

Opening Doors

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Don't Let This Halloween Be



Hazardous For Your Franchise!

Halloween is right around the corner and it seems that everywhere we turn we are accosted by the spooky images of witches, ghosts and goblins.

At this time of year we all enjoy watching the old classic horror movies such as "Nightmare on Elm Street". However, we don't want one of our every-day tasks such as cleaning a rest room to lead to a nightmare if one of our crew members is injured or harmed due to improperly using chemicals. That is why it is so important that your company abide by OSHA's (the Occupational Safety and Health Administration) Hazard Communication Standard.

This goal of this law is to protect employees from physical and health hazards that they may be exposed to while on the job. Each and every day you and your crew utilize products such as toilet bowl cleaners, carpet spotters and floor finishers, disinfectants and all purpose cleaners. These all contain ingredients which can pose a hazard to your health and it is critical that your crew members are aware of the dangers that they can potentially be exposed to while doing their job

As their employer you are responsible for the following:

Notification – you must tell your crew members that they have the right to information about the possible health effects and hazards caused by the chemicals with which they work.

Providing Information - you must let your employees know where they can find the MSDS (Material Safety Data Sheets) for the products that they are using. This information should be easily accessible to employees, for example they could be

kept in the janitorial closet with the supplies. MSDS sheets should be provided to you by the janitorial distributor from whom you buy your products.

Training – it is your responsibility to ensure that all your crew members are properly trained on how to use the chemicals and when it is necessary to wear protective equipment such as gloves or goggles.

Record Keeping – it is necessary that you keep records of any employee that is exposed to a hazardous substance. It might also be beneficial to keep a training log that documents when and what types of training were provided to your employees.

Please remember that even if chemicals are certified as "green" they should still be handled in a safe manner. If you have any questions regarding this law please go online to www.osha.gov or contact Jay Kelly at jkelly@openworksworld.com. And, remember, if you don't want to be "haunted" by what you should have done when an incident does occur just make a small investment of your time and ensure that you properly train your crew members and keep up with all of the required paperwork.



"Hold on, man. We don't go anywhere with "scary," "spooky," "haunted," or "forbidden" in the title."

FROM SCOOPY-DOO
(1950 – present)

"When black cats prowl and pumpkins gleam, May luck be yours on Halloween."

AUTHOR UNKNOWN

"This Halloween the most popular mask is the Arnold Schwarzenegger mask. And, the best part? With a mouth full of candy you will sound just like him."

CONAN O'BRIEN
(1963 – present)

Emmy Award-winning, American television host and comedian

"Being in a band you can wear whatever you want - it's like an excuse for Halloween everyday."

GWEN STEFANI
(1969 – present)

American recording artist and fashion designer

OPENWORKS SALUTES OUR



Franchisee of the Month

Arizona

Jermaine Paris – A new star on the horizon, Jermaine Paris has successfully turned one of our Concentra Medical Centers into a OpenWorks showcase. Jermaine obtained this challenging account with numerous issues and delighted the facility manager. Recently he took on one of our new customers, a refrigeration school, and has also been successful there. In only 9 months Jermaine has proved his ability to clean as well as manage difficult situations. Keep up the great work, Jermaine!

California

Toshio Tanaka – Due to his strong work ethic, Toshio has never lost an account. He has grown his business with his first customer (first

obtained in 1996) and Toshio is now, in 2008, servicing all their locations! He is also aware of his limitations and does not try to take on more than he can handle. We look forward to seeing what you can accomplish in the next 12 years, Toshio!! Way to go!!

Washington

Hong So-Hong – Hong is one of our newer franchise owners who is off to a great start!! Hong cleans one of our newest customers facility and they are very impressed with his dedication and level of cleanliness. His ability to keep their clinic spotless while they are going through a major re-model has been amazing. His flexibility and attention to the account are admirable and the customer cannot say enough about how Hong is going the extra mile to make sure their patients come into a clean clinic. Thank you, Hong, for taking such great care of our customers!

