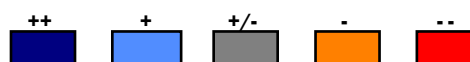


## Color Me Mine annual comparison

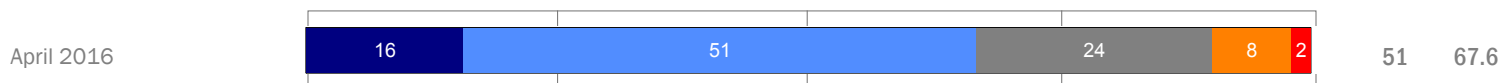


## Training & Support

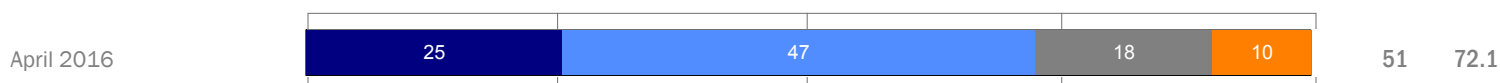


Responses FSI

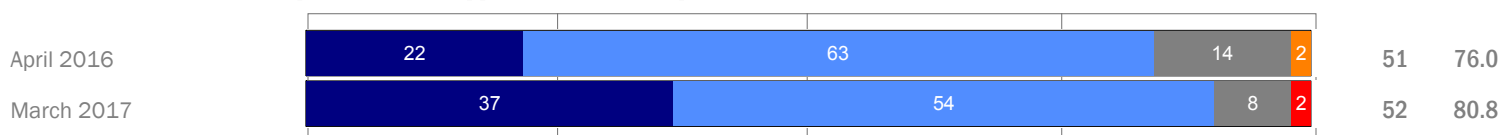
**The Field Support team is knowledgeable and effective in helping to improve my business:**



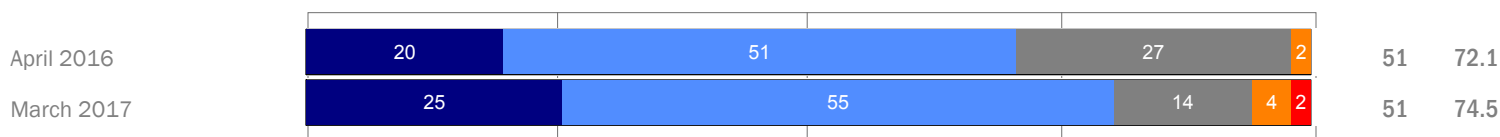
**The Field Support team always responds to me in a timely manner:**



**The Home Office staff is responsive when support is needed and problems arise:**



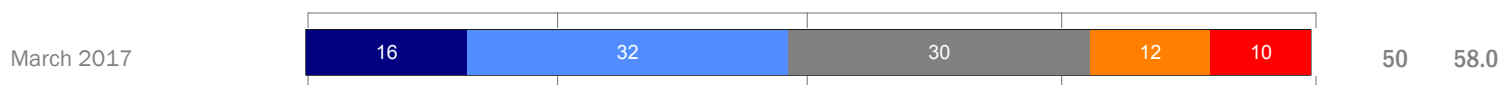
**The Home Office staff is knowledgeable and effective in helping to improve my business:**



**Data Collection/Financial Analysis Support:**



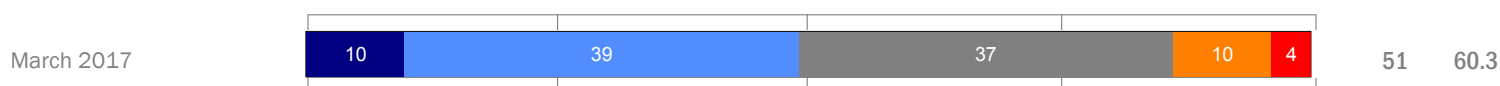
**Initial Training:**



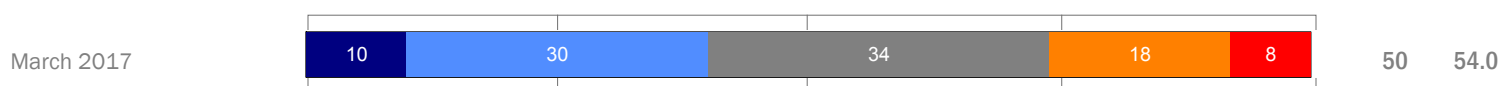
**The Home Office staff is readily available to re-train/review programs when needed:**

