

Opening Doors



2009 President's Club Awards

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On March 12th, 2010 OpenWorks held its sixth annual President's Club Awards Banquet in Phoenix, Arizona. This event honors both our top performing business owners 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 our service providers and employees from each of our different regions an opportunity to get to know each other and share business tips.

After some group photos, a delicious dinner was served. After which the Awards ceremony began with a speech from Eric Roudi, CEO. Each Regional Manager was then introduced and they presented their region's business owners 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 dessert (a chocolate mousse cake...yum, yum) and coffee were enjoyed by all. 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 2009 President's Club Winners!!!!



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

VINCE LOMBARDI
(1913 -1970)
American football coach

"Win as if you were used to it, lose as if you enjoyed it for a change."

RALPH WALDO EMERSON
(1803-1882)
American poet, lecturer and essayist

"A quitter never wins and a winner never quits."

NAPOLEON HILL
(1883-1970)
American author

"You will never win if you never begin."

HELEN ROWLAND
(1876 -1950)
English-American writer

"Attitude is a little thing that makes a big difference."

WINSTON CHURCHILL
(1874 -1965)
British Politician and Prime Minister during WWII

"The highest reward for a person's toil is not what they get from it, but what they become by it."

JOHN RUSKIN
(1819 -1900)
British Artist, Poet and Social Thinker

The 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 2009 were:

Arizona
Elisa & Manuel Gonzalez
David Lopez
Cristina & Teresa Perez

California
Adam Linares

Texas
Heriberto Guterrez, Jr

Washington
Carey Wheeler
Anatoliy Yevsyugov



Helping Our Franchisees

PHOTO #1

Adam Linares

Left to Right: Tom Dowd (CA & WA Director of Operations), Eric Roudi (CEO), Christina Arner (CA & WA Regional Director), Adam Linares (CA Franchisee Winner), Dane Ellison (COO)



PHOTO #2

Elisa & Manuel Gonzalez

Left to Right: Eric Roudi (CEO), Manuel Gonzalez (AZ Franchisee Award Winner), Troy Hale (AZ Regional Director), Elisa Gonzalez (AZ Franchisee Award Winner), Dane Ellison (COO)

Tara Haller Left to Right: Eric Roudi (CEO), Sherrie Holloway (Inside Sales Manager), Tara Haller (Corporate Inside Sales Representative Award Winner), Dane Ellison (COO)



PHOTO #3

Cristina & Teresa Perez

Left to Right: Eric Roudi (CEO), Troy Hale (AZ Regional Director), Cristina Perez (AZ Franchisee Award Winner), Teresa Perez (AZ Franchisee Award Winner), Dane Ellison (COO)

Ed Nunez Left to Right: Eric Roudi (CEO), Ed Nunez (Corporate Strategic Account Manager Award Winner), Rob Moore (VP of Operations), Dane Ellison (COO)

PHOTO #4

President's Club Winners

Top Row (Left to right): Eric Roudi, Carey Wheeler, Anatoliy Yevsyugov, Ed Nunez, Paul Atherley, Chris Waugh, Adam Linares, Dane Ellison, Manuel Gonzalez, David Lopez. Bottom Row (Left to right): Cara Chalmers, Cristina Perez, Teresa Perez, Chelsea Bergesen, Tara Haller, Terri Valentine, Elisa Gonzalez



PHOTO #5

Carey Wheeler

Left to Right: Tom Dowd (CA & WA Director of Operations), Eric Roudi (CEO), Christina Arner (CA & WA Regional Director), Maria Orellana (Member of Carey Wheeler's Team), Carey Wheeler (WA Franchisee Award Winner), Brian Miller (Member of Carey Wheeler's Team), Dane Ellison (COO)



PHOTO #6

Anatoliy Yevsyugov

Left to Right: Tom Dowd (CA & WA Director of Operations), Eric Roudi (CEO), Christina Arner (CA & WA Regional Director), Anatoliy Yevsyugov (WA Franchisee Award Winner), Dane Ellison (COO)



Terri Valentine Left to Right: Eric Roudi (CEO), Terri Valentine (AZ District Manager Award Winner), Troy Hale (AZ Regional Director), Dane Ellison (COO)