CALENDAR OF ADVANCED TRAINING CLASSES

* Arizona OpenWorks

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

MONTHLY FRANCHISEE BUSINESS MEETING

Date	Friday, October 24th
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	Thursday, October 30th
Time	1:00pm-2:00pm
Location	Conference Room
Topic	TBD



We Need Your Help

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@openworksweb.com or you may reach her at 800-777-6736 ext. 141.*

Helping Our Franchisees

TIPS FOR YOUR HAZARD COMMUNICATION TRAINING PROGRAM

To comply with the OSHA's Hazard Communication Standard it might be a good idea to provide your crew members with a written copy of your policies during their training session. Ensure that all questions your employees may have are answered adequately. Then make sure that have your employees sign off on a form stating that they received the training and understand the policies. Here are a few topics which should be addressed:

All cleaning chemicals used in a building must have an MSDS sheet stored in a binder in the janitorial closet.



All containers must have a label that includes the name of the product, required hazard warnings, and the name, address and phone number of the manufacturer. If the labels are worn and unreadable they should be replaced. Check with your janitorial distributor for extra labels. If a container is unlabeled DO NOT SNIFF it to see if you can identify it – even a small sniff of a hazardous chemical can be dangerous.



NEVER smoke around cleaning chemicals.

If diluting chemicals always do it over a sink and not over an area that can be stained like a porous hard floor surface or a carpet.




Always wear PPE (personal protective equipment) such as gloves, safety glasses and possibly respirators when pouring or diluting chemicals.

NEVER mix chemicals together (especially ammonia and bleach – this is a lethal combination).

Check the MSDS sheets for instructions on proper disposal of chemicals. Never flush them down the toilet or pour them down the drain without checking first.



FROM THE  MAIL BAG
OpenWorks®

 OpenWorks have provided cleaning services to the American Red Cross, West Los Angeles Headquarters since June 2006. We have been satisfied with their service. The cleaning crew has been very reliable and considerate especially when it comes to last minute requests and changes to the cleaning schedule. Any issue addressed was dealt with a quick and positive attitude. The cleaning fees are reasonable and comparable to the market price. Our District Manager along with the cleaning crew executes quality work and excellent customer service.

Sharon Castillo
Finance & Facilities Coordinator




TRAINING GRADUATES

Congratulations!

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

Arizona
Stanley Imeah

Washington
Tai Tran

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 **

— Regional Contacts —

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FRANCHISEE SPOTLIGHT

Who better to give you business advice than your peers? David Abdeen, Regional Director in CA, spoke with a successful franchise owner in his region and asked him to share his best business practices with you.

Toshio Tanaka has been an OpenWorks franchise owner in the California Region since 1996. At that time he was awarded Cambro Manufacturing which at that time was a small account. During the last 12 years Toshio has impressed this customer so much with his reliability, dedication and attention to detail that they have awarded him numerous sites and this account has grown to over \$20,000 worth of business. This didn't happen overnight and Toshio had to put in a lot of hard work and sweat and develop a strong relationship with his customer in order to grow his business so significantly. Toshio Tanaka's success was recognized at the 2007 President's Club award dinner. David Abdeen recently sat down with Toshio and asked the following questions:



Toshio Tanaka

What do you think has been the critical thing you have done that has helped grow your business?

"Smile, Smile, Smile...during good times and bad times, always try to have a good smile. You may be surprised what a good smile can accomplish. It not only makes people (customers, employees etc) happy but also makes your attitude brighter and helps you enjoy your work. Remember that nobody is against you, if you are facing challenging customers just remember that you can take their advice and make your business better. Remember to be grateful for your customers each and every day. Remembering the customer makes me a more responsible and reliable business owner and makes me work even harder to please them."

How long did it take to become successful at growing your own business?

"Success is defined differently depending upon the individual. My definition of success is

when the customer is impressed with your routine job, no matter how large or small it is. It took me several years in the field to learn this. Growing your business takes time, one must be patient and persevere".

What hints do you have for other franchisee's who are interested in growing their business?

"Build a strong foundation. There are many situations in both life and in business. If you have a good fundamental foundation from which to build there is nothing to be afraid of when growing your business. What is a good foundation? Having a good family, spouse, trustworthy employees and friends on whom you can depend; ensuring that you stay strong, both physically and mentally; and you have to love what you are doing and enjoy your everyday work."