

Opening Doors

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OpenWorks Employees Help the Community



Founded in 1967 by John van Hengel, St. Mary's Food Bank Alliance is known globally as the world's first food bank. The Food Bank serves 675 agency sites throughout thirteen of Arizona's fifteen counties. The organization is committed to providing food to agencies throughout Arizona that serve a variety of clients – seniors, families, children and infants of different colors, faiths and abilities. With locations in the Valley and Northern Arizona, the Food Bank is able to serve a wide population, especially in rural areas of our vast state. Every day the Food Bank distributes enough food to provide nearly 200,000 meals in the community. Each dollar given to the Food Bank can be turned into food for seven meals.

In an effort to give back to our community the employees who work in the OpenWorks office located in Phoenix, Arizona joined together to assist St. Mary's Food Bank Alliance. OpenWorks facilitated a month long food drive to collect canned and dried foods for use in St. Mary's Food Bank's different programs which include but are not limited to:

Emergency Food Boxes – with boxes for families and infants, this food provides nutrition and nourishment for those facing a crisis situation.

Food Value Club – designed to stretch a family's or individual's dollar, the public may buy a box filled with quality food purchased by the Food Bank, such as meat, pasta, tomato sauce and canned vegetables.

The long, hot summer months are especially critical times for the Food Bank as children are out of school and they no longer have access to the hot lunches and after school snacks and breakfast programs most schools offer. In just one month, OpenWorks employees donated 760 pounds of food that were donated to St. Mary's Food Bank.

The food drive ended with an actual volunteer event at one of the Phoenix branches of St. Mary's Food Bank. OpenWorks employees spent an afternoon working in the warehouse assembly



line preparing boxes of food for needy people. The employees showed great dedication to the community working in 100°+ heat with only fans and a swamp cooler to keep them comfortable. In just one afternoon OpenWorks employees were able to bag 13,714 pounds of squash into smaller quantities to be placed in the emergency food boxes for the Food Bank. St. Mary's Food Bank is always looking for donations of time and food; to help please go to www.firstfoodbank.org or call them at 602-352-3640.



"How wonderful it is that nobody need wait a single moment before starting to improve the world."

ANNE FRANK
(1929-1945)

German Jewish girl and author of a diary of her family's two years in hiding during World War II

"I expect to pass through life but once. If therefore, there be any kindness I can show, or any good thing I can do to any fellow being, let me do it now, and not defer or neglect it, as I shall not pass this way again."

WILLIAM PENN
(1644-1718)

English Quaker leader and founder of Pennsylvania

"We make a living by what we get, but we make a life by what we give."

WINSTON CHURCHILL
(1874-1965)

British Orator, Author and Prime Minister during World War II.

"It's easy to make a buck. It's a lot tougher to make a difference."

TOM BROKAW
(1940-Present)

News Anchorman



Congratulations

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

Arizona

Adolfo Villalobos

California

Jeffrey Lee

Texas

Eddie & Angelica Gutierrez

OPENWORKS SALUTES OUR

Franchisee of the Month

Arizona

Elisa Gonzalez – has been a successful franchisee with OpenWorks since 2004. She was a Presidents Club recipient in 2007 and always maintains a positive attitude toward challenging accounts. Recently Elisa took over a client that was very hard to please. Now the account is running smoothly. Elisa and her team are to be congratulated for their quality work and the way they represent OpenWorks. THANKS Elisa!

California

Alonso Wimberley Jr. – Alonso came on board with OpenWorks possessing very little cleaning knowledge and experience. In the time he has been with us he has managed to keep a challenging customer in the medical field from having any cleaning concerns. This medical facility is open 24 hours a day and is constantly dealing with graffiti in the restroom and debris thrown

behind furniture in the waiting area. Alonso is always quick to respond to any issues and is a great example of what customer service is all about. Way to go Alonso!!

Washington

Kate and George Kardeshev – Kate and her staff have recently taken on a number of very demanding accounts, all at once, that have required constant attention and supervision. One of these accounts has previously challenged a number of different crews. However, Kate and her staff have managed to obtain the very first written compliment from a very difficult customer, thus showing their ability to not only perform the work; but the ability to set an example when it comes to handling their customers in a very professional and diplomatic manner. They are also the first to volunteer and take on tough Special Cleans. Continue to shine, Kate and George!!