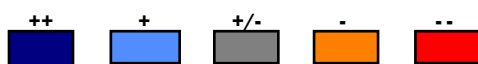


**License Partner Promotions:**



**CMM Promotions:**

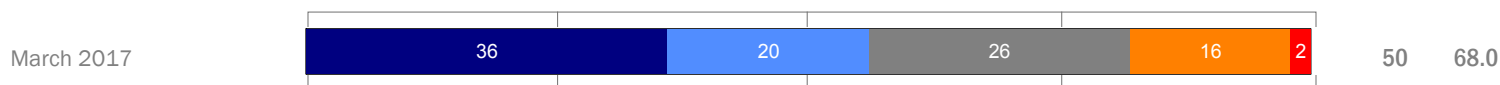




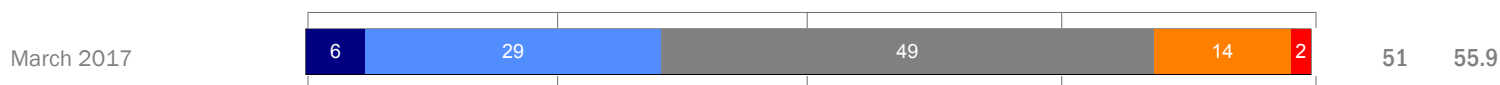
## Training & Support

Responses FSI

### Online POS Support:



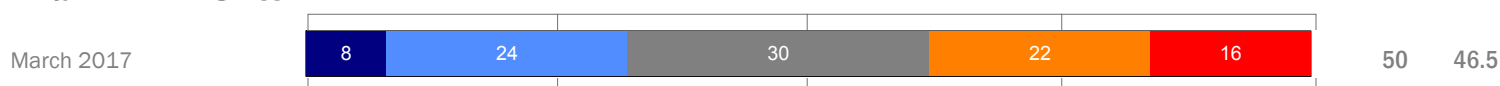
### Gift Card/Credit Card Support:



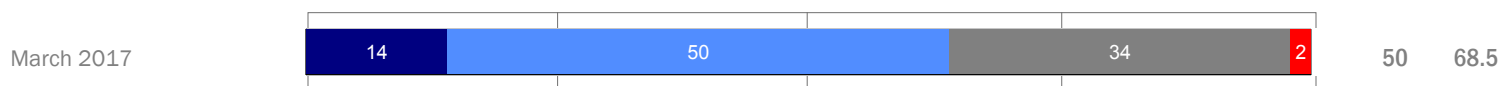
### Website Support:



### Party/Event Booking Support:



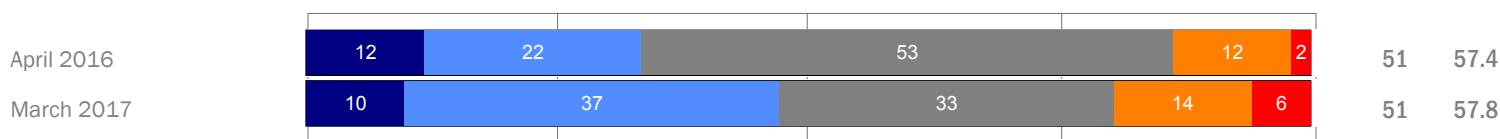
### Information is accessible on the support center:



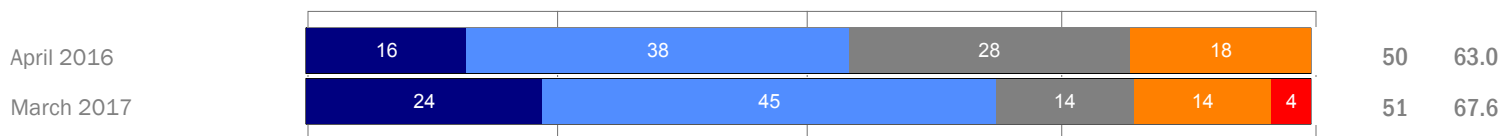
### The President's weekly critical issue reports are useful:



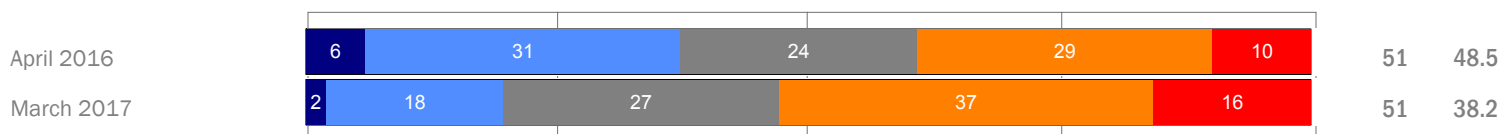
### Training & Support



### Marketing & Promotions



### Effective Technology



Training & Support

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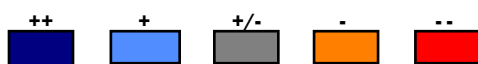
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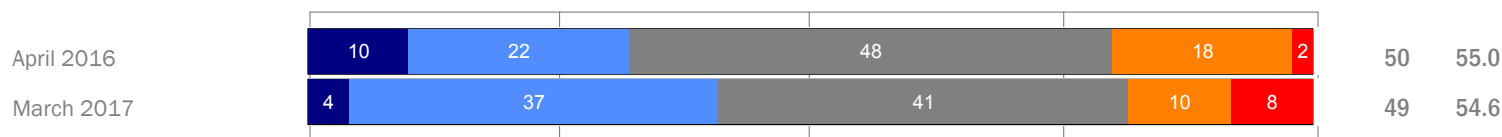
					Responses	FSI
Communications						
April 2016	4	31	41	16	8	51 52.0
March 2017	12	29	38	17	4	52 56.7

