

World-Class Average Comparison Report



Teams of Tomorrow
West Monroe, LA
www.TeamsOfTomorrow.com

FRANCHISE RESEARCH

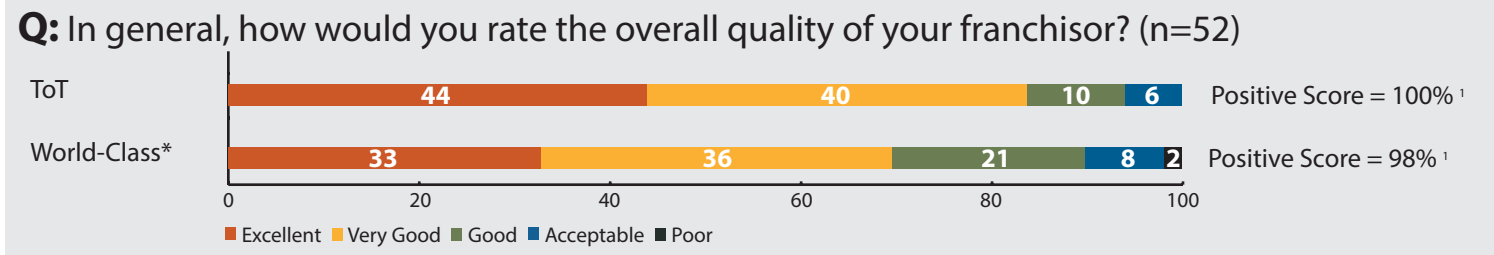
I N S T I T U T E[®]

FRANCHISEE OPINION RESEARCH

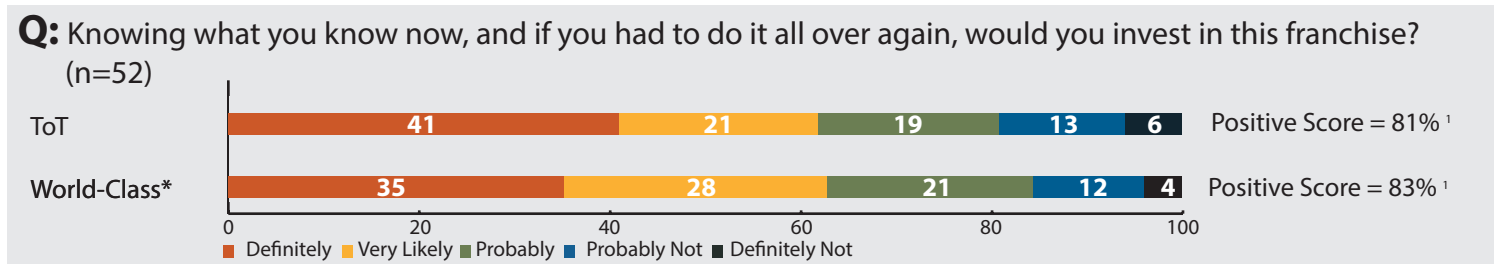


RESEARCH REPORT

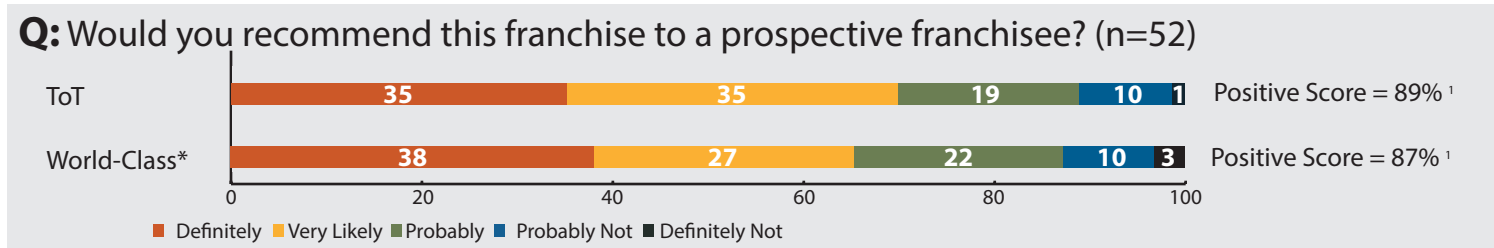
Overall Quality



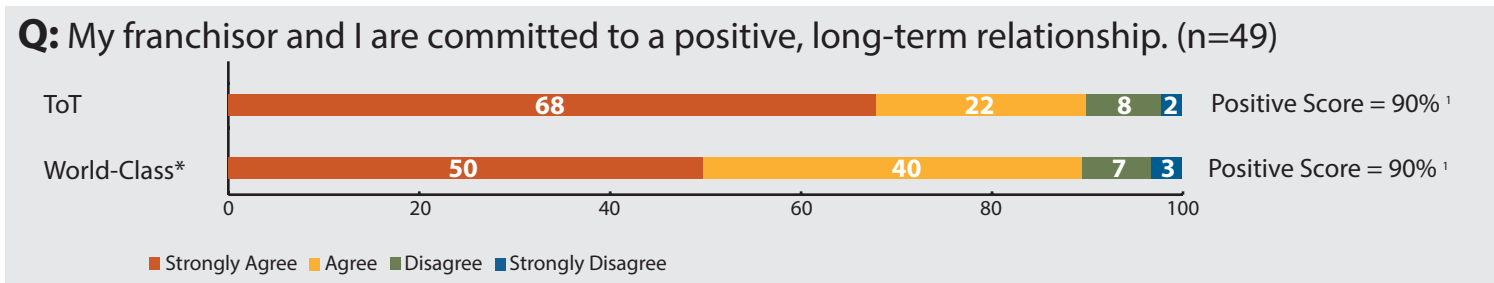
Investment



Recommend to Others



Long-Term Commitment



¹ Combined scores of *Excellent*, *Very Good*, *Good* and *Acceptable* responses.

