



## FASA Awards Questionnaires 2010

### Franchisor: Leading Developer of Emerging Entrepreneur

#### Category 1

#### INSTRUCTIONS

- Please read the following questions carefully before answering it
- The questionnaire and Annexures should be submitted in a file which must clearly indicate the name of the franchisor, franchisee (where application) and category
- You will also have to attach relevant documentation as Annexures where applicable
- The Annexures should be clearly marked as Annexure A, B ext. after the questionnaire and not be an integrated part of the questionnaire – please use partitions for the Annexures
- All information will be considered as strictly confidential
- Please make and send in 4 hard copies to the judges – no e-mails or faxes will be accepted
- The judges will have the right to request a motivation from any Franchisee in this particular franchise on why they are of opinion that the nominated Franchisor should be considered for the award
- All marketing material should be collected not later than a week after the final awards from FASA's offices. Any material not collected within the specified time period, will be destroyed. FASA cannot be held responsible for any losses whatsoever.

#### Part 1: Requirements

The objective of this award is to give recognition to the franchisor that had the biggest impact on the franchise industry in terms of the government's BEE strategy –

in simple terms – ‘how many black, female and disabled entrepreneurs did this franchise company empower?’

*IDENTIFICATION*

a) Brand name

b) Franchisor’s trading name

c) Contact person at franchisor

d) Title

e) Cellular phone

f) Work phone

g) Postal Address


h) Physical Address


i) E-mail address

Number of years a FASA member

Part 2 Questionnaire

1. Recruitment:

1.1 Indicate whether you did empower black, female and disabled aspirant entrepreneurs to become franchisees

1.2 Please provide the percentage of franchisees that fall into the criteria given below:

Criterion	1.1 Please tick If Yes	1.2 Percentage of Franchisees	ADMIN USE ONLY POINTS AWARDED TOTAL TWO COLUMNS Yes = 1 point No = 0 points  < 25 % = 1 point < 50% = 2 points < 75% = 3 points 100% = 4 points
Race (black)			
Gender (female)			
Disabled			

1.3 Do you have a BEE rating certificate?

Yes	No	ADMIN USE ONLY
5	0	POINTS

1.4 Rating certificate attached as ANNEXURE A

Yes 3	No 0	ADMIN USE ONLY POINTS

2. Finance

2.1 Do you help your emerging market franchisees to obtain capital?  
PLEASE TICK

Yes 3	No 0	ADMIN USE ONLY POINTS

2.2 If YES, how?

2.2.1 Do you offer loans to your franchisees to assist them in  
establishing their franchise? PLEASE TICK

Yes 3	No 0	POINTS

2.2.2 Do you provide finance at the standard or reduced  
interest rate? PLEASE TICK

Reduced 3	Standard 0	POINTS

2.2.3 Do you stand surety for loans? PLEASE TICK

Yes 1	No 0	POINTS

2.2.4 Do you provide access to pre-approved bank loans?  
PLEASE TICK

Yes	No	POINTS
3	0	

2.2.5 Do you have any agreements with any banks with regards to start up capital for emerging market franchisees? PLEASE TICK

Yes	No	POINTS
1	0	

### 3 Training

- 3.1 Do you offer courses in the following (PLEASE TICK ALL THAT APPLY IN THE COLUMN PROVIDED BELOW) (please attach course outline/ summary/registration to SETA ext. as ANNEXURE B)
- 3.2 When are these courses offered? At start-up/ongoing/ when needed (TICK IN THE COLUMNS BELOW) No marks – for statistical purposes
- 3.3 How many franchisees (percentage) with over 25% black ownership have attended these courses? (PLEASE COMPLETE IN THE COLUMN BELOW)

Course	3.1 (√ if Yes )	3.2 When offered (please tick)	3.3 %	ADMIN USE ONLY POINTS
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		Start-Up	Ongoing	When needed		Yes= 1 point No= 0 points  0-20% = 1 point 21-40% = 2 points 41-60% = 3 points 61-80% = 4 points 81-100% = 5 points
1.Management Development						
2.General financial management						
3.Product knowledge						
4.Customer satisfaction						
5.Business management						
6.Personal motivation						
7.Computer training						
8.Staff management						
9.Capital management						
10.Accounting						
11.Staff relations						
12.Sales						
13.Promotion						
14.Supply chain management						
15.Stock management						

