



HARANGVÖLGYI FRANCHISE - ADDITIONAL DETAILS

Tasks and obligations of the Franchisee	Included in the monthly fee
Obtaining commercial, regulatory and other operating licenses	Biweekly quality check
Providing financial background of assets and inventories	PR materials
Performing treatments with names and methods specified by HV	HV training attendance (online or in-person)
Use of products specified by HV	Data analysis
Use of HV brand elements	Access to central marketing material
Use of HV CRM system	Involvement in national marketing campaigns and communication
Use of machines specified by HV	Purchasing coordination
Adherence to and compliance with the terms of the contract	Access to online brand elements
Daily, customer-oriented operation of the service activity	Facebook management, including promotions
Product purchasing only through the HV central office	Professional consultation
Management of staff	Business operation consultation
Management of product and machinery	Creating seasonal offers
Completion of operative tasks	Guest history tracking
Maintaining customer satisfaction and service quality at the required level	
Attending trainings	