## Franchise System

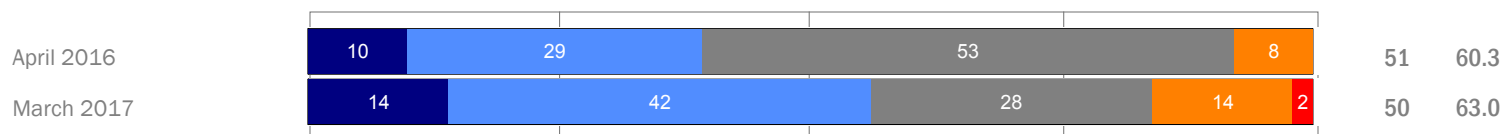


Responses FSI

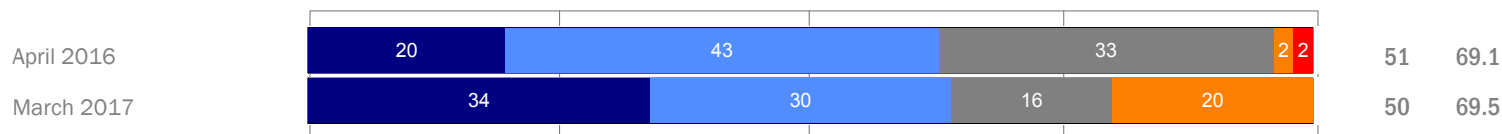
### Ops & Systems



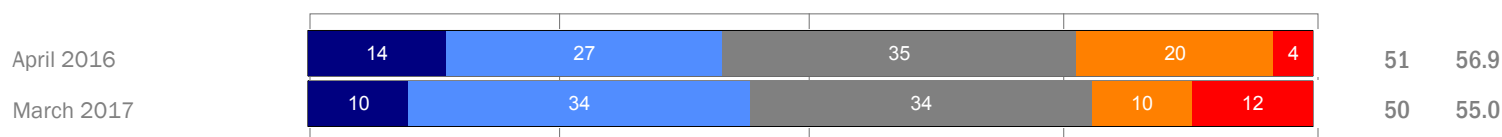
### Products & Services



### Competition



### Innovation



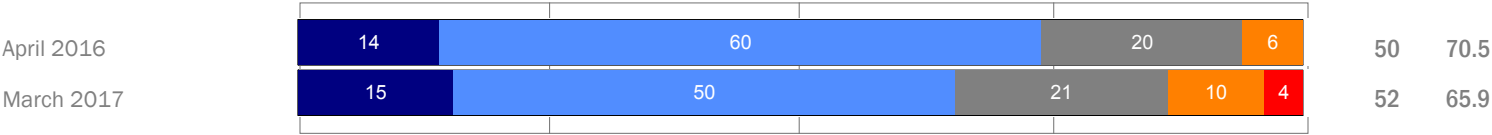
# Color Me Mine

annual comparison

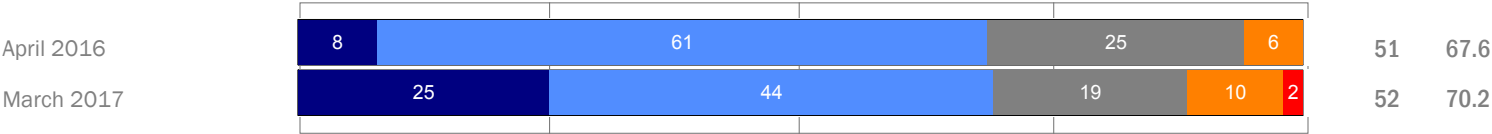


Responses FSI

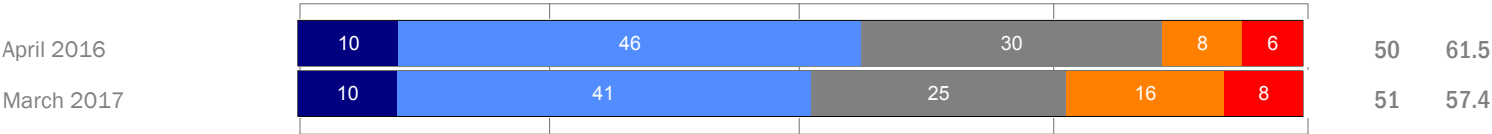
Clear Vision



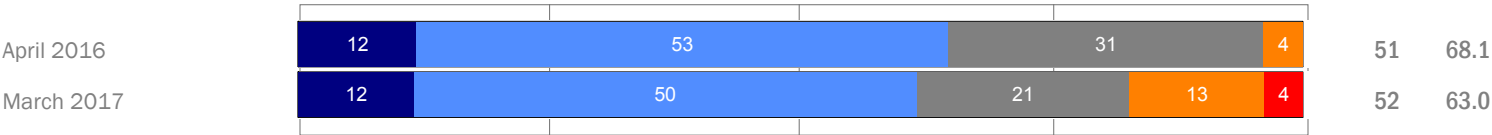
Team Culture

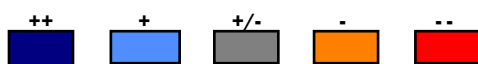


Involves Franchisees



Effective In Driving

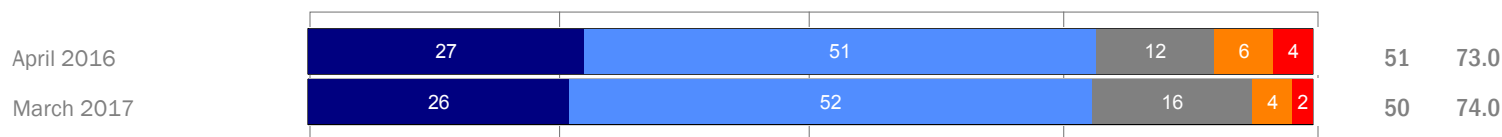




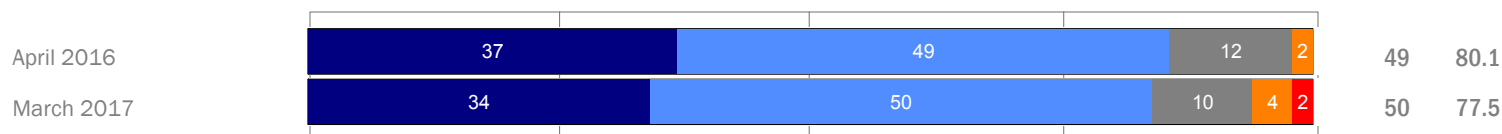
## Core Values

Responses FSI

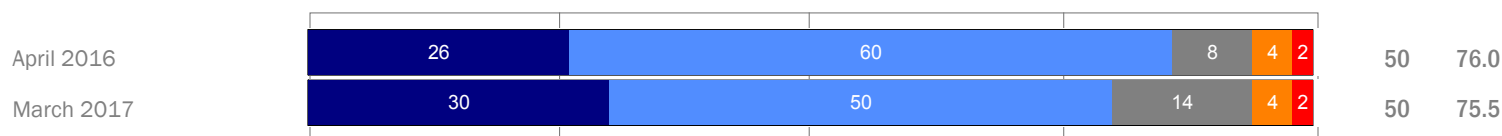
### Trust



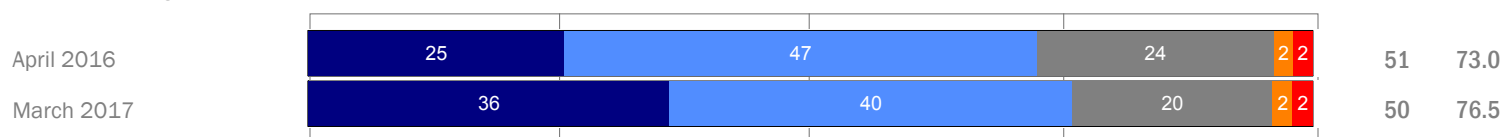
### Respect



### Honesty & Ethics



### Cares About My Success



Franchisee Community

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Responses FSI

Supportive of Brand

April 2016	<div><div>27</div><div>57</div><div>14</div><div>2</div></div>	51	77.5
March 2017	<div><div>24</div><div>65</div><div>8</div><div>2</div></div>	49	78.1

Supportive of Management

April 2016	<div><div>6</div><div>54</div><div>36</div><div>4</div></div>	50	65.5
March 2017	<div><div>16</div><div>49</div><div>29</div><div>4</div><div>2</div></div>	49	68.4

Active Community

April 2016	<div><div>14</div><div>44</div><div>30</div><div>12</div></div>	50	65.0
March 2017	<div><div>10</div><div>54</div><div>23</div><div>13</div></div>	48	65.6

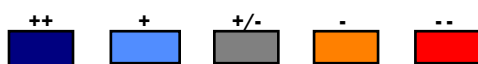
Supportive of Each Other

April 2016	<div><div>35</div><div>55</div><div>10</div></div>	51	81.4
March 2017	<div><div>48</div><div>42</div><div>6</div><div>4</div></div>	48	82.3

What would your fellow franchisees Say About You?

April 2016	<div><div>10</div><div>36</div><div>50</div><div>4</div></div>	50	
March 2017	<div><div>8</div><div>40</div><div>44</div><div>6</div><div>2</div></div>	48	