4 Outsourcing/ Procurement

4.1 Which of the following services do you, as a franchisor get from BEE companies with ownership of more than 25% (PLEASE TICK IF YES)

4.2 What percentage of these services do you acquire from BEE companies with ownership of more than 25% (PLEASE PROVIDE IN COLUMN BELOW)

Business Unit	4.1 Tick if Yes		ADMIN USE ONLY POINTS TOTAL 2 COLUMNS
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		4.2 percentage	Yes = 1 point No = 0 points  >25% = 1 point >50% = 2 points >75% = 3 points 100% = 4 points
Accounts			
Finance			
Legal			
Products			
Promotion			
Stationery			
IT support			
Transport			

### 5. Mentorship programme

5.1 Did you follow a mentorship programme with the new upcoming Franchisees?

Yes	No	POINTS
3	0	

5.2 If yes - Briefly give an outline of the mentorship programme (Add any other evidence as an ANNEXURE C)

	ADMIN USE ONLY POINTS
	5
	POINTS
	IN TOTAL

The following rubric serves as a guideline to assess:

1	2	3	4	5
A poor and minimal effort to describe the programme	A vague and incomplete description of programme	A satisfactory description of programme	A proficient description of programme	An excellent description of programme

6. Have you made any contribution to local communities? If so, please list and provide details or evidence e.g. documents, pictures, newspaper clips ext to ANNEXURE D

	ADMIN USE ONLY POINTS
	3
	POINTS
	IN TOTAL

The following rubric serves as a guideline to assess:

1	2	3
A poor and minimal effort to contribute to the local communities	A satisfactory effort to contribute to the local communities	An excellent effort to contribute to the local communities

7. Please state in your own words why you, the franchisor, have been outstanding in the development of new emerging franchisees

	ADMIN USE ONLY POINTS
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	3
	POINTS
	IN TOTAL

The following rubric serves as a guideline to assess:

1	2	3
A poor and minimal effort to describe the efforts of the franchisor to develop the new emerging franchisees	A satisfactory effort to describe the efforts of the franchisor to develop the new emerging franchisees	An excellent effort to describe the efforts of the franchisor to develop the new emerging franchisees

8. Please motivate why and how you think franchisors could develop the entrepreneurial skills of franchisees?

	ADMIN USE ONLY POINTS
	3
	POINTS
	IN TOTAL

The following rubric serves as a guideline to assess:

1	2	3
A poor and minimal effort to describe the efforts of the franchisor to develop the entrepreneurial skills of new emerging franchisees	A satisfactory effort to describe the efforts of the franchisor to develop the entrepreneurial skills of new emerging franchisees	An excellent effort to describe the efforts of the franchisor to develop the entrepreneurial skills of new emerging franchisees

9. How do you support FASA activities and the franchise industry. Attach evidence as ANNEXURE E

Support activity	Indicate with a tick	ADMIN USE ONLY POINTS AWARDED Yes = 5 points No = 0 points
AGM attendance		
Golf day attendance		
Awards event attendance		
Nomination for council		
Workshops and networking events		
Advertisements web/newsletters/directory		
New members welcoming event		
Franchise convention		
Other - specify		

### 10. Wealth creation

Do you as franchisor encourage the emerging entrepreneur to invest its profits from time to time

Yes 3	No 0	ADMIN USE ONLY
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		POINTS

11. What would you consider as a good investment product or plan (optional)?

Product or plan	Reason

12. Employee benefits

a. Do you as franchisor encourage the emerging entrepreneur to implement a retirement benefits plan for its employees?

Yes 3	No 0	ADMIN USE ONLY POINTS

13. Did you as franchisor initiate an employee benefit plan for emerging entrepreneurs and their workers?

Yes 3	No 0	ADMIN USE ONLY POINTS