² Combined scores of *Definitely*, *Very Likely*, and *Probably* responses.

³ Combined scores of *Strongly Agree* and *Agree* responses.

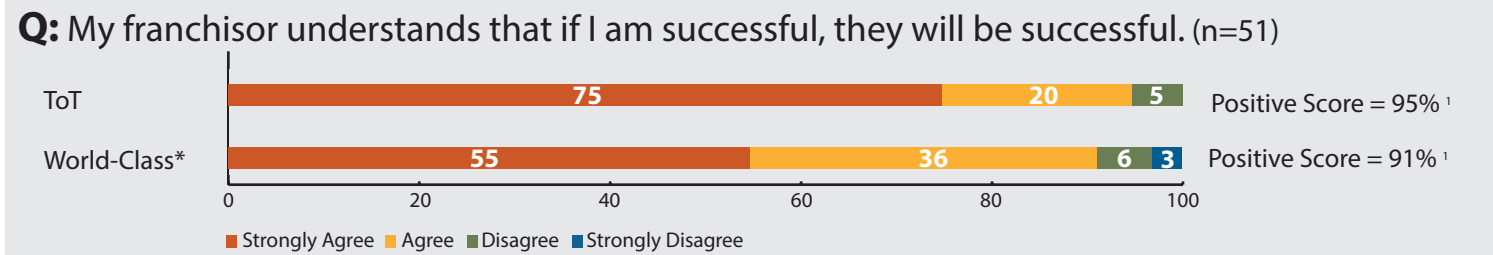
* Average Score based on collective World-Class Franchise® data (Updated February 2018) .

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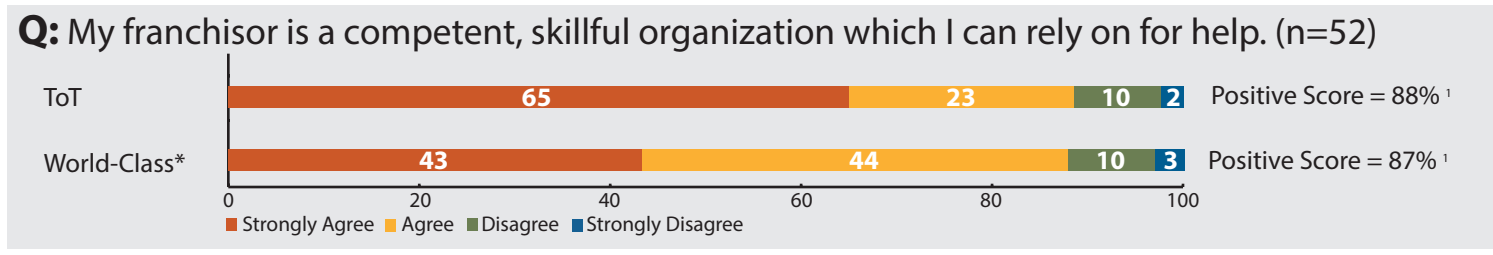


