

Opening Doors

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OpenWorks understands that given the current economic climate the nonprofit community needs us more than ever and as a direct result, we decided to create a Foundation, CommunityWorks by OpenWorks. In an effort to give back to the community that has helped foster the success of our company, we plan to support nonprofit organizations in our community through monetary and in-kind donations.

CommunityWorks by OpenWorks is an employee-run, volunteer group that donates time, energy and money to assist local non-profit community organizations that primarily benefit children and at-risk youth. Funding is received from sponsored annual fundraisers. Sponsorships and donations are solicited from employees and OpenWorks industry relationships. OpenWorks funds, budgets, and provides the manpower to make CommunityWorks by OpenWorks possible.

Just last month CommunityWorks by OpenWorks hosted its first annual fundraiser, a Casino Night. Held on Friday, October 2nd at the Cottonwoods Resort in Scottsdale over 100 guests enjoyed an evening of fun. There were three poker tournaments with vacation getaway packages for the winners as well as a casino pit filled with games including roulette. A DJ provided music and entertainment. A pasta bar, carving station, dessert table and fully stocked bar provided sustenance. There was even a raffle with nu-



CommunityWorks
by OpenWorks

Casino Night A Huge Success!

merous prizes including signed sports memorabilia, spa packages, jeep excursions, art by local artisans and more.

We are very happy to declare that our first event was a great success and all proceeds will be donated to three very important charities:

- **notMYkid** is a non-profit organization dedicated to preventing destructive youth behaviors such as substance abuse, eating disorders, self injury, depression. Their goal is to encourage kids

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Guests and volunteers enjoyed themselves in the casino pit.

“None is more impoverished than the one who has no gratitude. Gratitude is a currency that we can mint for ourselves, and spend without fear of bankruptcy.”

FRED DE WITT VAN AMBURGH

“The Pilgrims made seven times more graves than huts. No Americans have been more impoverished than these who, nevertheless, set aside a day of thanksgiving.”

H.U. WESTERMAYER

“We give thanks for unknown blessings already on their way.”

AUTHOR UNKNOWN

“Thanksgiving was never meant to be shut up in a single day.”

ROBERT CASPAR LINTNER



CASINO NIGHT SPONSORS:

Royal Flush



Cocktail Hour

Total Cleaning Solutions by Teresa & Cristian Perez & AGN Group, Inc. by Amina Redd

King of Clubs



Queen of Hearts



Jack of Spades



Thanks go to all of the sponsors who gave generously and selflessly:
Royal Flush – Waxie Sanitary Supply; Cocktail Hour – Total Cleaning Solutions by Teresa & Cristian Perez & AGN Group, Inc. by Amina Redd; King of Clubs – Ashley D. Adams, PLC; Queen of Hearts – Lavidge Company, CareerBuilders.com; Jack of Spades – Indoor Climbing AZ on the Rocks.

Casino Night



OpenWorks volunteers without whom this event would not have been possible.
Front Row: Rob Moore, Kathy Krueger, Shelly Gordon, Kelly Giver, Susan Abbott. Second Row: Jennifer Jones, Terri Valentine, Heather Kivatinos, Sylvia Hollingworth Reichle, Amber Barney, Karon Smedley. Back Row: Dane Ellison, Ed Nunez, Eric Roudi



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and families to make positive life choices.

- **Phoenix Children's Hospital's** mission is to provide Hope, Healing and the best Healthcare for children and their families. Their Vision : To be recognized as Arizona's source for superior care of sick or injured children.

- **HomeBase Youth Services** mission is to address the growing needs of at-risk and homeless youth age 21 and younger. The programs and services they offer include Street Outreach, Mobile Medical Outreach, Employment and Life Skills Training, Substance Abuse and Mental Health Care, a Resource Center, a Transitional Living Program, and an Independent Living Program.

Thanks go out to all the volunteers without whom this evening wouldn't have been possible. Of course, we are also incredibly grateful to all of the Sponsors who gave generously and selflessly. Two of these sponsors are members of our very own franchise community and we would like to give special recognition to Cristina and Teresa Perez and Amina



Helping Our Franchisees

BETTER BUSINESS PRACTICE

Cultivating Gratitude

Make a point of acknowledging your team members for who they are and what they do; let them know they're valued and appreciated and that they and their work are important. True gratitude needs to be personal and genuine. It's not just saying thank you, but how you show it that makes all the difference.

