

FRANCHISE LAUNCH AND READINESS TEMPLATE

Franchise Opening Checklist

Use this 60-point checklist to coordinate approvals, site readiness, brand fit-out, equipment, systems, stock, staffing, training, mock operations, launch, handover, and post-opening closure.

Franchise / unit

Target opening date

Opening project lead

Franchisee / manager

1. Opening project scope, approvals, ownership, and decision gates

1

Confirm the franchise unit, franchisee, territory, format, approved site, planned opening date, project lead, unit manager, and opening scope.

OPENING

UNIT / FRANCHISEE

Enter

DATE / TIME

Enter

APPROVAL

Sign

🔗

Execution tip:

Lock the opening scope, responsibilities, milestone owners, decision gates, and escalation routes before execution begins.

2

Verify the franchise agreement, site approval, required deposits or fees, insurance, landlord documents, and other opening authorizations are complete.

OPENING

Record / Item	Status	Owner	Evidence	Action

🔗

Execution tip:

Lock the opening scope, responsibilities, milestone owners, decision gates, and escalation routes before execution begins.

3

Confirm the opening plan includes milestones, dependencies, lead times, decision gates, reporting cadence, and a single source of project status.

OPENING

Record / Item	Status	Owner	Evidence	Action

🔗

Execution tip:

Lock the opening scope, responsibilities, milestone owners, decision gates, and escalation routes before execution begins.

4

Define responsibilities across the franchisee, franchisor, landlord, contractors, suppliers, trainers, marketing, IT, and support teams.

OPENING

Record / Item	Status	Owner	Evidence	Action

🔗

Execution tip:

Lock the opening scope, responsibilities, milestone owners, decision gates, and escalation routes before execution begins.

5

Review the approved budget, funding availability, payment schedule, contingency allowance, committed spend, and cost risks.

OPENING

ACTUAL

Enter

TARGET

Enter

VARIANCE

Enter

🔗

Execution tip:

Lock the opening scope, responsibilities, milestone owners, decision gates, and escalation routes before execution begins.

6

Define clear go or no-go criteria and confirm who can approve, conditionally approve, postpone, or stop the opening.

CRITICAL

OPENING

Ready

Needs action

Blocked

N/A

🔗

Execution tip:

Lock the opening scope, responsibilities, milestone owners, decision gates, and escalation routes before execution begins.

2. Site, permits, utilities, accessibility, and life-safety readiness

7 Confirm building, trade, occupancy, health, fire, signage, music, environmental, and sector-specific permits are approved where applicable.

CRITICAL

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Verify legal occupancy, utilities, accessibility, and life-safety controls using current evidence, not verbal confirmation alone.

8 Inspect construction, landlord works, finishes, doors, ceilings, floors, drainage, ventilation, and outstanding defects against the approved plan.

OPENING

Meets standard

Needs action

Blocked

N/A

LIVE PHOTO

Add

 **Execution tip:** Verify legal occupancy, utilities, accessibility, and life-safety controls using current evidence, not verbal confirmation alone.

9 Verify electricity, water, gas, drainage, HVAC, internet, waste services, and backup arrangements are live and adequate for operating demand.

CRITICAL

OPENING

ACTUAL	Enter	TARGET	Enter	VARIANCE	Enter
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 **Execution tip:** Verify legal occupancy, utilities, accessibility, and life-safety controls using current evidence, not verbal confirmation alone.

10 Check customer access, ramps, parking, delivery routes, loading, queues, exits, washrooms, waste routes, and employee access are safe and practical.

OPENING

Meets standard

Needs action

Blocked

N/A

LIVE PHOTO

Add

 **Execution tip:** Verify legal occupancy, utilities, accessibility, and life-safety controls using current evidence, not verbal confirmation alone.

11 Test alarms, emergency lighting, exits, extinguishers, suppression, shutoffs, evacuation information, first aid, and required inspection certificates.

CRITICAL

OPENING

Meets standard

Needs action

Blocked

N/A

LIVE PHOTO

Add

 **Execution tip:** Verify legal occupancy, utilities, accessibility, and life-safety controls using current evidence, not verbal confirmation alone.