RESEARCH REPORT

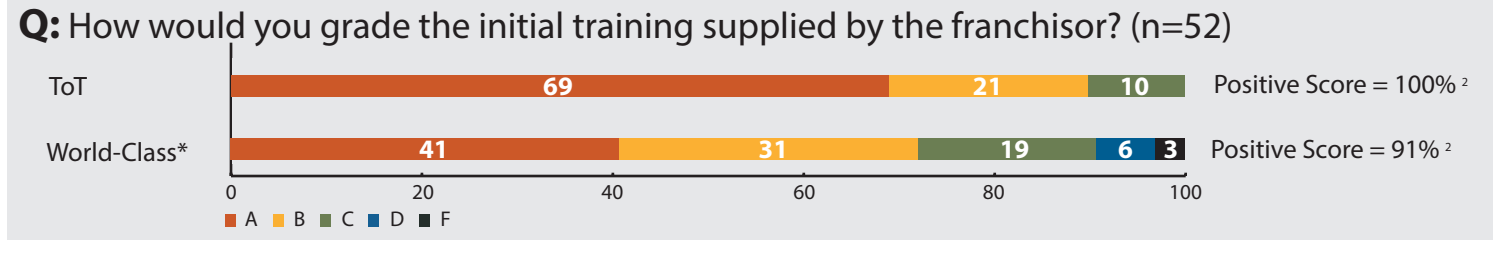
Joint Success



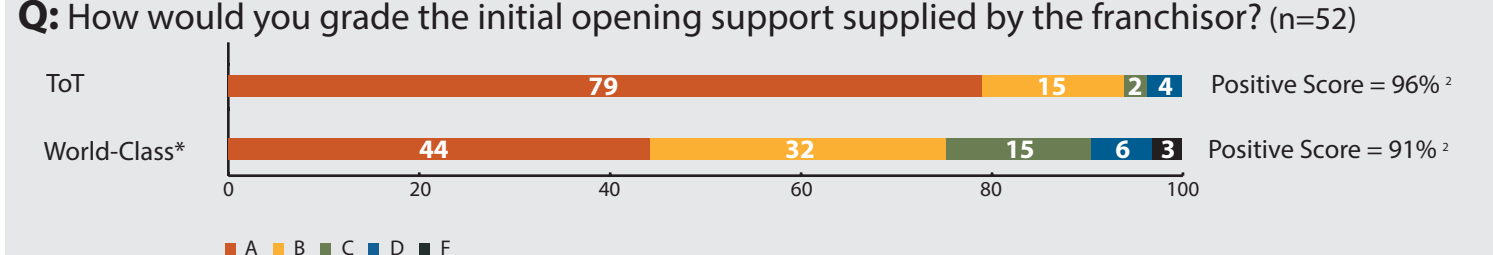
Franchisor Competence



Initial Training



Opening Support



¹ Combined scores of Strongly Agree and Agree responses.

² Combined scores of A, B, and C responses.

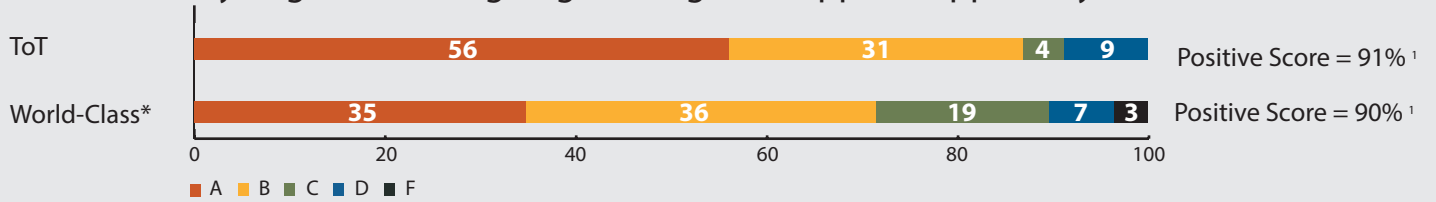
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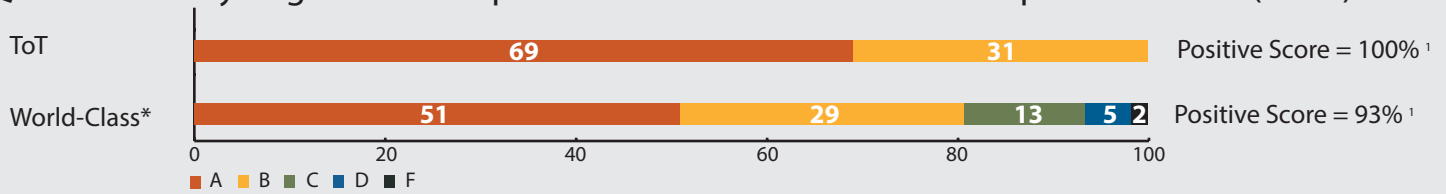
Ongoing Training and Support

Q: How would you grade the ongoing training and support supplied by the franchisor? (n=52)



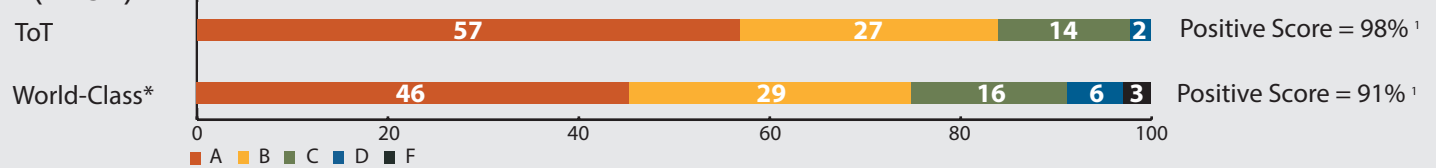
Field Representatives

Q: How would you grade the helpfulness of the franchisor's field representatives? (n=16)



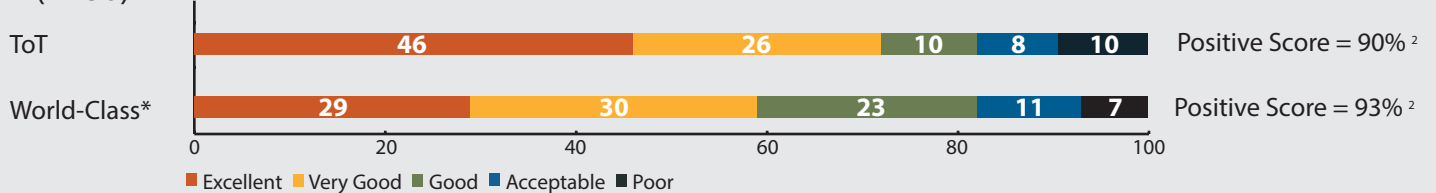
Franchisee Communication

Q: How would you grade the helpfulness and communication between fellow franchisees? (n=51)



Overall Communication

Q: How would you rate the overall communication between home office personnel and franchisees? (n=50)



¹ Combined scores of A, B, and C responses.