Six easy ways to say thank you:

1. Send a thank-you email or e-greeting card. Our mailboxes are flooded daily with emails telling us all the things we didn't do, all the things we did wrong, or all the things we should be doing! Think how refreshing it would be for a co-worker to open their email and find a note of gratitude.

2. Send a virtual box of chocolates or bouquet of flowers. They cost nothing and are calorie free!

3. Take someone out for coffee or lunch "just because."

4. Leave a sticky note. Imagine how great someone would feel coming back from lunch, a boring meeting or the restroom to find a note of thanks stuck on their monitor or to their desk!

5. Send a hand-written card or note. Everywhere I go people complain that all they ever get is junk mail and bills. Believe it or not, people long for a hand-written card or note in your handwriting, in an envelope, with a stamp on it! So keep a box of thank-you cards in your desk drawer and use them.

6. Leave a thank you voicemail message. Most of us are inundated with voicemail messages that we'd like to delete two seconds after they start! You can make someone's day by leaving a message thanking them for who they are or the great work they do.

Perhaps you can even adopt a personal strategy. For example, give one verbal appreciation every hour and send one written thank you every day.

These are just some of the ways to show your gratitude around the workplace. I'm sure you can come up with others. You never know when your words of appreciation will make a person's day. It takes so little effort and yet it makes you feel good knowing that you've brightened someone's outlook with something so simple. Try it for a month at your own job; see what happens.



Above: Service Providers, Teresa & Cristina Perez and their guests.



Delicious food, fun games and great company...all marks of a successful event!

Redd for their generosity. We would also like to thank those service providers who bought tickets and came out to enjoy the event with us. We hope that more of our service providers will become involved in our Foundation and its work as we grow. Casino Night was just the first of many exciting events and as we move forward we will continue to strive to be a Philanthropic Corporate Leader through strong partnerships with local nonprofit organizations. It's our hope other companies will follow in our footsteps.

Achieve Their Dreams . . .

Franchise Referral Program

The program is very simple – just call the Regional Director 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

Troy Hale

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open works
there is a difference

OPENWORKS SALUTES OUR Franchisee of the Month

Arizona

Hector Mota – Hector has been a service provider with OpenWorks since January 2008 and is currently in the process of growing his business at a very fast pace. Hector currently services one of our top customers, Suntron Industries, which requires special services and specialized equipment. Hector took this on with no hesitation, added volume to his business and invested in the equipment and additional employees so that he could service this customer. Hector took extra time to prepare cleaning schedules, train his employees, and to work the facility himself to insure proper cleaning procedures are used and the customer is satisfied. He is inspecting this facility, if not working it himself, at least once a week and has created a working relationship with the customer. Thank you Hector for your hard work and dedication to your business and our customer!

California

Juan Mercado – Part of the OpenWorks family for over 15 years, Juan Mercado has once again proved his commitment. On numerous occasions he and his team have provided outstanding customer service, however, one particular situation stands out above the rest. Just recently when an employee of Juan's found an iPhone in the trash, the employee returned the phone to the Open Works Regional office and we were able to track down the owner of the phone. This illustrates the honesty and dedication of Juan and his team. Keep on shining, Juan!

Washington

Stefan Krumov – An OpenWorks service provider since January 2008, Stefan has impressed us with his hard work ethic and can-do attitude. He performs outstandingly at all customer facilities, yet shines even more brightly at Burlington Northern Sante Fe Railway (BNSF). Stefan is a prime example of excellent customer service and is always willing to go the extra mile. Stefan's positive attitude makes him a pleasure to work with. Awesome job, Stefan, keep it up!

FirstWorks™

TRAINING GRADUATES

Congratulations!

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

Arizona

Aaron Angulo
Greg Gilbert

Texas

Araceli Gill

CALENDAR OF ADVANCED TRAINING CLASSES

* Arizona OpenWorks

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

MONTHLY FRANCHISEE BUSINESS MEETING

Date Friday, November 20th
Time 12:00pm – 2:00pm
Location Saguaro Conference Room. Lunch will be served.

Topic Franchisee Appreciation & Newest Technology in Cleaning

* Washington OpenWorks

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

MONTHLY FRANCHISEE BUSINESS MEETING

Date Thursday, November 19th
Time 1:00pm – 3:00pm
Location Conference Room
Topic New Equipment & Technology



Happy Thanksgiving to you and yours!