- Feedback Report
- Summary Satisfaction Report

Visit our online Resource Center for free educational resources at
Tour.FranchiseBusinessReview.com/Resource-Center

Molly Wally's 2018

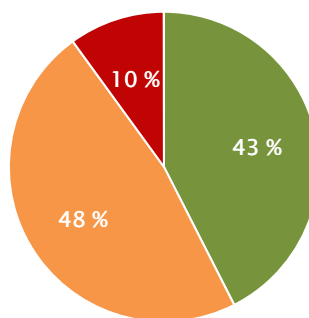
Participation: **301** invited, **200** completed, **66%** participation

Satisfaction Benchmark: FSI



Engagement Barometer

- Engaged Franchisees
- Unengaged Franchisees
- Actively Disengaged Franchisees



Understanding Your Data

FSI: The Franchisee Satisfaction Index (FSI)™ is the industry standard by which the health of a franchise company can be measured over time. [How FSI is calculated.](#)

Ingage Barometer: An assessment, done in partnership with Ingage Consulting, that determines your franchisees' level of engagement.

Your Partner in Franchisee Satisfaction

Franchise Business Review can help you design and implement a plan to raise your franchisees' level of satisfaction and engagement - and grow your brand strategically using business intelligence you can't get anywhere else. Call us at **866.397.6680**

Learn more: [Importance of Franchisee Satisfaction and Engagement.](#)

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