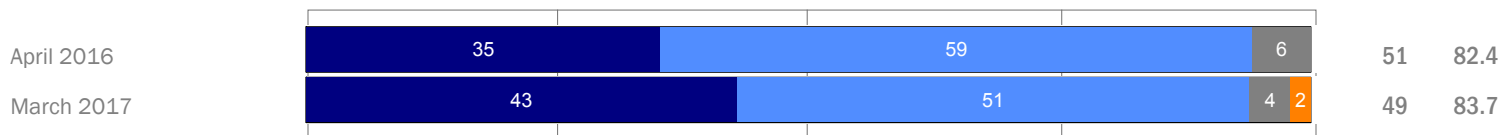




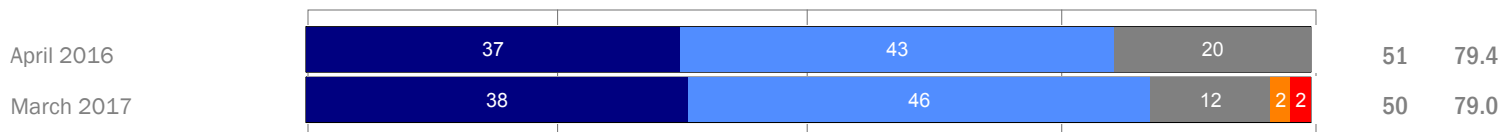
## Self-Evaluation

Responses FSI

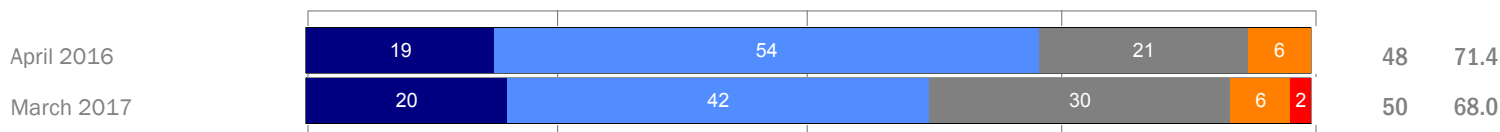
### Enjoy the Business



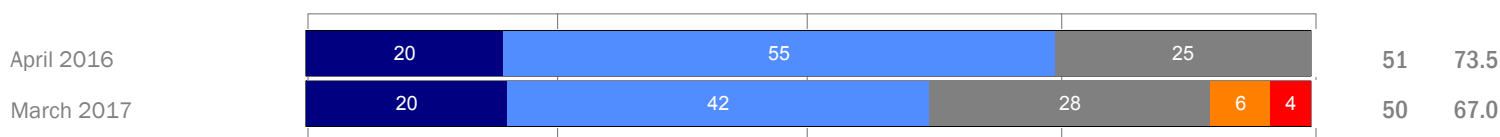
### Enjoy the Organization



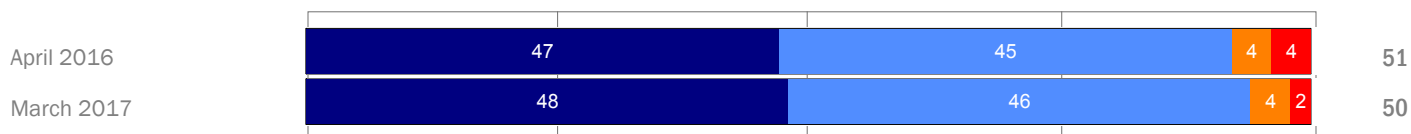
### Active Participant



### Valued Member



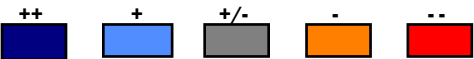
### How much do you believe that Your Own Business affects the overall success of the franchise system?