OPENWORKS
CALENDAR OF

Advanced Training Classes

Arizona

OpenWorks

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

Date: Friday, July 25th
Time: 12:00pm – 2:00pm
Location: Saguaro Conference Room
Lunch will be served

Washington

OpenWorks

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

Date: Thursday, July 31st
Time: 1:00pm-2:00pm
Location: Conference Room
Topic: Supplies

*** To RSVP and schedule pick up of your check, please call Customer Service at 602-224-0440 no later than July 21st!!!**

Helping Our Franchisees



■ FROM THE MAIL BAG

Since OpenWorks took over the cleaning of our two apartment buildings in December, I have heard nothing but praise from our tenants. One tenant wrote me an e-mail saying, "I have never seen the elevator threshold so clean and it praises me to no end!"

It is Javier and his crew's attention to detail that makes our buildings shine. Whether completing apartment turns or cleaning the common areas of the building, they seem to truly care about doing a spectacular job. I look forward to walking through the buildings on Friday afternoon and seeing how everything sparkles and smells so fresh and clean.

We are very pleased with our service and look forward to a long and rewarding relationship.

Rebecca Stum

PROPERTY MANAGER, ALLEGRA PROPERTIES

We Need Your Help!

Who better to provide these tips 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 feel free to call Susan at 800-777-6736 ext. 141.

■ BETTER BUSINESS PRACTICE

The 1st Step Towards "Green Cleaning"

By Rick Carlson, Major Account Manager

One of the easiest, least expensive and most effective ways to start transitioning your business to a complete "green cleaning" operation is through the use of micro-fiber cloths. Micro-fiber cloths are usually made of 70% polyester and 30% polyamide and most importantly they are completely chemical-free! Micro-fiber cloths are hypoallergenic and they discourage bacterial growth and spread



of germs. When used with a neutral disinfectant cleaner, microfiber cloths are 99.94% effective in removing bacteria from smooth surfaces, as compared to conventional cotton cloths which are only 91.89% effective.

Unlike their traditional counterparts microfiber cloths actually remove the dirt rather than just moving it around. You might have been challenged by the layer of haze left on shiny countertops and windows even after applying cleaning products and wiping them dry with conventional cotton cloths. If you apply a microfiber cloth to this hazy sheen you will see it immediately disappear with just one swipe.

You can get microfiber cloths which are color coded (blue, green, red and yellow) for use on different surfaces or jobs to prevent cross contamination. In addition, it is now possible to get mop heads, duster heads and other cleaning extensions made out of microfiber. Something that is important to remember is that although you might pay a little more for microfiber instruments they are actually more economical than conventional cotton ones and will last much longer. Microfiber absorbs up to seven times its weight in water, even after hundreds of washes. One microfiber cloth will outlast thousands of paper towels and hundreds of cotton wipes. So, why don't you make the move today and provide your customers with not only a cleaner facility but also a healthier and safer one for their employees! Please contact your Major Account Manager should you have any questions regarding environmentally friendly products.

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 —

Arizona:

Harold Cadiz

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www.openworksfranchise.com



OpenWorks®

Give your facility the works®

Last Chance To Vote!



Your Vote Counts!

To Our Valued Franchisees...

For those of you not familiar with Ranking Arizona: The Best of Arizona Business, this is an annual business opinion poll conducted by AZ Business Magazine. The poll includes more than 4,000 businesses in more than 180 different business and leisure categories and voters log on to rank businesses based upon their opinions of quality of product, service, and people.

We hope you will support us in moving OpenWorks to the top of the list in 2009! To place your vote, please log on to the Az Business Magazine website **before July 31st** and follow the directions below.

- Go to www.azbusinessmagazine.com
- Find the Ranking Arizona link on the right side of the screen
- From the pull-down menu, select Business Services, click Next
- From the pull-down menu, select Maintenance / Janitorial Cos.
- Click 'Next'
- From the pull-down menu for 1st Choice, (you don't need to select 2nd & 3rd choices unless you would like to) select OpenWorks, type in your e-mail address, and click Vote!

Thanks for your vote of confidence.

Sincerely,

Eric Roudi
CEO, OpenWorks

**EVEN IF
YOU'RE IN
WA OR CA
You Can Vote!**