



**CFA VOICE**

**May 5, 2023**

*The CFA VOICE is the monthly newsletter for Coalition of Franchisee Associations member franchisees. Representing OVER 46,000 franchisees owning over 122,000 franchises and employing over 2.7 million people, CFA is the Voice of the Franchisee.*

### **LETTER FROM THE CFA GENERAL MANAGER**

Dear CFA Members,

It's been a busy month for franchisees, and we hope you have all participated on some of the key legislative issues the Coalition of Franchisee Associations (CFA) is working on for the betterment of franchisees.

Below is a rundown on a few items the CFA board and Government Relations Committee have been working on this part month:

#### **Discussion With the Federal Trade Commission:**

In case you missed it, on May 2, the Asian American Hotel Owners Association (AAHOA), the American Association of Franchisees and Dealers (AAFD) and the CFA jointly hosted a franchise discussion with the Federal Trade Commission (FTC).

We had the privilege of being joined by the Honorable Lina Khan, chair at the FTC along with close to 1,000 franchisee participants, to join in on this opportunity to hear from FTC leadership on how they have focused attention on using the FTC's authority to improve oversight and education within the franchise industry.

The Honorable Lina Khan was generous with her time and gracious in her comments as she assured the franchise community the FTC is engaged in the process of ensuring franchisees are protected.

#### **Non-Compete Comments to the FTC:**

On April 17, 2023, the CFA filed its comments on the Non-Compete Clause Rulemaking, Matter No. P201200. [Click here](#) to read the official filing.

#### **FTC Request for Information:**

On March 10, the FTC issued a request for comments on franchise agreements and franchisor business practices, including how franchisors may exert control over franchisees and their workers. The CFA has received comments from several CFA members, but there is still time to submit your comment and be included in the addendum.

To learn more about how you can submit your comments, [click here](#).

**KEEP IN MIND:** *This is an opportunity in which all franchisees should participate. Without input from our community, the FTC and other government agencies cannot*

work to address and repair imbalances in the franchise model. Please do your part to help protect franchisees across the country.

### **Upcoming Events:**

CFA Day Forum: June 20-22, 2023

Please join your fellow **CFA members for the 2023 CFA Day Forum, June 20-22**, at the **Omni Shoreham Hotel** for the rare opportunity to meet with legislators at their staff offices in **Washington, D.C.**

With several topics, such as credit card swipe fees, EBITDA reinstatement, fair franchising initiatives and more, this is your time to get involved and express your sentiments on policies that have the potential to affect your businesses.

CFA members can attend this two-day event for less than \$100! [Register today](#) for the 2023 CFA Day Forum and be sure take advantage of our discounted room rate to save hundreds of dollars!

### **CFA Legal Symposium**

Due to scheduling conflicts and availability, the CFA will not be holding a Legal Symposium in 2023. We will be looking to hold this event in Q1 of 2024 and will provide details as they become available.

We hope to see many of you in Washington, D.C., for the 2023 CFA Day Forum as this will be the only time in 2023 for us to be face-to-face!

**Remember:** *The CFA Voice* is your newsletter and platform to share your stories, concerns and comments. We want to hear from you so please email us at [info@thecfainc.com](mailto:info@thecfainc.com).

On behalf of John Motta, CFA Chairman and our board, we appreciate your support and hope to see you in D.C.!

Warmest regards,  
Amy Mancuso,  
Association General Manager

## **POLITICAL AND GOVERNMENT NEWS**

### **Investing in America Means Investing in America's Small Businesses**

Data shows that small-business growth has proved resilient, supported by effective and equitable implementation of the American Rescue Plan. The past two years have seen the two highest years of business applications on record, as Americans applied to start nearly 10.5 million small businesses.

Read more: [The White House](#)

### **Newly Signed Oklahoma Law Allows Restaurants, School Cafeterias to Donate Leftover Food Without Liability**

A newly signed state law will allow restaurants and school cafeterias to donate leftover food without liability. The law does allow for lawsuits if the restaurant or cafeteria willfully donates spoiled food. The bill's author, Rep. Anthony Moore, says a lack of protection has stopped good food from being donated to those who need it, and he hopes the new bill helps address food shortages in the state.

Read more: [News 9](#)

### **Service Fees Are About to Go Big Time in Washington, D.C.**

With the phase-out of the tip credit slated to begin Monday in Washington, D.C., more than 70% of local restaurants intend to offset the expected spike in labor costs by tacking a service fee onto guests' checks, according to a survey by the Employment Policies Institute.

Read more: [Restaurant Business Online](#)

### House Committee Chair Reacts to Report Showing 5% Inflation

House Small Business Committee Chairman, Roger Williams, expressed concerns over the latest CPI report, citing Main Street America's concerns about inflation and rising interest rates. Following the release of the latest Consumer Price Index report, Williams issued a statement expressing concerns over the 5% inflation rate, when the target is 2%.

Read more: [Small Business Trends](#)

## BUSINESS SMARTS

### Eleven Ways to Reset and Move Forward After a Business Setback

Every business faces setbacks at some point. Whether it's a campaign that didn't perform as well as you expected or a product that experienced major delays in production, setbacks seem to be part of the everyday entrepreneurial experience. What really makes a difference is how you respond to them.

Read more: [Forbes](#)

### How Making Employees Happy Can Improve the Customer Experience

Researching and analyzing the habits of customers is typically a top priority for organizations looking to satisfy their target market. But even with hours of surveys, test groups and various other methods, it has been found that it's only possible to achieve success by supporting the employees who keep the company afloat.

Read more: [Forbes](#)



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