



# FAQ'S

## 1. **Why should I join the Bob's Big Boy team?**

Joining the Bob's Big Boy team gives you a great opportunity to be part of legendary American restaurant system. Your restaurant will have unparalleled brand recognition with 75 years of industry experience! You can capitalize on Bob's Big Boy's proven Franchise system.

## 2. **How much is the Franchise fee?**

The initial Franchise fee is \$40,000.

## 3. **What are the financial requirements?**

Documented cash liquidity of a minimum of \$250,000. Documented combined net worth of a minimum of \$500,000. Combined capital of up to 75% of the development costs, which range from a minimum of \$600,000 to \$3,000,000, dependent upon qualified location, restaurant size, development/materials/labor costs in your area and other factors.

## 4. **How much are the royalty and advertising fees?**

Bob's Big Boy Franchisees pay 4% of weekly gross revenues for a Royalty Fee and an additional 3% of weekly gross revenues toward Franchise Advertising.

## 5. **What's the qualification process to become a Franchisee?**

The process is a 14-step Discovery Process. From your initial meeting to becoming qualified, simply follow the process provided to you. This process is designed for you to evaluate Bob's Big Boy Restaurants and for us to evaluate you as a potential candidate. This process will be provided to you by your Franchise Sales Representative.

## 6. **What are the average annual sales for a Bob's Big Boy?**

There are strict regulations in the franchise industry that preclude the Franchisor from providing this information. However, we encourage you to meet with existing Franchisee's during the application process.

## 7. **How much profit can I make as a Bob's Big Boy franchisee?**

Bob's Big Boy employees, Franchise Sales Representatives and associated agents are not permitted to disclose any oral or written information concerning actual or forecasting sales or profits. Your net results will depend on a combination of factors that include, but are not limited to, store location, operations/management, and local restaurant marketing. To get a better indication of the potential, you may want to look at a restaurant in a comparable area that you are interested in and discuss with the operator what their net results are.

## 8. **When do I sign my Franchise Agreement?**

Refer to the 14-step Application and Discovery Process found in the Franchise Development document.

## 9. **What is the term of the Franchise Agreement?**

The term of a Franchise Agreement will continue, unless terminated, for a period of twenty (20) years.

## 10. **Once the Franchise Agreement is signed, how do I learn to operate my restaurant?**

The owner (s) and their management team will undergo an eight (8) week dedicated training program, learning Management, Heart of the House, and Front of House functions while working at an existing Bob's Big Boy Restaurant. In addition, all new Front of House and Heart of the House team members are required to participate in the one (1) week "New Store Opening Training" sessions. These sessions focus on the importance of their roles, including guest service, menu knowledge, POS application, mock restaurant situations, etc. Once the restaurant is open, the Franchisees, managers and team members will continue to upgrade their skill set as determined through discussion with the Franchise Business Director.





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## 11. **Does Bob's Big Boy offer financing?**

We do not offer financing. You may contact any bank or lending institution directly for more detailed banking information on their current offerings. Bob's Big Boy is an approved company found on the national SBA (Small Business Administration) Registry.

## 12. **Does Bob's Big Boy assist with site selection?**

Bob's Big Boy believes that finding the best possible location for your restaurant is key. We also recommend for each application that you work with a local experienced commercial real estate Broker as well as an Attorney who is experienced in the real estate field. Do not sign a lease or purchase agreement until your Site Criteria Package has been submitted and reviewed by the Big Boy Site Review Committee and all site criteria has been met. All leases must be pre-approved by the Bob's Big Boy Site Review Committee.

## 13. **If I already have a site in mind, does it need to be reviewed?**

Yes, each site must be reviewed by the Bob's Big Boy Site Committee. Following completion of the 14-step Application and Discovery Process, you and your Broker will complete, and submit, the Site Criteria Package prior to signing a lease or purchase agreement.

## 14. **Will I be given an exclusive territory?**

Yes, each Franchise Agreement or Area Development Agreement defines a particular territory determined by the Franchisor.

## 15. **What type of on-going support should I expect as a franchisee?**

You will have a Franchise Business Director assigned to you to provide on-going support. That support comes in many different forms. One-on-one meetings are conducted to provide immediate feedback to you on the operations of your store. Support includes developing the leadership skills and business acumen of your management team, training focused on guest service, in restaurant training for roll-out of new products, reviewing local marketing opportunities, etc.

## 16. **Do you have a major distributor and can I purchase my supplies from another distributor?**

Currently we have distribution contracts with National Distributors. You will be provided with ordering information based upon approved specifications. In order to meet specific criteria, all new distributors must be approved by the Franchisor. Talk to your Franchise Business Director on these topics and refer to your Franchise Agreement.

## 17. **Will I be able to change my menu in my Bob's Big Boy Restaurant?**

No, menu development is done by the Franchisor. Menu development includes recipes, food costing, food distribution and other related matters. Talk to your Business Director on these topics and refer to your Franchise Agreement.

## 18. **How much time should I expect to spend in my restaurant?**

You should expect to oversee and participate in the day-to-day business operations in your restaurant. You will be mentoring your entire team and interacting with guests. These types of activities will increase your chances of having a successful Bob's Big Boy restaurant. Often the level of success is tied to your level of daily participation.

## 19. **If I'm interested in talking with a Bob's Big Boy Franchise Sales Representative, what's my next step?**

Please answer a few questions located under the heading, "Prequalification Questions".

Thank you!

This is not an offer to sell a Franchise. An offer can only be made through our Franchise Disclosure Document (FDD). Bob's Big Boy is a registered trademark of Big Boy Restaurants International LLC. © 2010 Big Boy Restaurants International LLC.