12 Record every permit, construction, utility, accessibility, or safety blocker with an owner, deadline, temporary control, and closure evidence.

CRITICAL

OPENING

Ready

Needs action

Blocked

N/A

 **Execution tip:** Verify legal occupancy, utilities, accessibility, and life-safety controls using current evidence, not verbal confirmation alone.

3. Brand identity, fit-out, signage, merchandising, and customer environment

- 13 Verify exterior logos, fascia, signs, window graphics, lighting, opening hours, parking signs, and directional communication match approved standards.

OPENING

Meets standard

Needs action

Blocked

N/A

LIVE PHOTO

Add

 **Execution tip:** Complete a brand walk-through from the customer approach to final exit and photograph every material deviation before approval.

- 14 Inspect interior layout, finishes, colours, fixtures, furniture, counters, wall graphics, lighting, music, scent, and customer-facing equipment.

OPENING

Meets standard

Needs action

Blocked

N/A

LIVE PHOTO

Add

 **Execution tip:** Complete a brand walk-through from the customer approach to final exit and photograph every material deviation before approval.

- 15 Confirm customer flow, queue design, service points, accessibility, privacy, waiting areas, seating, and wayfinding support the intended experience.

OPENING

Ready

Needs action

Blocked

N/A

 **Execution tip:** Complete a brand walk-through from the customer approach to final exit and photograph every material deviation before approval.

- 16 Check planograms, displays, menus, price boards, digital screens, promotional placements, product presentation, and opening campaign assets.

OPENING

Meets standard

Needs action

Blocked

N/A

LIVE PHOTO

Add

 **Execution tip:** Complete a brand walk-through from the customer approach to final exit and photograph every material deviation before approval.

- 17 Verify uniforms, name badges, packaging, stationery, forms, receipts, customer notices, loyalty materials, and service tools use current brand assets.

OPENING

Ready

Needs action

Blocked

N/A

 **Execution tip:** Complete a brand walk-through from the customer approach to final exit and photograph every material deviation before approval.

- 18 Close the brand snag list with approved photographs, exception records, remedial dates, and final franchisor or design-team sign-off.

CRITICAL

OPENING

Meets standard

Needs action

Blocked

N/A

LIVE PHOTO

Add

 **Execution tip:** Complete a brand walk-through from the customer approach to final exit and photograph every material deviation before approval.

4. Equipment, technology, POS, payments, access, and security systems

- 19 Confirm all approved equipment is delivered, correctly positioned, connected, commissioned, cleaned, labelled, and supported by manuals and warranties.

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Test equipment and systems through complete operating scenarios, including failure, recovery, refund, and end-of-day processes.

- 20 Verify POS items, prices, taxes, modifiers, discounts, promotions, receipts, payment methods, refunds, and manager controls are configured accurately.

CRITICAL

OPENING

Ready

Needs action

Blocked

N/A

 **Execution tip:** Test equipment and systems through complete operating scenarios, including failure, recovery, refund, and end-of-day processes.

- 21 Test internet, Wi-Fi, telephones, printers, tablets, kiosks, booking or ordering tools, back-office devices, and approved backup connectivity.

OPENING

ACTUAL

Enter

TARGET

Enter

VARIANCE

Enter

 **Execution tip:** Test equipment and systems through complete operating scenarios, including failure, recovery, refund, and end-of-day processes.

- 22 Confirm employee accounts, roles, permissions, passwords, multi-factor authentication, backups, data access, and device security are ready.

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Test equipment and systems through complete operating scenarios, including failure, recovery, refund, and end-of-day processes.

- 23 Test CCTV, alarms, access control, keys, cash safes, restricted areas, panic controls, and opening or closing security procedures.

CRITICAL

OPENING

Meets standard

Needs action

Blocked

N/A

LIVE PHOTO

Add

 **Execution tip:** Test equipment and systems through complete operating scenarios, including failure, recovery, refund, and end-of-day processes.

