

Opening Doors

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“The Cleaning Night Before Christmas”

BY JAY KELLY
FIELD SERVICE TRAINER AND POET

Twas the night before Christmas when all through the office
Not a person was stirring, not even the bosses
The workers all gone headed home for the fun
But the cleaning work here had not yet begun.

When the door was opened with a bang and a clatter
I was really wondering what could possibly be the matter
When what to my wondering eyes should appear
But an office so messy I shuddered with fear.

Wondering what to do and trying not to grieve
Do I call for help from Brian and Steve
So I started to work with mop and broom
Twas time to make some changes in these messy old rooms.

The work was almost done and the place looked good
I cleaned this office as best I could
When things were finished and tools put away
It was time to leave and get ready to play.

I felt good when my work was done
I would soon join my family for frolic and fun
While checking my work I just happened to see
A small note by the cookies addressed to me.

It said, “Please take these cookies and enjoy the treat”
Because this office you clean is always so neat
So everyone could hear as I drove out of sight,
“Happy Holidays to all and to all a very good night.”

"Perhaps the best Yuletide decoration is being wreathed in smiles."

AUTHOR UNKNOWN

"In the old days, it was not called the Holiday Season; the Christians called it 'Christmas' and went to church; the Jews called it 'Hanukka' and went to synagogue; the atheists went to parties and drank. People passing each other on the street would say 'Merry Christmas!' or 'Happy Hanukka!' or (to the atheists) 'Look out for the wall!'"

DAVE BARRY

(1947 - present)

American Pulitzer Prize-winning columnist and bestselling author.

"No self-respecting mother would run out of intimidations on the eve of a major holiday."

ERMA BOMBECK

(1927 - 1996)

An American humorist and columnist

"Marry an orphan: you'll never have to spend boring holidays with the in-laws."

GEORGE CARLIN

(1937 - 2008)

An American stand-up comedian

OPENWORKS SALUTES OUR



Franchisee of the Month

Arizona

Teresa Perez – Teresa was an astute and concerned student during the First Works training class and has since grown her business at a rapid pace. The customers are not only happy but rave at Teresa's customer service skills. She walks the facilities weekly and cleans on a regular basis. The accounts she has been assigned have no issues. In addition, her closets are all in compliance and she uses proper P.P.E along with approved products. Teresa's success is due in part to her willingness to listen and apply what she has learned. We are sure to see much more in the future from this dynamic individual! Reach for the stars, Teresa!

California

Alex Tello – Alex has dealt first hand with demanding customers and has been able to overcome all obstacles placed in his way. He had suffered some account loss in the past and has used this past experience to excel and grow his business. This type of determination is the reason we chose Alex as our Franchise of the Month. Keep up the great work, Alex!

Washington

Tony Jiminez – Tony stepped in quickly to take a challenging account at the last minute without question. He and his team worked very hard all summer long getting them ready for the school year. The customer is very pleased with his response and hard work. Thanks to his team work and dedication OpenWorks has been able to maintain this customer and set a high level of service standards. Way to go, Tony!



FROM THE  MAIL BAG
OpenWorks®

I would like to take this opportunity to share how much Penske Truck Leasing appreciates the hard work and dedication that OpenWorks gives every day. Over a year ago I obtained over 7 janitorial bids for our location. I was very impressed with OpenWorks and I can say the same thing today.

Our building has sales people, office staff, and mechanics with lots of grease and yet we still need to impress our customers. The service provider not only maintains the cleanliness of our facility, they also make Penske look good. Their pride shows every day. Sometimes we have had a special request and they always come through for us.

I would describe our cleaning crew staff as:

- Dependable / Responsible
- Trustworthy / Friendly
- Courteous / Dedicated to Excellence

Sincerely,

Shawna McCormick

LA MIRADA, CA DISTRICT ADMINISTRATOR
PENSKE TRUCK LEASING



Congratulations!

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

Arizona

Jorge Rodriguez
Maria Rodriguez

Washington

Gamada Ailye
Azmera Zere



Helping Our Franchisees

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SIMPLY CONTACT

Intramedia Solutions

Sharon Glenn

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- polo shirts • smocks • caps

Happy Holidays
from our family to yours!



CALENDAR OF ADVANCED TRAINING

CLASSES

* Washington OpenWorks

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

MONTHLY FRANCHISEE BUSINESS MEETING

Date	Thursday, December 18th
Time	1:00pm-2:00pm
Location	Waxie Distribution Center <i>(Address and Details will be mailed out before event)</i>
Topic	Supplies

BETTER BUSINESS PRACTICE

Patience

In these difficult economic times when your customers are stressed, uncertain and anxious it is imperative that you remain calm and exude an air of patience when dealing with their concerns. Emotions do not so often come into play during more prosperous times, however, during trying times customer's are more likely to seem emotionally upset when they find the trash hasn't been emptied or the carpet wasn't cleaned to their satisfaction. It will be to your benefit to practice patience in these types of situations.

To be patient, don't interrupt if at all possible. When listening to your customer's complaints make good

eye contact; restate your understanding of what they just said. Do not appear to be pre-occupied with other things, give your customer your full attention. Periodically nod if you're face-to-face, take notes on what they're saying, and confirm you addressed their need or issue before closing the conversation. When you are patient, your customer feels like they are important, they are valued, you are a good listener, and you are trying to be understanding. When the tide turns and your customer is growing their business you can be sure that they will remember your patience and reward you.



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...



OpenWorks®
Give your facility the works!

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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OpenWorks®

Give your facility the works®

FRANCHISEE SPOTLIGHT



Carey Wheeler

Carey Wheeler has been an OpenWorks franchise owner in the Washington Region since 2001. During that time Carey has actively grown his franchise to be one of the largest and most successful in the OpenWorks system. Even today, Carey still continues to grow his business rapidly while at the same time delivering consistent exceptional service to all our customers. Carey's high level of success is due to continuous training with his staff, staying current on products and equipment, and constant follow-up with customers. Christina Arner recently sat down with Carey and asked him the following questions:

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

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

"Diversifying the services I provide by learning all the regular and specialty aspects as well. Taking on any kind of account and having the staff to do it and then making sure they are trained and followed up on."

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

"Within a year."

What are some of your biggest achievements and accomplishments?

"Continuing to build strong relationships with the decision makers that oversee multiple buildings that lead to referrals for new business and having a strong relationship that enables me to increase and suggest services. As far as specific buildings go for accomplishments, the West Seattle Mental Hospital and UPS are pretty large on the success scale."

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

"Realize that it is a marathon and not a sprint. Be patient and treat every account as if it were your last. You must be willing to take on any account that is offered to you. Plan ahead and be ready to grow; staff, materials, financing, etc."

