



Q C I
PROPERTY MANAGEMENT

FRANCHISEE
TRAINING



Table Of Contents

| | |
|---|----|
| Introduction | 3 |
| Initial Training Program | 4 |
| Section One - Training Components. | 5 |
| Section Two - Corporate Support System. | 7 |
| Section Three - On-Going Training & Continuing Education. . | 10 |



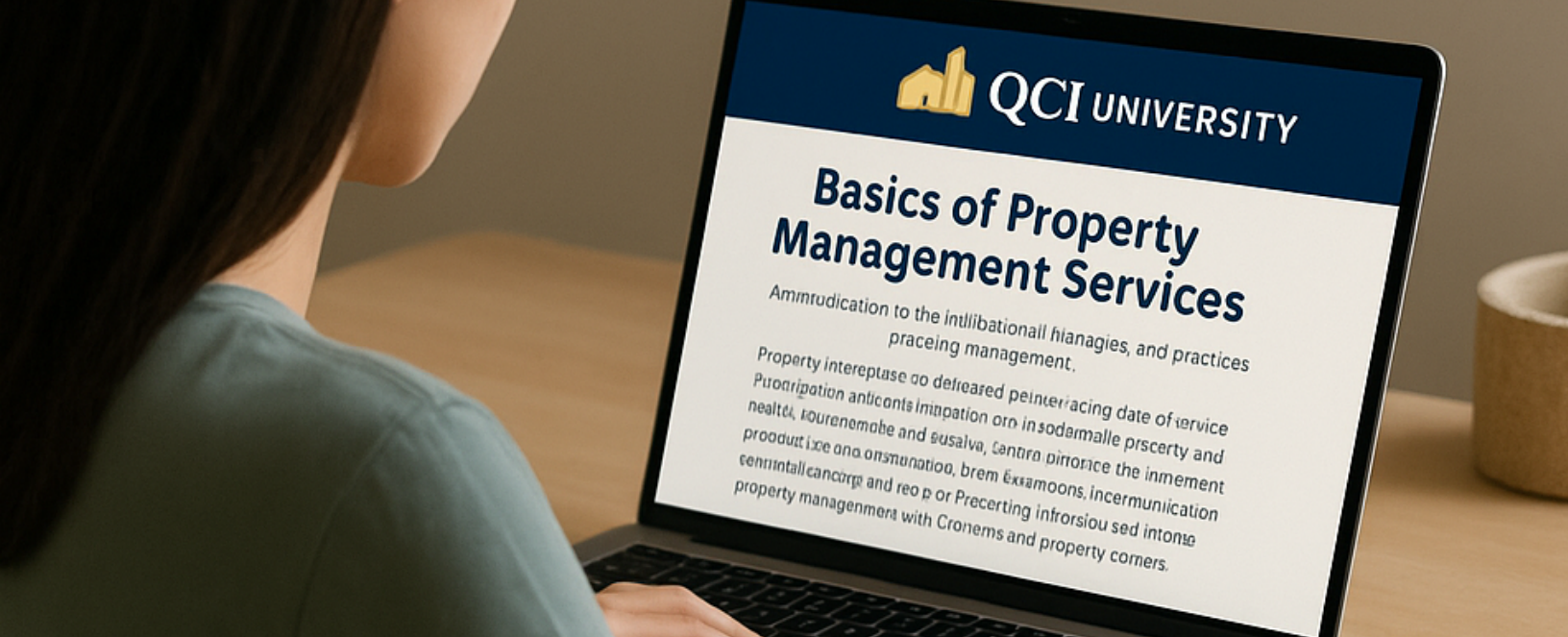


Introduction

To ensure that every QCI franchisee achieves operational proficiency, compliance, and profitability within the shortest possible time, **QCI Property Management** provides a structured, results-driven **Training and Support Program**.

This program combines foundational education, technology mastery, and continuous operational support – built around QCI's guiding principles of **efficiency, transparency, and service excellence**.





Initial Training Program

Duration: One Week (Remote, Self-Paced + Live Instruction)

Q C I's initial training program equips each franchisee with the knowledge, tools, and confidence necessary to manage all core functions of a Q C I Property Management office.

Training is designed for rapid learning using **video instruction, interactive Zoom sessions, and Platform University certification modules** through Q C I's authorized property management software partner (DoorLoop).