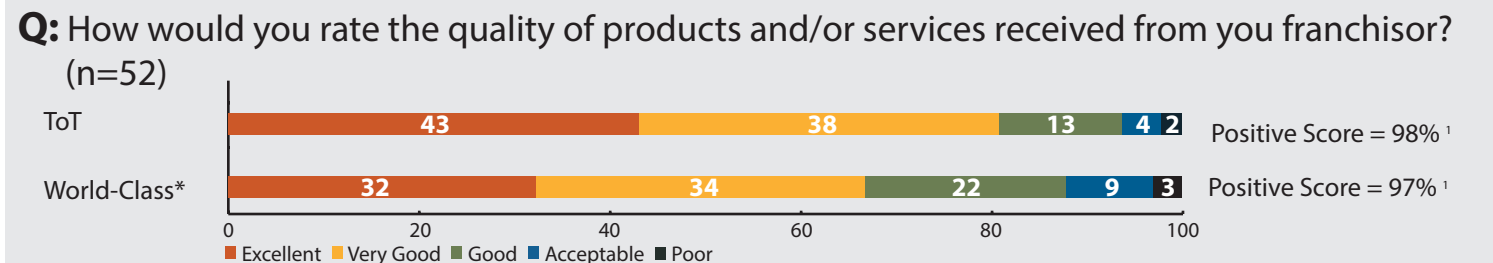
² Combined scores of Excellent, Very Good, Good and Acceptable responses.

* Average Score based on collective World-Class Franchise® data (Updated February 2018).

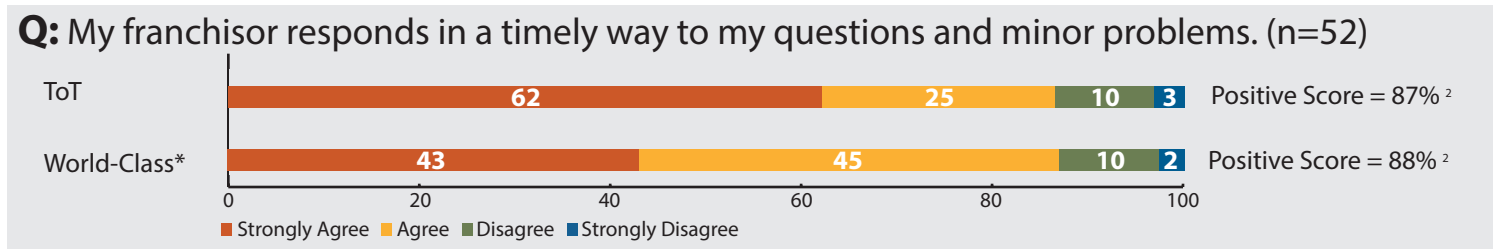


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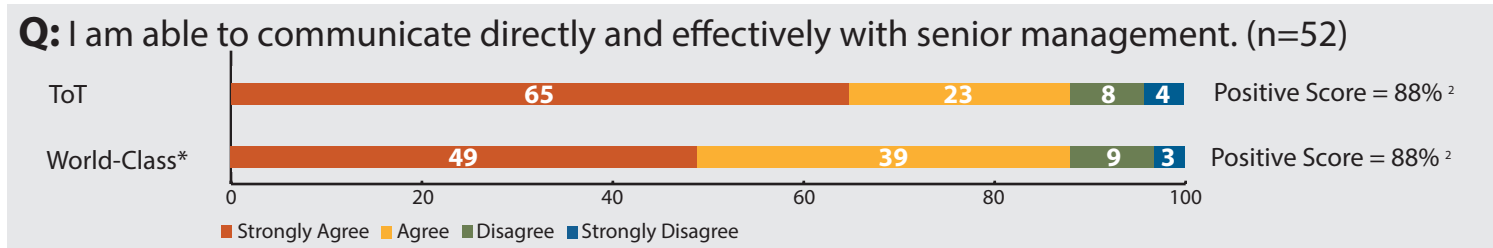
Product/Service Quality



