



# World-Class Franchise™

The highest honor any franchise company can earn is the enthusiastic support of their own franchise community. Alphagraphics has earned that distinction.

## FranSurvey® Certified

- ✓ Confidential surveys.
- ✓ Every franchisee contacted.
- ✓ 20 crucial investment questions asked and answered by 149 of their 211 existing franchise owners for a completion rate of **70.6%** completed in March 2008.
- ✓ We ask about training and support, quality of products and services received from the franchisor and much more.
- ✓ Complete 13 page report available as an instant download at: [www.FranSurvey.com/Alphagraphics](http://www.FranSurvey.com/Alphagraphics)



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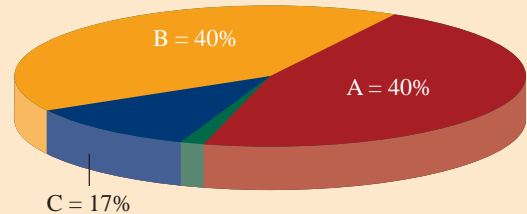
## Franchisor Relations = 97%

### Question

How would you grade the initial training supplied by the franchisor?

### Response

Combined scores of A + B + C



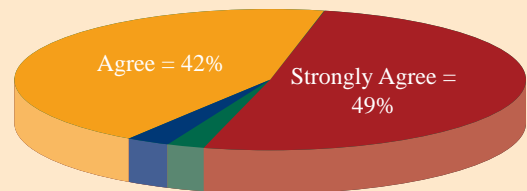
## Quality of Service = 91%

### Question

My franchisor understands that if I am successful, they will be successful.

### Response

Combined scores of Strongly Agree + Agree



## Retrospective = 88%

### Question

In general, how would you rate the overall quality of your franchisor?

### Response

Combined scores of Excellent + Very Good + Good