Section One -

Training Components

1. **Video Instruction - Property Management Fundamentals (QCI & DoorLoop University)**

Franchisees begin with a curated video curriculum covering:

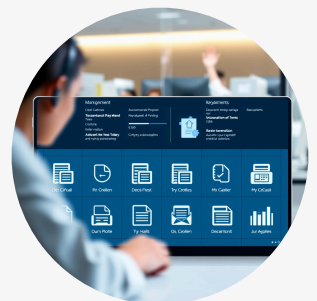
- The role and responsibilities of a property manager.
- Tenant relations and communications best practices.
- Rent collection and delinquency management.
- Marketing and leasing of vacant units.
- Vendor coordination and maintenance scheduling.
- Basic accounting and record-keeping standards.

2. These pre-recorded sessions allow franchisees to progress at their own pace during the first half of training week.

3. **Platform University - System Proficiency**

Franchisees complete the full **Platform University** certification, which provides structured instruction in:

- Digital property management workflows.
- Online rent collection and owner payment processing.
- Maintenance request tracking and vendor assignment.
- Financial reporting and accounting integrations.
- Data security and privacy compliance.





SUPPORTING OUR FRANCHISEES

Section One: Training Components - Continued

4. Platform University ensures the franchisee is fully capable of using the Q C I management system (**DoorLoop Platform, Wix integration & Call Center Operations**) by launch day.
5. **Zoom Instruction & Interactive Review**
Following completion of video and platform training, franchisees attend **three live Zoom sessions** conducted by Q C I's Corporate Franchise Director.
These sessions reinforce key operational concepts and cover:
 - Practical application of property management processes.
 - Local compliance and licensing requirements.
Marketing strategy integration.
 - Q&A and troubleshooting discussion.
6. At the conclusion of the final session, QCI performs a **readiness review** to ensure the franchisee understands and can execute all critical functions.



Section Two: Corporate Support System

Q C I's commitment extends beyond initial training. Each franchisee receives **direct and ongoing corporate support**, ensuring continuous operational success and strong alignment with the

Q C I brand system.

1. Complete Operational Setup

Upon signing, Q C I establishes nearly all operational foundations outlined in the **Start-Up Package**, including digital setup, email systems, call routing, and DoorLoop configuration. This ensures that franchisees can focus exclusively on training and local relationship building during the onboarding period.

2. Marketing Infrastructure

Q C I's corporate implements the full **18-Months marketing campaign** on behalf of each franchisee, managing Google Ads with AI integration, Yelp, SEO, and local visibility efforts.

Franchisees benefit from professionally managed campaigns that generate leads immediately upon launch.

3. Vendor and Contractor Network Development

Q C I assists each franchisee in identifying and onboarding **qualified local contractors and vendors**, including maintenance professionals, plumbers, electricians, and landscapers.

Q C I provides vendor templates, agreements, and quality-control guidelines to ensure consistency, safety, and reliability.



Section Two: Corporate Support System - Continued

4. Corporate Liaison and Relationship Management

The Q C I corporate office maintains an active liaison role between the franchisee and:

- Property owners,
 - Tenants, and
 - Service providers.
- This ensures communication is seamless, professional, and reflective of Q C I's service standards while providing the franchisee with steady corporate backing during early operations.

5. Communication & Call Center Integration

Every Q C I franchise benefits from an **advanced communication system** linking franchisees, tenants, owners, and corporate staff through:

- Dedicated toll-free 800 numbers,
- DoorLoop messaging and notification systems, and
- A U.S.-based 24/7 call center.

This infrastructure provides constant access for inquiries, emergencies, and operational updates, ensuring continuity of service and support.





Section Two: Corporate Support System - Continued

6. Financial Systems & Accounting Support

QCI establishes the key financial framework of each franchise's operations, including:

- Rent collection and deposit systems.
- Vendor and contractor payment procedures.
- Accounting software integration and reconciliation support.
- Financial performance monitoring via DoorLoop reporting tools.



Section Three: Ongoing Training and Continuing Education

To maintain operational excellence, Q C I provides continuous training and resources throughout the term of the franchise:

- **Monthly Zoom Sessions:** Covering new technologies, legal updates, and operational best practices.
- **Quarterly Virtual Roundtables:** Franchisees share insights and strategies to strengthen performance system-wide.
- **Annual Review & Re-Certification:** Q C I evaluates each franchise's operational and marketing performance, providing updated training modules as needed.

Franchisees also receive access to new video training materials, templates, and system updates as Q C I evolves and expands its platform features.

Summary

The Q C I Franchisee Training and Support Program represents a **complete, modern, and scalable foundation** for success.

By combining digital education, live mentorship, and direct corporate infrastructure, Q C I ensures that every franchisee is operationally competent, technologically confident, and positioned for profitability within weeks of launch.

This hybrid support model exemplifies Q C I's mission – **"Your Property, Our Priority"** – by empowering each franchise partner to deliver the same high-quality, responsive service that defines the Q C I brand nationwide.





Q C I

PROPERTY MANAGEMENT