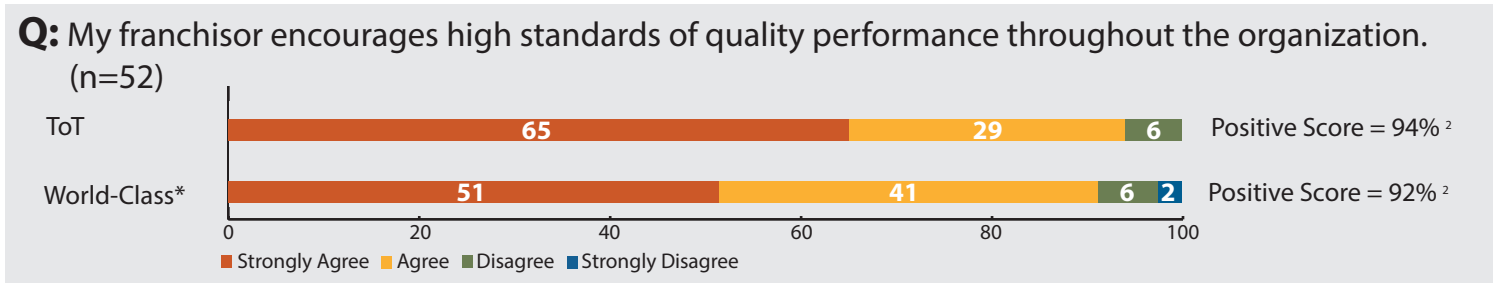
Problem Solving



Communication with Senior Management



Performance Standards



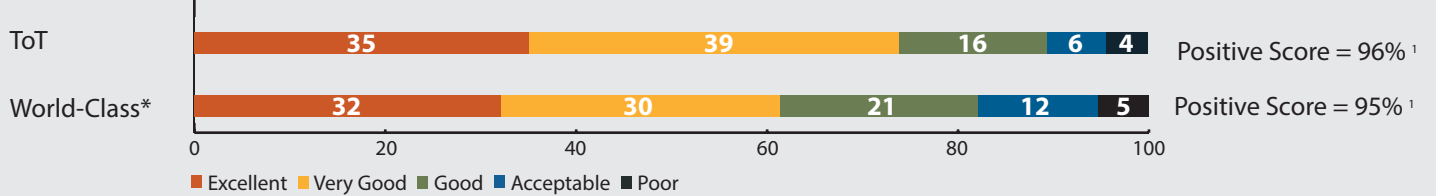
¹ Combined scores of *Excellent, Very Good, Good* and *Acceptable* responses.
² Combined scores of *Strongly Agree* and *Agree* responses.
 * Average Score based on collective World-Class Franchise® data (Updated February 2018) .



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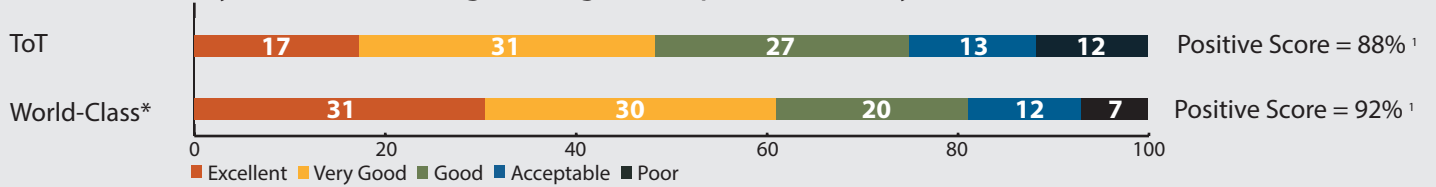
Opportunity

Q: In general, how would you rate the opportunity provided by this franchise system? (n=51)



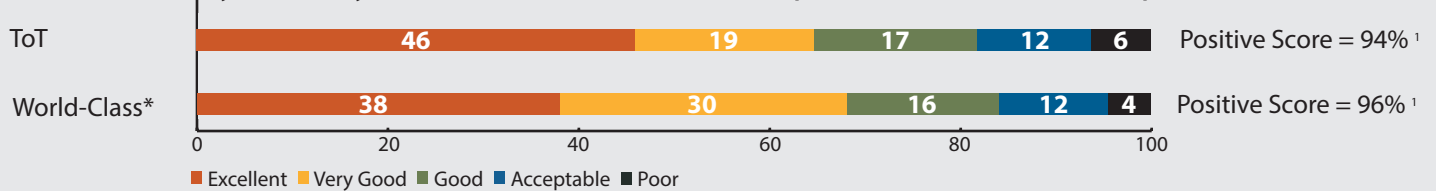
Growth Potential

Q: How would you rate the long-term growth potential for your franchise business? (n=52)



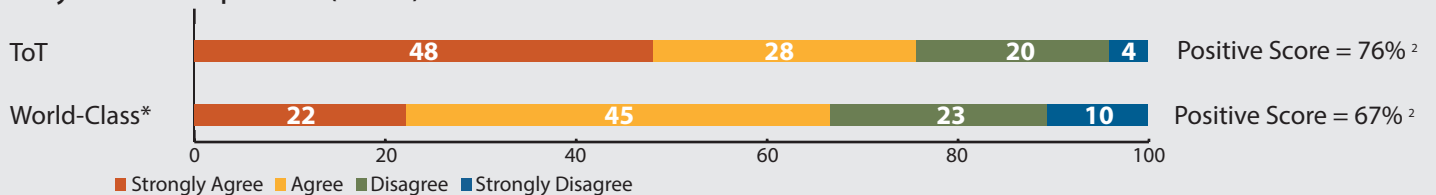
Local Competition

Q: How would you rate your franchise business compared to the local competition? (n=52)



Franchisor-Sponsored Promotion

Q: My franchisor-sponsored advertising, marketing and promotional programs help improve my sales and profits. (n=46)



¹ Combined scores of *Excellent*, *Very Good*, *Good* and *Acceptable* responses.

