

Opening Doors

Appreciation and Acknowledgement of your Crew

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We often talk about how important it is to acknowledge and appreciate our customers. However, we don't often discuss how important it is to acknowledge and appreciate our own employees. As franchise owners it is critical that you spend a little time showing your crew members how much their hard work and dedication means to you.

Remember when you were a child and you came home from school with a picture you had drawn or a project that you had completed? You would excitedly show the finished product to your parents and when they saw your proud face they would more often than not say, "Wow, that's terrific I'm going to put it on the refrigerator." Soon the refrigerator door was covered with your works of art. Remember how exciting that was for you?

Then we get older and it's harder to acknowledge and appreciate each other. For instance, let's say I'm new to your crew and you have awarded me with one of your biggest tag jobs ever. You tell me that the job needs to be completed within 7 days. I immediately start to work. I stay late, I do some research and find a more effective cleaning product, I don't sleep for days and I complete the tag job two days ahead of schedule.

I call you on the phone to let you know that I am finished. You say, "Wow, I need to get off the phone and come over and look at what you have done." When you arrive you exclaim, "You have done a fine job. The place is sparkling clean, you have handled yourself in a very professional manner, and even finished the job ahead of schedule.

I am very impressed. Thank you so much!"

And, what do you say in response? "Oh, it was nothing." Right? Now if you just told me on the phone that I did a nice job without even coming and taking a look, I would probably hang up saying something like, "He or she is so ungrateful, I worked days and nights on this and finished it early, and he/she didn't even bother to come and look at my work."

You work with most of your team day in and day out, some of you for years now; through the good, the bad, and the ugly, not to mention winter, summer, spring, and fall. I invite you to authentically acknowledge or express appreciation for your crew members. And then; notice how you feel? Usually it's a pretty good feeling.

Remember this is not about getting something back, but rather, expressing something authentic for yourself. Finally if one of your team members also takes the time to appreciate and acknowledge you, be sure to take a deep breathe and receive it. Then notice which was easier; to give the acknowledgment or receive it?



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Helping Our Franchisees

OpenWorks salutes Our Franchisee of the Month

OpenWorks is very excited to welcome on board franchisees, Charles and Jacqueline Richmond. This is the first OpenWorks franchise to ever have been awarded in the state of Texas. As our customer base in Texas expands we are looking forward to awarding many more franchises in the future! Welcome Charles and Jacqueline!!

OpenWorks Salutes our Franchisee of the month....

Arizona

John Williams: John is ambitious and motivated to grow his business. A customer focused business owner interested in complete customer satisfaction, he is energetic in pursuing business during the period between account offerings. Way to go, John!!

Washington

Carey Wheeler: Carey continues to grow his business rapidly while at the same time delivering consistent exceptional service to all our customers. Carey is currently preparing to take on a strategic account for us that we are confident will lead to additional business with this client. Carey's high level of success is due to the continuous training with his staff, staying current on products and equipment, and constant follow-up with customers. Keep up the dynamite work, Carey!!

California

Julieta Hernandez: Julieta demonstrates excellent communication skills with all her clients. She is very proactive in suggesting and scheduling tag work to improve the overall appearance of her clients facilities as well as the profitability of her business. Julieta is very responsive to the needs of her clients and her willingness to take the extra step has set her apart from the competition.

"The best way to appreciate your job is to imagine yourself without one."

Oscar Wilde

Irish poet, novelist, dramatist and critic, 1854-1900

"There is more hunger for love and appreciation in this world than for bread."

Mother Teresa of Calcutta

Albanian born Indian missionary and founder of the Order of the Missionaries of Charity. Nobel Prize for Peace in 1979, 1910-1997.

"The deepest principle in human nature is the craving to be appreciated."

William James

American philosopher and psychologist, leader of philosophical movement of Pragmatism, 1842-1910

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

FirstWorks™ TRAINING GRADUATES

Washington

Deysi Martinez
Sovuth Sem

California

Alonso Wimberley, Jr

Arizona

Juan Calderon
Errol & Jermaine Parris
Diana Valerio
Taurus Williams

OpenWorks' Calendar of Advanced Training Classes

Arizona:

OpenWorks
4742 N. 24th Street, Suite 300
Phoenix, AZ 85016

Date: Wednesday, February 13th
Time: 5:30pm – 7:30pm
Location: Saguaro Room
Topic: *How to make Cleaning Easier with Less Effort and Pain
Seating is Limited. Please RSVP to (602) 224-0440 x101
no later than February 11th!!!*

Washington:

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

Date: Thursday, February 21st
Time: 1:00pm – 2:00pm
Location: Conference Room
Topic: *Basic Business Functions for Your Franchise*

Achieve Their Dreams

Cleaning Tip

How to Dust an Office

One of the top cleaning complaints is substandard dusting. It seems everyone has their own way of approaching this task, and we all use a variety of tools. With the concern over air quality and "**green cleaning**", the old feather duster is no longer the desired tool for professionals in the cleaning industry.

The best tool to use for dusting is a **micro fiber cloth**. Micro fiber cloths trap dust and soil in the cloth, rather than moving it around the surface like cotton cloths, or making it airborne like feather dusters. Keeping the cloth folded allows you to turn it over and continue re-folding it in order to use all clean sections. Your cloth will last much longer this way. Micro fiber cloths can be used dry for dusting, or slightly damp for surfaces such as glass that have fingerprints. If the cloth is too wet, follow up with a dry cloth. High dusting wands also are available using the micro fiber application. Or another alternative are, back pack vacuums with an extension wand that can be used for high dusting while still meeting "**Green Cleaning Standards**".

