

# Opening Doors



## 2007 President's Club Awards March 7th, 2008.



1st Row – Left to Right: Toshio Tanaka, Nohemi Carlson, Sylvie Proodian, Kathy Krueger, Tammy Cartwright, Silvia Stoyanova, Christina Arner, Melly Angulo, Tara Haller, Susan Abbott, Sylvia Hollingworth Reichle,  
2nd Row – Left to Right: David Abdeen, Steve Prrodian, Rick Carlson, Jeremy Pound, Venu Mandadi, Carey Wheeler, David Cartwright, Eric Roudi, Rob Moore, Greg Gee, Tony Jimenez, Virgilio Angulo, Grant Gifford, Esaul Davila

On March 7th, 2008, OpenWorks held its fourth annual President's Club Awards Banquet in Phoenix, Arizona. This event honors both our top performing franchisees as well as our most valuable employees. Those recipients, who traveled a great distance to attend the function, were provided with transportation and hotel accommodations. The evening began with cocktails and appetizers and this gave franchisees and employees from each of our different regions an opportunity to get to know each other and share business tips. After some group photos, the Awards ceremony began with a speech from Eric Roudi, CEO. Each Regional Manager was then introduced and they presented their region's franchisees and employees with the awards. In addition, to the beautiful trophy, each winner also received a gift bag that included a President's Club shirt and business cards engraved with the gold President's Club seal. Once all the awards had been presented there was, of course, a delicious dinner. However, the best part of the evening was the opportunity to meet peers and learn how they had been able to achieve so much over the past year. Congratulations to all the 2007 President's Club Winners!!!!

"Printed on Recycled paper."

Honoring  
President's Club  
Winners!

Franchisee of the  
Month

First Works Training  
Graduates

Training Calendar



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# Helping Our Franchisees

*President's Club honorees were recognized for their outstanding achievements within the following categories:*

**Top Performing Franchisees** – This high honor acknowledges the franchisees who best exemplify qualities of an OpenWorks business owner. They maintain strong client relationships with the highest YTD account retention rate for the calendar year. This award represents individuals who were recognized as Franchisee of the Month at least once during the calendar year and have grown at least 20% in their RJS billing over the course of the year, over and above their "A" Contract volume. Recipients of this award for 2007 were:

• **Arizona:**

- \* Virgilio Angulo
- \* Ken & Heidi Chaffee (Did not attend, no photo available.)
- \* Esaul Davila
- \* Elisa & Manuel Gonzalez



Virgilio Angulo, Rob Moore and Greg Gee



Eric Roudi, Esaul Davila, Rob Moore and Elisa Gonzalez



Eric Roudi, Esaul Davila, Rob Moore and Greg Gee

• **Washington:**

- \* Tony Jimenez
- \* Silvia Stoyanova
- \* Esaul Davila
- \* Carey Wheeler

• **California:**

- \* Toshio Tanaka



Christina Arner, Tony Jimenez, Eric Roudi



1st Row: Left to Right: Toshio Tanaka, Silvia Stoyanova, Melly Angulo  
2nd Row: Left to Right: Carey Wheeler, Tony Jimenez, Virgilio Angulo, Esaul Davila



Christina Arner, Silvia Stoyanova, Eric Roudi



Christina Arner, Carey Wheeler, Eric Roudi

If winning isn't everything, why do they keep score?

**Vince Lombardi (1913 - 1970)**

US football coach

Winning may not be everything, but losing has little to recommend it.

**Senator Dianne Feinstein (1933 - )**

US Democratic politician

Victory belongs to the most persevering.

**Napoleon Bonaparte (1769 - 1821)**

French general & politician

# Achieve Their Dreams

**Outstanding Service** – This award category is reserved for recognizing excellence amongst the OpenWorks operations staff. Recipients of this award have demonstrated superior performance in all aspects of the operations role including account retention, problem solving and customer service. Each recipient was recognized at least once in the calendar year for Outstanding Service for the month. Recipients for 2007 were:



Eric Roudi, Rick Carlson, Rob Moore, Greg Gee



Eric Roudi, David Cartwright, Rob Moore, Greg Gee



Eric Roudi, Steve Proodian, Rob Moore, Greg Gee

- **Arizona:**

- \* Rick Carlson, Major Accounts Manager
- \* David Cartwright, Major Accounts Manager
- \* Steve Proodian, Major Accounts Manager

**Inside Sales** – This award recognizes our top performing inside sales rep. This individual must have averaged over 20 good appointments per month and generated revenue that exceeds \$84,000 from appointments they set throughout the year. Recipients for 2007 were:

- **Corporate:**

- \* Tara Hall, Inside Sales Representative



Eric Roudi, Tara Haller, Greg Gee



1st Row: Left to Right: Steve Proodian and Tara Haller

2nd Row: Left to Right: Rick Carlson and David Cartwright

**For more details and to find out how you can strive to achieve the President's Club status in the future, check with your OpenWorks Regional Director or the Director of Operations in your region.**



**FirstWorks™**

TRAINING GRADUATES

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

**Arizona:**

Ivan Barrios  
Maggie Carrillo

**California**

Marlon Dadia  
Angelica Palacios

**Washington:**

Darity Huy

**Contact Us**

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

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# OpenWorks salutes Our Franchisee of the Month

## Arizona

**John Currie** – John continuously shows a positive “can do” attitude toward growing his business and taking on challenging projects for OpenWorks. He recently took on a high use 7 day /24 hour customer that had not been cleaned for over a year and has brought it up to acceptable standards. In addition, John accepted a facility that has challenged a number of other franchisees during the past 18 months. He stepped in and has the facility looking better than ever before. Thank you, John, for your continuing commitment!

## California

**Pedro Zepeda** – Pedro has excellent customer service skills and communicates on a regular basis with his customers as well as the office personnel. His dedication to the detail cleaning has his customers praising OpenWorks and providing us with references. Excellent work, Pedro!

## Washington

**Obasi Chidinma** – Chi Chi and her staff just took on their first account and received great compliments on their new account start up at a very challenging restaurant. We are pleased with their level of commitment and excitement towards the customer and their business. We enjoy working with them and will be by their side to help them become successful business owners and assist with any future expansion plans they may have. Keep up the spectacular work, Chi Chi!



## OpenWorks' Calendar of Advanced Training Classes

**Arizona:**

OpenWorks  
4742 N. 24<sup>th</sup> Street, Suite 300  
Phoenix, AZ 85016

Date: Friday, April 25th, 2008  
Time: 12:00 noon – 2:00pm  
Location: Saguaro Conference Room/Lunch will be served  
Topic: *To RSVP and schedule pick up of your check, Please call Customer Service at 602-224-0440 No later than April 21st!!*

**Washington:**

OpenWorks  
1750 112<sup>th</sup> Avenue N.E., Suite D151  
Bellevue, WA 98004

Date: April 24th, 2008  
Time: 1:00pm – 2:00pm  
Location: Conference Room  
Topic: *Microfiber Products*