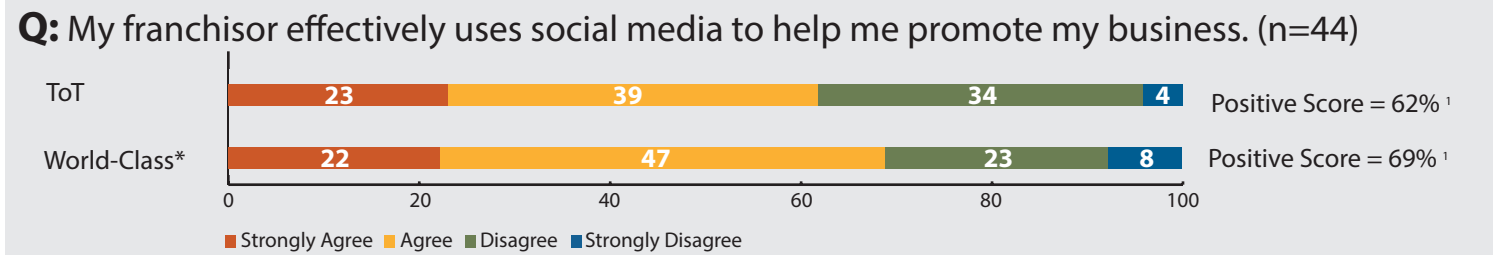
² Combined scores of *Strongly Agree* and *Agree* responses.

* Average Score based on collective World-Class Franchise® data (Updated February 2018) .

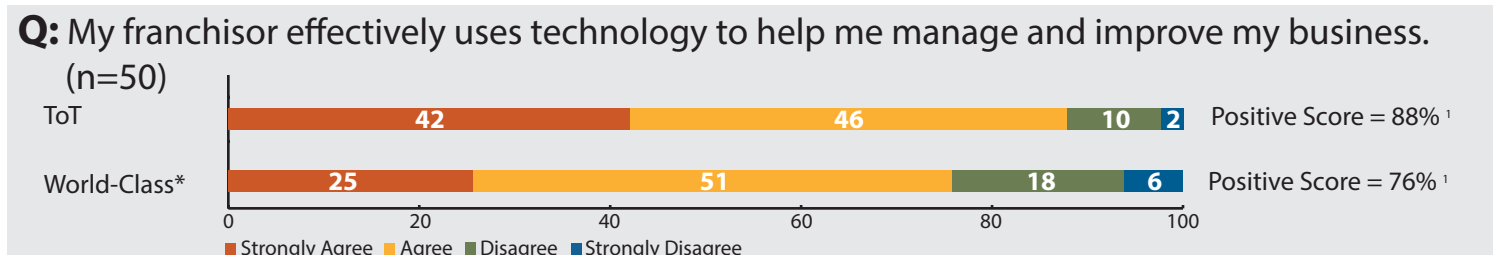


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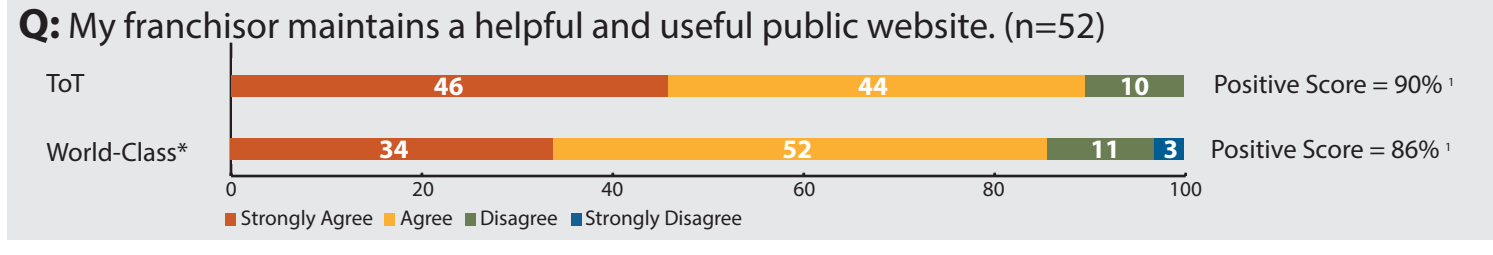
Social Media



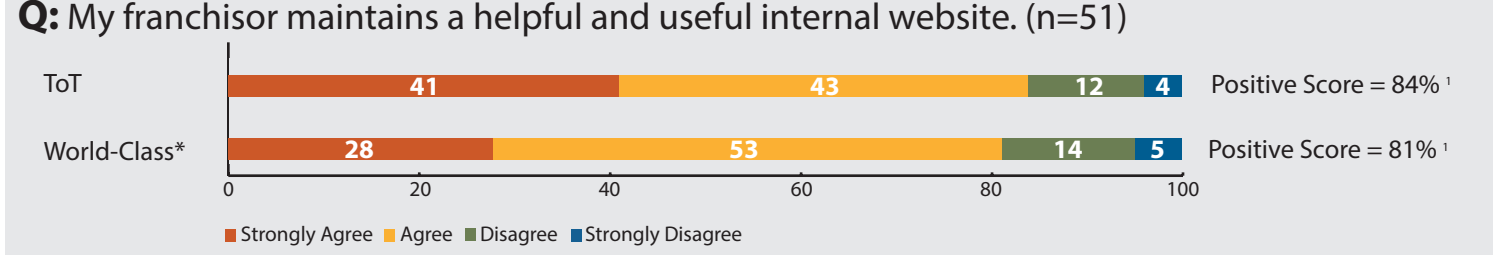
Technology



Public Website



Internal Website



¹ Combined scores of *Strongly Agree* and *Agree* responses.

