

FAQS

1. How long is training ?	Five days, this will teach you not only how to run a Donut King mobile but also give you the tools required to help run a small business
2. Where is training?	Five days on the Gold Coast - the cost forms part of the Initial Franchise Fee (accommodation and flights not included)
3. How will I establish my mobile run?	One of our opening specialists will work alongside you for the first two weeks, to make sure you find new customers, and set up your run(Mon - Fri)
4. Is this a 7 day business?	Its up to you! Most mobile vans operate on a Monday – Friday –with events occasionally or as you wish
5. What time do I need to start each day?	Most vans start preparing for their day at 5am – you should be on the road by 6am each day , and most vans are finished by 1pm each day
6. Where do I need to store my van?	We recommend you store your van at a secure address (nominated by you), to help minimise exposure to environmental and/or willful damage.
7. Where do I get my products to sell?	At the address where you store your van, you should have enough space for a free standing freezer, fridge & storage for packaging. Ideally 4 square metres
8. How often do I have to service my van	This will be explained in training, but we recommend you service as per the service instructions of the manufacturer
9. How much are my fees	Franchise Service Fee: the greater of 7% of gross revenue or \$400 (plus GST). Marketing Contribution: the greater of 3% Marketing or \$200 (plus GST).
10. What do my royalties entitle me too	This entitles you to use the Donut King mobile system, access and use of the training and operational manual, development and maintenance of approved products (and menu), suppliers and equipment, maketing program and other support in accordance with our obligations under the franchise agreement.
11. What does my marketing spend entitle me too	We will promote the network and develop and implement a marketing program. Establish and administer the marketing fund, in accordance with our obligations under the franchise agreement
12. Local Area Marketing (LAM)	Our most successful franchisees are brilliant at LAM - Its important to be a part of the community in your territory
13. Do I need to have experience in Coffee ?	No. Our training program will teach you how to make great coffee and how to make it fast.
14. Will I be making donuts on the van?	You will be picking up your donuts fresh daily
15. Can I operate anywhere I like?	You will be able to operate your Donut King Van, in an available defined territory, selected by you.
16. How do I find the businesses and customers to serve?	Our specialist will help to define a productive run within your territory
17. What about Council rules and regulations?	Each Council is different, but we will guide you through the process of council accreditations.
18. Can I put a manager in to run the van?	The franchisee is the face of the business and is the one actively running their business being the best part of their customers days.
19. Is my terrirotry available?	Give us a call and we will check if the territory near you is available, if not we will enedvour to locate an available one close by.