

# A day in the life of a food and drink franchisee

## Typical types of business

- Burger Restaurants
- Theme Restaurants
- Coffee Carts/Kiosks
- Ice Cream Parlours
- Direct Home Delivery
- Cookie Sales
- Van Based Ice Cream
- Public Houses
- Coffee Shops
- Pizza Delivery
- Takeaway/Deliveries
- Vending
- Sandwich Shops

With a few exceptions, these are property based franchises involving property conversion, planning permission and long opening hours with staff on shifts. Without exception they involve the taking of cash payments with all the attendant temptations. With seven day opening common, responsible management staff, in addition to the franchisee, is essential.

Public houses are a special category with laws to be observed as well as possible excess of clients.

## Typical Day

1. Open premises or check the Day Manager is in place.
2. Recruit, train and manage staff
3. Order supplies
4. Monitor Health and Safety procedures
5. Monitor the appearance of staff and premises
6. Ensure branding is uniform and current displays are correct
7. Check or undertake Quality Control procedures
8. Check security
9. Supervise banking
10. Check till computer records
11. Check/compile work rotas
12. Check wage claims
13. Check "mystery shopper" results
14. Check accounts
15. Check cash flow

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