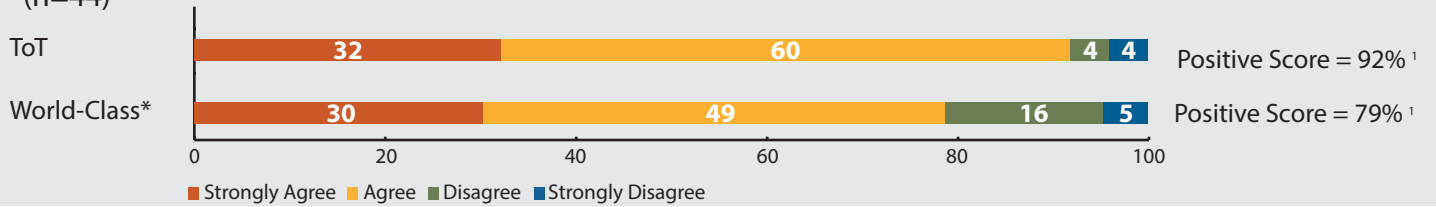
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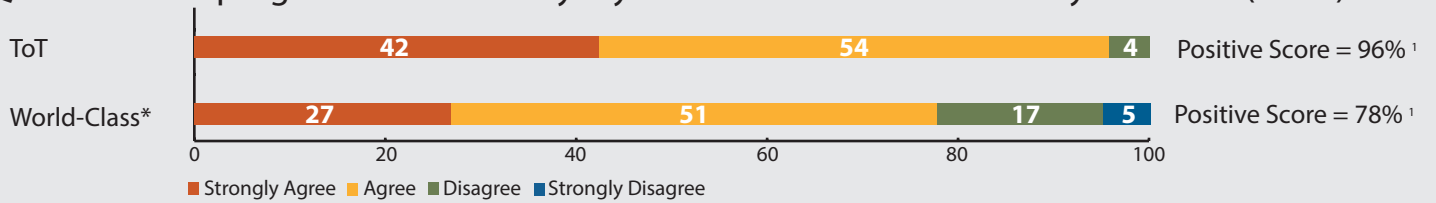
Innovation

Q: My franchisor’s research and development (innovation) efforts help us to be competitive in the marketplace. (n=44)



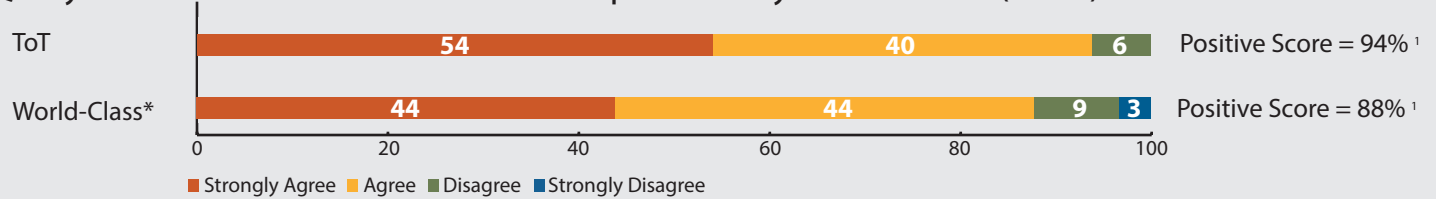
Vendor Programs

Q: The vendor programs facilitated by my franchisor are valuable to my business. (n=26)



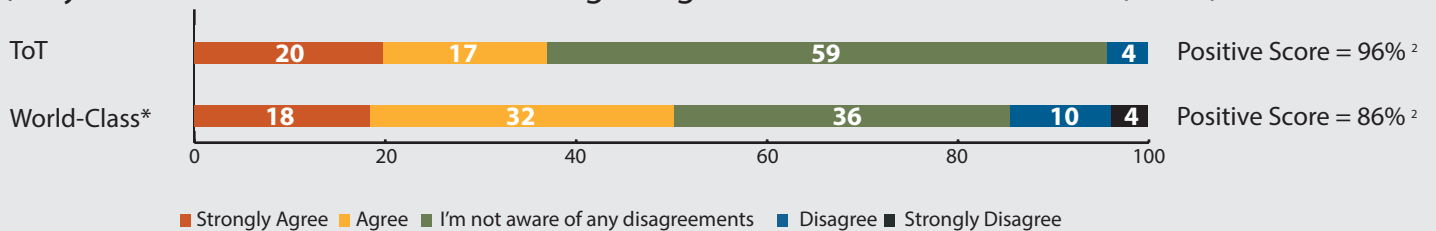
Franchisee Success

Q: My franchisor cares about franchisee profitability and success. (n=48)



Conflict Resolution

Q: My franchisor is effective in resolving disagreements with franchisees. (n=41)



¹ Combined scores of *Strongly Agree* and *Agree* responses.

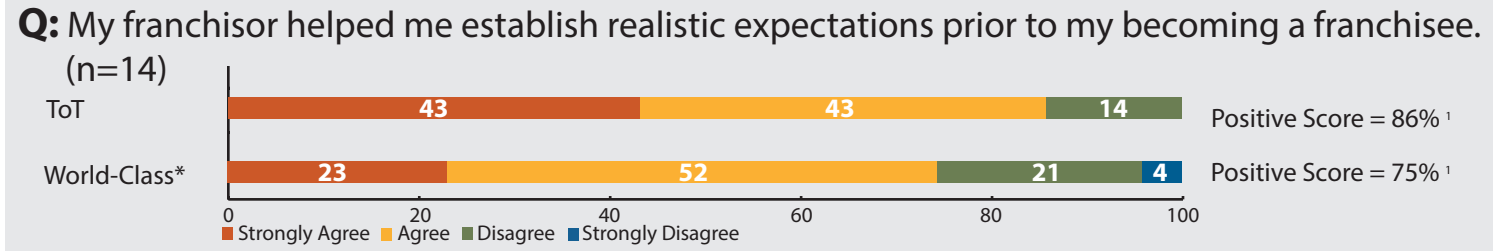
² Combined scores of *Strongly Agree*, *Agree*, and *I'm not aware of any disagreements* responses.