- 24 Complete end-to-end user acceptance testing across ordering, production or fulfilment, payment, inventory, loyalty, reporting, and settlement.

CRITICAL

OPENING

Ready

Needs action

Blocked

N/A

 **Execution tip:** Test equipment and systems through complete operating scenarios, including failure, recovery, refund, and end-of-day processes.

5. Suppliers, opening inventory, storage, quality, and replenishment

- 25 Confirm approved supplier accounts, contracts, delivery contacts, order cut-offs, lead times, substitutions, service levels, and escalation routes are active.

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Trace opening stock from approved supplier to receiving, storage, system balance, presentation, and replenishment readiness.

- 26 Verify opening orders, launch quantities, par levels, reorder points, safety stock, seasonal demand, and expected promotional uplift are planned.

OPENING

ACTUAL	Enter	TARGET	Enter	VARIANCE	Enter
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 **Execution tip:** Trace opening stock from approved supplier to receiving, storage, system balance, presentation, and replenishment readiness.

- 27 Inspect receiving, secure storage, cold or controlled storage where relevant, segregation, labels, shelf life, FIFO or FEFO, and quarantine areas.

CRITICAL

OPENING

Meets standard Needs action Blocked N/A LIVE PHOTO Add

 **Execution tip:** Trace opening stock from approved supplier to receiving, storage, system balance, presentation, and replenishment readiness.

- 28 Complete opening stock counts and reconcile shortages, overages, damage, substitutions, unapproved items, system balances, and supplier credits.

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Trace opening stock from approved supplier to receiving, storage, system balance, presentation, and replenishment readiness.

- 29 Confirm packaging, cleaning supplies, forms, consumables, PPE, maintenance spares, cash materials, and employee supplies are available.

OPENING

Ready Needs action Blocked N/A

 **Execution tip:** Trace opening stock from approved supplier to receiving, storage, system balance, presentation, and replenishment readiness.

- 30 Sample product, ingredient, material, or service-input quality against approved specifications, dates, condition, traceability, and presentation.

CRITICAL

OPENING

Meets standard Needs action Blocked N/A LIVE PHOTO Add

 **Execution tip:** Trace opening stock from approved supplier to receiving, storage, system balance, presentation, and replenishment readiness.

6. Recruitment, employee documentation, training, scheduling, and competency

- 31** Confirm the staffing plan covers leadership, role mix, headcount, opening hours, peak demand, breaks, absences, and training support.

OPENING

ACTUAL

Enter

TARGET

Enter

VARIANCE

Enter



Execution tip: Do not treat attendance as readiness. Verify that each employee can perform the role safely, accurately, and to the brand standard.

- 32** Verify contracts, eligibility documents, payroll, bank details, timekeeping, uniforms, name badges, employee files, and required health records.

OPENING

Record / Item	Status	Owner	Evidence	Action



Execution tip: Do not treat attendance as readiness. Verify that each employee can perform the role safely, accurately, and to the brand standard.

- 33** Complete induction on brand values, workplace rules, customer promise, conduct, communication, attendance, and escalation expectations.

OPENING

Ready

Needs action

Blocked

N/A



Execution tip: Do not treat attendance as readiness. Verify that each employee can perform the role safely, accurately, and to the brand standard.

- 34** Verify role-specific training for SOPs, products or services, equipment, systems, quality, stock, cash, customer interaction, and closing routines.

OPENING

Record / Item	Status	Owner	Evidence	Action



Execution tip: Do not treat attendance as readiness. Verify that each employee can perform the role safely, accurately, and to the brand standard.

- 35** Confirm required food safety, safeguarding, first aid, fire, security, privacy, licensed activity, or sector-specific training and certification.

CRITICAL

OPENING

Ready

Needs action

Blocked

N/A



Execution tip: Do not treat attendance as readiness. Verify that each employee can perform the role safely, accurately, and to the brand standard.

- 36** Run practical competency checks, mock shifts, manager observations, coaching, remedial training, and final employee readiness sign-off.