### How has Your Attitude about your affiliation with your franchisor changed over the last year?



Financial Opportunity

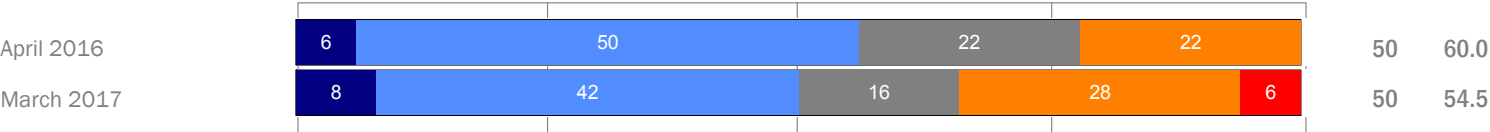


Responses FSI

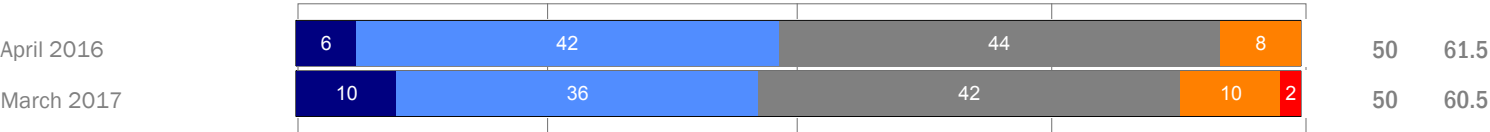
Fees



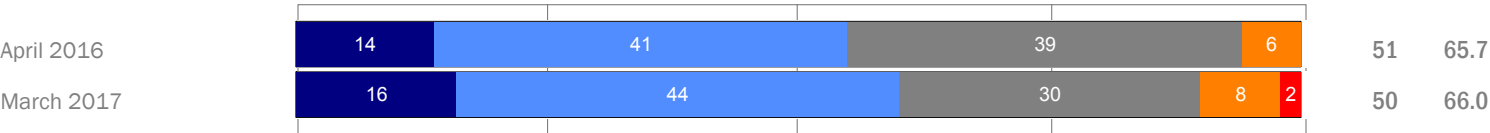
Total Investment

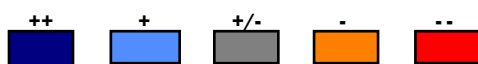


Financial Picture



Long-Term Growth





## General Satisfaction

Responses FSI

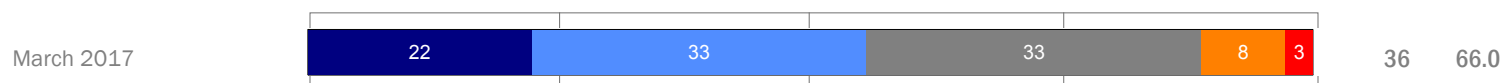
### Overall satisfaction on the guest speaker:



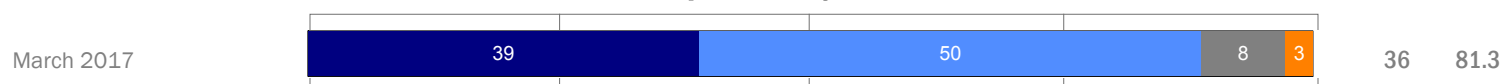
### Did you attend the annual convention last month?



### Overall satisfaction on the facilities/location:



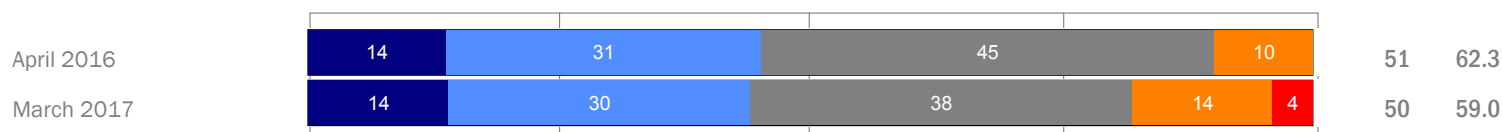
### I left the convention with actionable and useful information to implement in my business:



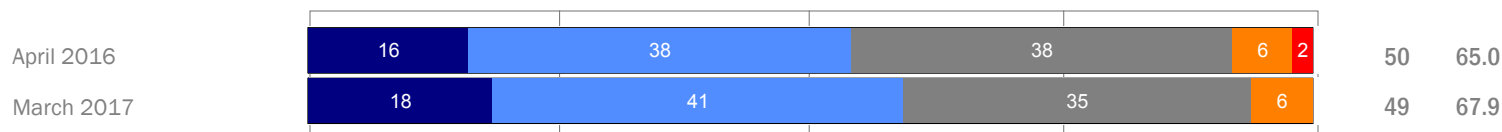
### Topics to discuss during the next convention:



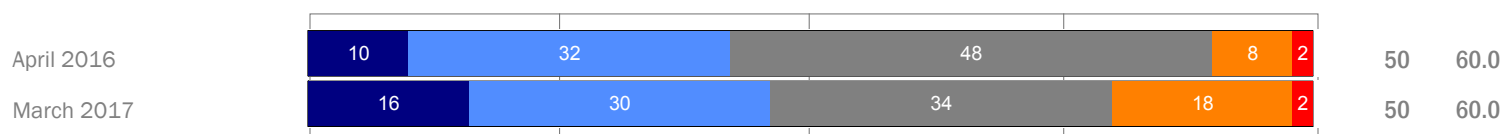
### Overall Opportunity



### My Overall Performance



### Overall Satisfaction



### Do It Again

