

OPERATIONS MANUAL FOR

RENOVATION/CONSTRUCTION

FRANCHISE

(CANADA)

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1. Role of Franchise Support Centre

The Franchise Support Centre's (FSC) only role is to support the franchise system. The FSC does this by:

- Providing all Franchisees with support. This support will be provided by:
 - Telephone
 - Fax
 - Email
 - In person on site
- Maintaining the National Call Centre (NCC) for the benefit of the franchise system by ensuring that:
 - Operators are properly trained to handle all initial customer contacts
 - The NCC is properly manned to meet the requirements of the franchise system
- Maintaining and providing technical support for the Project Management Software (PMS) by:
 - Ensuring that the PMS is continuously updated
 - Answering all technical calls
 - Providing emergency technical assistance
- Recruiting more and better Franchisees in order to:
 - Increase and strengthen the _____ brand
 - Increase the value of each Franchisee's business by strengthening the overall franchise system and brand recognition

2. The Role Of The Franchisee

The Franchisee's responsibility is to put forth his/her best efforts to manage the franchise business following the guidelines detailed in this Operations Manual and any advice received from _____ and/or its representatives.

The Franchisee must ensure that all sales and other information are accurate and reported to _____ on time.

3. The Location

The Franchisee's business location will be located as centrally as possible within the operating territory. Ideally it will be in a light industrial area.

Total size of the location need not exceed 500 square feet, with one large office/meeting room and a reception/accounting area, small kitchen and washroom.

4. Hours of Operation