CRITICAL

OPENING

Ready

Needs action

Blocked

N/A



Execution tip: Do not treat attendance as readiness. Verify that each employee can perform the role safely, accurately, and to the brand standard.

7. SOPs, compliance, cleaning, maintenance, cash, and emergency controls

- 37 Confirm current operations manuals, SOPs, opening and closing checklists, service standards, emergency contacts, and escalation guides are accessible.

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Place current operating controls where employees use them and verify that records, owners, frequencies, and escalation paths are understood.

- 38 Verify required licences, registrations, notices, customer terms, privacy information, employee notices, and inspection certificates are displayed or available.

CRITICAL

OPENING

Meets standard Needs action Blocked N/A LIVE PHOTO Add

 **Execution tip:** Place current operating controls where employees use them and verify that records, owners, frequencies, and escalation paths are understood.

- 39 Approve cleaning, sanitation, pest, waste, laundry, maintenance, calibration, inspection, and service schedules with named owners.

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Place current operating controls where employees use them and verify that records, owners, frequencies, and escalation paths are understood.

- 40 Test till floats, cash counts, safe drops, refunds, voids, discounts, tips, manager overrides, handovers, and end-of-day reconciliation controls.

CRITICAL

OPENING

Ready Needs action Blocked N/A

 **Execution tip:** Place current operating controls where employees use them and verify that records, owners, frequencies, and escalation paths are understood.

- 41 Confirm incident, complaint, product hold, recall, service recovery, injury, security, and urgent maintenance procedures are ready and understood.

CRITICAL

OPENING

Ready Needs action Blocked N/A

 **Execution tip:** Place current operating controls where employees use them and verify that records, owners, frequencies, and escalation paths are understood.

- 42 Compile insurance, contractor, supplier, equipment, training, calibration, permit, warranty, and record-retention documents in the opening file.

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Place current operating controls where employees use them and verify that records, owners, frequencies, and escalation paths are understood.

8. Launch marketing, digital listings, offers, community, and customer communication

- 43 Confirm the launch plan includes objectives, target audience, budget, calendar, channels, approvals, responsible owners, and success measures.

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Match every launch promise to operational capacity, approved terms, available stock, system configuration, and a clear fallback plan.

- 44 Verify local advertising, social content, print, signage, photography, influencer activity, partnerships, and press materials use approved assets and claims.

OPENING

Meets standard Needs action Blocked N/A LIVE PHOTO Add

 **Execution tip:** Match every launch promise to operational capacity, approved terms, available stock, system configuration, and a clear fallback plan.

- 45 Check website, maps, search listings, social profiles, phone numbers, opening hours, booking, ordering, delivery, and customer contact details are accurate.

CRITICAL

OPENING

Ready Needs action Blocked N/A

 **Execution tip:** Match every launch promise to operational capacity, approved terms, available stock, system configuration, and a clear fallback plan.

- 46 Test launch offers, coupon terms, redemption rules, POS setup, stock capacity, exclusions, employee briefing, and customer communication.

CRITICAL

OPENING

Ready Needs action Blocked N/A

 **Execution tip:** Match every launch promise to operational capacity, approved terms, available stock, system configuration, and a clear fallback plan.

- 47 Confirm VIP, media, landlord, community, supplier, franchise network, and local stakeholder arrangements are coordinated and practical.

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Match every launch promise to operational capacity, approved terms, available stock, system configuration, and a clear fallback plan.

- 48 Prepare delay, capacity, stockout, queue, system outage, weather, safety, and service disruption communication with authorized decision makers.

CRITICAL

OPENING

Ready Needs action Blocked N/A

 **Execution tip:** Match every launch promise to operational capacity, approved terms, available stock, system configuration, and a clear fallback plan.

9. Pre-opening walk-through, mock operations, testing, blockers, and approval

- 49 Complete a full pre-opening walk-through from exterior arrival through customer journey, service delivery, back-of-house, employee areas, and closing.