* Average Score based on collective World-Class Franchise® data (Updated February 2018) .

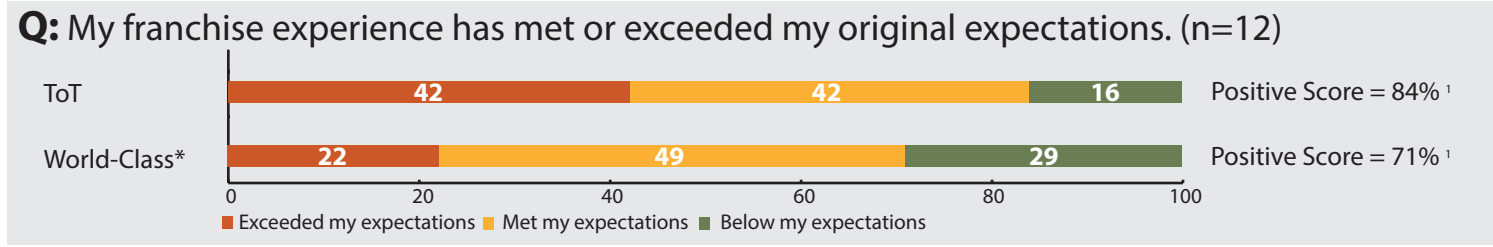


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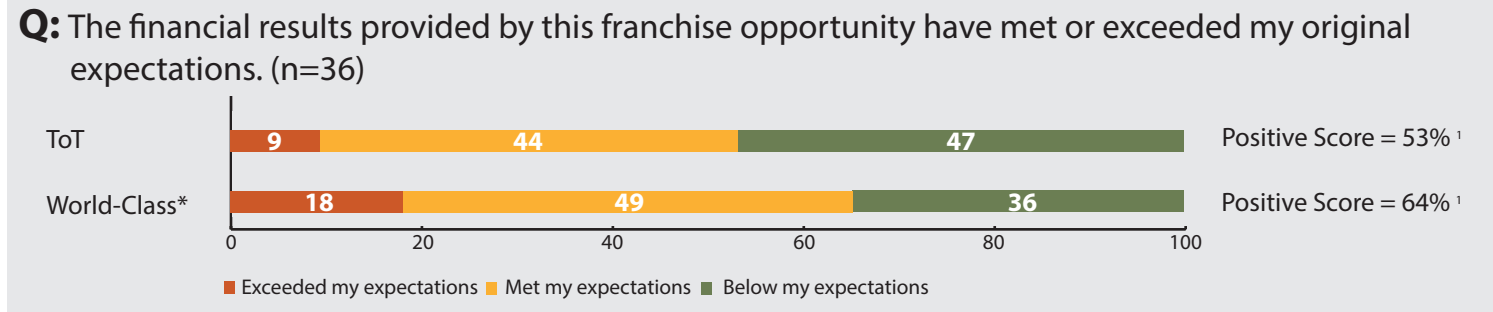
Expectations Established



Expectations Met



Financial Results



¹ Combined scores of *Strongly Agree* and *Agree* responses.

² Combined scores of *Exceeded my expectation* and *Met my expectations* responses.

* Average Score based on collective World-Class Franchise® data (Updated February 2018) .



The Franchise Research Institute® sent a study solicitation notification to all fifty-nine (59) Teams of Tomorrow franchise owners. The study was completed in February 2018. Teams of Tomorrow's personnel gave franchisee contact information to the Franchise Research Institute. The notification included the URL (web address) of the Franchise Research Institute franchisee opinion online survey and a numeric "pass code" to insure no duplication of responses.

Franchise owners were encouraged by Teams of Tomorrow and by the Franchise Research Institute to complete the survey, and were assured that their individual responses to the questionnaire would never be revealed to anyone outside of the Franchise Research Institute (including Teams of Tomorrow's management).

Franchisees logged on to the online survey questionnaire, entered their individual "pass code," completed and submitted the survey. Fifty-two (52) of the fifty-nine (59) total franchisees, or 88.1%, responded and took the survey. The Franchise Research Institute has no reason to believe that non-respondents' answers would vary substantially from those respondents.

The maximum error range on this study is plus or minus (±) 2.8% at the ninety-five percent confidence level.

*Note: The Franchise Research Institute® does not endorse any franchise companies. Investing in a franchise is an important decision. Franchise Research Institute research services are intended to provide basic, high-level information about franchise opportunities from current franchisees, and should not replace the standard due diligence performed by any investor. The Franchise Research Institute recommends that prospective franchise buyers consult a lawyer, accountant, and/or other professionals before signing any franchise agreement. See terms and conditions on www.FranchiseResearchInstitute.com for more information.