As you may recall from your First Works Class, when dusting, work around the room in a clockwise or counterclockwise direction. You don't want to go back and forth across the room, as you'll be wasting time by taking more steps than necessary. Plus there's a greater chance that you'll miss something if you jump from place to place.

Dusting desks can be a touchy subject. Some people get upset when they find even the smallest speck of dust, while others don't want you touching their desk at all. It's best to work this out during the initial walk-through of the building. It is the general policy to not move items on the customer's desks. Let them know that if the desk is cleared you'll do a thorough dusting, but desks with papers and other items won't be touched. In most cases you'll be able to work around a few papers in order to dust other areas of the desk, you should move objects such as calculators and phones to dust underneath. Be sure to replace the item in the same location on the desk.

Horizontal and vertical blinds are sometimes neglected in offices, but should be dusted according to the work specifications. The best tool to use for dusting horizontal and vertical blinds is a vacuum with a brush attachment. This will keep the dust from becoming airborne. Start by dusting across the top of the blind if possible. Then close the blind to one side and dust or vacuum the entire surface. Next close the blind to the other side and dust or vacuum this side. And finally, dust the window sill.

Other potential problem areas for dusting are fire extinguishers, ceiling fans, handrails in stairwells and chair and table legs. Attention to these areas reflect detail cleaning and a genuine concern on keeping the facility clean.



Jay Kelly
Field Service Trainer

From Our Mailbag

"On the last day of every three (3) week class students are asked to complete a survey regarding many areas of the Institute and our programs, including their opinion on the cleanliness of the facility. There are approximately 400 – 500 surveys returned and any problems and/or concerns reported are assigned to the appropriate managers for follow-up. Again this month out of the 400+ completed surveys, there was not one complaint regarding the cleanliness of the restrooms or campus.

Larry and I want to express how happy we are and to let you know we appreciate everything you and your crew do to keep the school in such excellent condition. The painting, landscaping and janitorial services are working out very well. So, thank you very much and know your efforts are very much appreciated. You make Larry and I look good and that is such a great change from all the years of student employees.

Thank you so much."

**Amo Eldorado
Motorcycle Mechanics Institute
Arizona**

OpenWorks is proud
to be a member of
the U.S. Green
Building Council.



About USGBC

The U.S. Green Building Council (USGBC) is a non-profit organization committed to expanding sustainable building practices. USGBC is composed of more than 12,000 organizations from across the building industry that are working to advance structures that are environmentally responsible, profitable, and healthy places to live and work.

USGBC's Mission

To transform the way building and communities are designed, built and operated, enabling an environmentally and socially responsible, healthy, and prosperous environment that improves the quality of life.

Contact Us

Please forward your comments, newsletter contributions, or suggestions to:

Opening Doors Newsletter

4742 North 24th Street
Suite 300
Phoenix, AZ 85016
fax: 602-468-3788

E-mail the editor:
info@openworkswb.com
www.openworkswb.com



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NEWSFLASH:

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EMPLOYEE ADDITIONS AND PROMOTIONS...

As OpenWorks expands we are excited to welcome some new members to our team as well as announce several promotions. Each of these individuals brings with them an enormous amount of talent and skill and we look forward to getting to know them better in the months that follow. They are all eager to meet and assist you.



Here at the corporate office we are pleased to introduce **Kathy Krueger**, OpenWorks new Chief Financial Officer. She has extensive experience and if you have any complex financial issues that need to be resolved, Kathy can be reached at KathyKrueger@openworkswb.com. Also joining our Corporate Office team is **Toni Alford**. Toni is our new Customer Service Manager and she brings with her years of customer service management experience, she can be reached at ToniAlford@openworkswb.com. Finally, the corporate office is very excited to announce the promotion of **Susan Abbott** from Front Desk Coordinator to Executive Assistant to the President. Among other duties Susan will now be editing the Opening Doors Newsletter and is eager to hear any suggestions you may have. She can be reached at SusanA@openworkswb.com.

Jennifer Bookman is our newest account executive in the Arizona regional office. Jennifer worked for OpenWorks some years ago and left to focus on her young family. We are very pleased to have her back and she is already busy obtaining new customers. Should you ever have a question for Jennifer she can be reached at JenniferBookman@openworkswb.com.

In our California regional office we are pleased to welcome a new Regional Manager, **David Abdeen**. David brings with him much experience in the franchising arena and commercial cleaning industry. If you are in the California Region and would like to introduce yourself, David can be reached at DavidAbdeen@openworkswb.com.

Our Washington regional office has had two new account executives join their team. We are keen to introduce **Sonja Gonzales** and **Daniel Hughes**. Both bring an extensive background in sales and they are eager to complete their training periods so that they are able to get out in the field and sign new customers. Should you ever need sales assistance Sonja can be reached at SonjaGonzales@openworkswb.com and Daniel can be reached at DanielHughes@openworkswb.com. Finally, the Washington regional office is ecstatic to announce the promotion of **Christina Arner** to Regional Director. Christina has been the Director of Operations for some years now and we are very excited to see her shine even brighter in her new role. If you have a need to contact Christina she can be reached at ChristinaA@openworkswb.com.

OpenWorks looks forward to a further growth in the upcoming years. We hope that you are as excited by these additions and changes as are we.