OPENING

Meets standard

Needs action

Blocked

N/A

LIVE PHOTO

Add

 **Execution tip:** Run realistic mock operations at expected volume and keep the unit closed until critical blockers are removed or formally controlled.

- 50 Run mock service, sales, appointments, classes, deliveries, returns, complaints, handovers, and other high-frequency operating scenarios.

OPENING

Ready

Needs action

Blocked

N/A

 **Execution tip:** Run realistic mock operations at expected volume and keep the unit closed until critical blockers are removed or formally controlled.

- 51 Sample transaction accuracy, service time, product or service quality, presentation, packaging, records, payments, and customer communication.

CRITICAL

OPENING

ACTUAL

Enter

TARGET

Enter

VARIANCE

Enter

 **Execution tip:** Run realistic mock operations at expected volume and keep the unit closed until critical blockers are removed or formally controlled.

- 52 Stress-test peak staffing, queues, production or fulfilment capacity, equipment, replenishment, parking, delivery pickup, and manager supervision.

OPENING

ACTUAL

Enter

TARGET

Enter

VARIANCE

Enter

 **Execution tip:** Run realistic mock operations at expected volume and keep the unit closed until critical blockers are removed or formally controlled.

- 53 Test emergency response, incident reporting, cash reconciliation, shutdown, backup procedures, opening and closing, and escalation contacts.

CRITICAL

OPENING

Ready

Needs action

Blocked

N/A

 **Execution tip:** Run realistic mock operations at expected volume and keep the unit closed until critical blockers are removed or formally controlled.

- 54 Record the final readiness score, critical blockers, conditional approvals, temporary controls, decision owner, and formal go or no-go outcome.

CRITICAL

OPENING

UNIT / FRANCHISEE

Enter

DATE / TIME

Enter

APPROVAL

Sign

 **Execution tip:** Run realistic mock operations at expected volume and keep the unit closed until critical blockers are removed or formally controlled.

10. Launch-day control, handover, issue closure, review, and sign-off

55 Confirm launch-day roles, support coverage, opening sequence, contact tree, issue log, escalation channels, and management check-in times.

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Keep launch issues visible until evidence confirms the fix is effective, ownership is transferred, and follow-up reviews are scheduled.

56 Monitor sales or service volume, traffic, queues, quality, availability, stock, staffing, systems, complaints, safety, and customer feedback during launch.

OPENING

ACTUAL	Enter	TARGET	Enter	VARIANCE	Enter
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 **Execution tip:** Keep launch issues visible until evidence confirms the fix is effective, ownership is transferred, and follow-up reviews are scheduled.

57 Record launch issues with impact, immediate containment, owner, due date, required support, proof, root cause, and status.

CRITICAL

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Keep launch issues visible until evidence confirms the fix is effective, ownership is transferred, and follow-up reviews are scheduled.

58 Complete handover of keys, credentials, warranties, asset lists, supplier contacts, as-built documents, manuals, permits, passwords, and support routes.

CRITICAL

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Keep launch issues visible until evidence confirms the fix is effective, ownership is transferred, and follow-up reviews are scheduled.

59 Schedule seven-day, fourteen-day, and thirty-day reviews, opening audits, KPI reviews, coaching, replenishment checks, and unresolved-action follow-up.

OPENING

Record / Item	Status	Owner	Evidence	Action

 **Execution tip:** Keep launch issues visible until evidence confirms the fix is effective, ownership is transferred, and follow-up reviews are scheduled.

60 Record the final opening status, unresolved risks, post-opening commitments, next review date, franchisee, manager, approver, date, and signatures.

CRITICAL

OPENING

UNIT / FRANCHISEE	Enter	DATE / TIME	Enter	APPROVAL	Sign
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 **Execution tip:** Keep launch issues visible until evidence confirms the fix is effective, ownership is transferred, and follow-up reviews are scheduled.

RUN THIS CHECKLIST DIGITALLY

Turn opening readiness into a verified launch decision

Coordinate evidence, escalate blockers, assign actions, approve opening, and verify post-launch closure.

Try This Checklist
in Taqtics