

Opening Doors

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This past year has been a challenging year for the entire world community. The current state of the economy is weak and businesses all over have cut back on jobs and expenses. Our focus here at OpenWorks continues to center around our customers and delivering value to them. However, it has not been easy and we have seen the effects in slower sales and higher customer turn over. It is imperative that we remain extra cognizant of our customers' needs and issues. Being proactive is the only way to be.

The good news is that we are a resilient organization, one that has weathered similar periods in its 26 years in business. Thanks to a great group of franchisees, employees, superior system and experience, we have done much better than most other companies out there. I am greatly optimistic for our continued success in 2009. Our plans are to continue with our key initiatives such as green cleaning, training, efficiency and expansion. We are hoping to start new regional centers in 2009 as we locate opportunities. In addition, we are continuing our drive towards obtaining regional and national accounts capitalizing on our excellent network of service providers nationwide.

Finally I want to thank all our valued customers, service providers and team members for believing in OpenWorks. I wish you and your families a wonderful Holiday Season and a fantastic 2009!

Eric Houli

"A New Year's resolution is something that goes in one year and out the other."

AUTHOR UNKNOWN

"We will open the book. Its pages are blank. We are going to put words on them ourselves. The book is called Opportunity and its first chapter is New Year's Day."

EDITH LOVEJOY PIERCE
(1904 - present)

English Poet.

"May all your troubles last as long as your New Year's resolutions."

JOEY ADAMS
(1911 -1999)

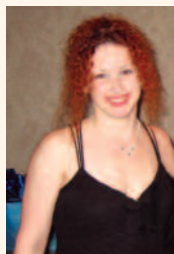
American comedian and author

**"Ring out the old,
ring in the new,
Ring, happy bells,
across the snow:
The year is going,
let him go;
Ring out the false,
ring in the true."**

ALFRED, LORD TENNYSON
(1809-1892)

English Poet

BETTER BUSINESS PRACTICE



By Christina Amer
Washington Regional Director

Effective & Supportive Teamwork

Effective teams and groups deliver more results quicker than any individual ever could. Team work is one of the key foundations in learning and what better way to demonstrate some new skills than to go out and work directly with your staff in the field to show your support. So what do you need to do as a manager or business owner to bring out the best in your teams?

Have a very clear purpose going into any team building activity. If you want to get the best from teams give them a clear and instantly recognizable purpose. Most importantly to be successful, teams need to have people on the team with the right mix of skills, knowledge and personal

CALENDAR OF ADVANCED TRAINING CLASSES

* Arizona OpenWorks

4742 N. 24th Street, Ste. 300
Phoenix, AZ 85016

MONTHLY FRANCHISEE BUSINESS MEETING

Date Friday, January 30th
Time 12:00pm - 2:00pm
Location Saguaro Conference Room
Topic TBD

* Washington OpenWorks

1750 112th Avenue N.E., Ste. D151
Bellevue, WA 98004

MONTHLY FRANCHISEE BUSINESS MEETING

Date Wednesday, January 28th
Time 11:00am-1:00pm
Location Conference Room
Topic The Newest in Janitorial Technologies: Featuring the New Whittaker Carpet System.



Congratulations!

to the following graduates for successfully completing the intense 10 day FirstWorks training program:

California David Alvarez
Mainor Mejia

Helping Our Franchisees

Coca-Cola

Dear Sir or Madam:

We are very pleased with the service that OpenWorks has provided for our branch. The crew that comes to the branch is very pleasant and courteous to work with.

The accounts payable department is also very pleasant to work with. They are warm, friendly, and willing to help with any question that I may have.

It is with great excitement that I would recommend OpenWorks for all Business custodial needs.

Sincerely,

Cindee Blunk

Cindee Blunk

Coca-Cola Enterprises, Inc., Rancho Cucamonga, CA Branch



attributes to deliver results.

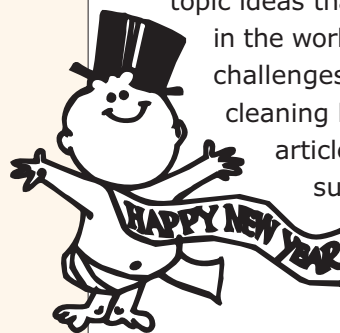
Remember not to micro manage teams but be willing to set some expectations of the team. These expectations will include areas such as what is to be delivered, ways of behaving and ways of interacting to name just a few. Encourage you teams to come up with some innovative ideas and then translate these ideas and possibilities into solutions that result in a measureable change in performance and results achieved. When teams are taking risks they are more than likely moving towards action. Encourage and support your teams to take balanced risks after weighing the benefits and drawbacks.

So what do you need to do as a manager or leader to bring out the best in teams? The bottom line is to bring out the best in teams which will lead to significant change in organizational performance. So what do you need to do differently to bring out the best in your teams? Give them a clear purpose, get the right people on the team, set expectations, encourage innovation, support risk taking!

2009 New Year's

Resolution

Who better to provide us with newsletter topic ideas than our franchisees who are out in the world dealing with the daily challenges of running a commercial cleaning business. Please submit future article ideas to Susan Abbott at susana@openworksworld.com or you may reach her at 800-777-6736 ext. 141.



Achieve Their Dreams . . .



Franchise Referral Program

The program is very simple – just call the franchise licensing manager in your region and give him/her your name and the name and phone number of the person whom you are referring. If the referral decides to purchase an OpenWorks franchise, then you make...

First Referral = \$ 750.00
Second Referral = \$1,000.00
Third Referral = \$1,250.00

** referrals that result in a sale **

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www.openworksfranchise.com



OpenWorks®

Give your facility the works®

Going The Extra Mile...



Account Start-Up

On November 17, 2008 OpenWorks started one of its newest Accounts: Applied Precision.

James Kariuki, a long term and experienced OpenWorks Franchise Owner and his staff kicked off the start-up Sunday fully prepared with all equipment. Jim brought a team of staff with him to ensure the start went smoothly and the transition to the new team and new increased level of services would be instantly recognized by the customer the following day.

Jim has always taken a team approach to any account he takes on and understands the value this brings when it comes to making a first impression with the customer. He then focuses his attention to really bringing the account up to a high

standard and maintaining consistency yielding a very satisfied customer for himself and OpenWorks. In turn, the OpenWorks team of District Managers and Major Account Managers are also there for the franchise owner providing the background fundamentals and ongoing training our franchise owners need to be successful.

There is no limit to what we can achieve with the power of teamwork!



Happy New Year from our family to yours!