Paul Atherley Left to Right: Eric Roudi (CEO), Christina Arner (CA & WA Regional Director), Paul Atherley (CA District Manager Award Winner), Dane Ellison (COO)



Cara Chalmers Left to Right: Tom Dowd (CA & WA Director of Operations), Eric Roudi (CEO), Christina Arner (CA & WA Regional Director), Cara Chalmers (WA Account Manager Award Winner), Dane Ellison (COO)

Employee Awards

This award category is reserved for recognizing excellence amongst the OpenWorks sales and operations staff. Recipients of this award have demonstrated superior performance in all aspects of their sales and operations roles including securing accounts, retaining accounts, problem solving and customer service. Recipients for 2009 were:

Inside Sales - Corporate Tara Haller, Inside Sales Representative

Operations - Corporate Ed Nunez, National Accounts Manager

Operations - Arizona Terri Valentine, District Manager

Operations - California Paul Atherley, District Manager

Operations - Washington Cara Chalmers, Major Accounts Manager Chris Waugh, District Manager

MVP Chelsea Bergesen, WA

LEFT Chelsea Bergesen Left to Right: Tom Dowd (CA & WA Director of Operations), Eric Roudi (CEO), Christina Arner (CA & WA Regional Director), Chelsea Bergesen (MVP Award Winner), Dane Ellison (COO)

RIGHT Chris Waugh Left to Right: Tom Dowd (CA & WA Director of Operations), Eric Roudi (CEO), Christina Arner (CA & WA Regional Director), Chris Waugh (WA District Manager Award Winner), Dane Ellison (COO)

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

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

troyhale@openworkswb.com
602-224-0440 ext. 132

California

Christina Arner

christinaa@openworkswb.com
(562) 428-9210 ext. 304

Dallas, Texas

Grant Gifford

grantg@openworkswb.com
(214) 766-2310

Washington

Christina Arner

christinaa@openworkswb.com
(425) 827-0550 ext. 304

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.openworksfranchise.com

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OPENWORKS SALUTES OUR

Franchisee of the Month

Arizona

Otoniel & Tony Erazo – Otoniel and his son Tony have been successful franchise owners since 2007. Tony his father have provided high quality service and take pride in each of their accounts. They have a strong relationship with their accounts and have never lost a client due to poor service. In addition to the Erazo's diverse portfolio, they recently took on 4 large multi-tenant medical office buildings that are over 200,000 SFT in size. Tony took ownership of these high profile accounts and has exemplified excellent leadership and management skills of a large crew. The Arizona team is very proud of the father/son duo and their accomplishments, as they have led by example and demonstrated the qualities necessary to be a successful leader and profitable franchise owner.

California

Toshio Tanaka – Toshio has been a franchise owner with OpenWorks since June 1996. Since then, Toshio has shown that he knows the true meaning of customer service. He is consistently exceeding customer expectations and impressing the OpenWorks staff. To the customer, Toshio is like family in

CALENDAR OF ADVANCED TRAINING CLASSES

* Arizona OpenWorks

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

MONTHLY FRANCHISEE BUSINESS MEETING

Business meetings will be held quarterly this year. Watch your mailbox for details

* California OpenWorks

4300 Long Beach Blvd., Ste. 760
Long Beach, CA 90807

MONTHLY FRANCHISEE BUSINESS MEETING

Business meetings will be held quarterly this year. Watch your mailbox for details

* Washington OpenWorks

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

MONTHLY FRANCHISEE BUSINESS MEETING

Business meetings will be held quarterly this year. Watch your mailbox for details.

every regard. California and OpenWorks nationally are very fortunate to have such a great Franchise Owner as Toshio.

Texas

Charles Richmond – Charles has been with us since the start, he was the first franchisee in the Texas market. Charles continues to grow his business and just started Josten's with us this month. Charles and his wife Jackie are very successful in building relationships with their clients and have been incredibly successful over the past couple of years. Keep up the great work, Charles!

Washington

Georgi and Kate Kardashev – Kate and Georgi have been franchise owners since July 2004 and have been selected as franchise owners of the month in the past because of their quality service. Kate and Georgi consistently provide quality service to their accounts and take pride in their work. They are ideal for quick TAG jobs and are experts using the Restroom Cleaning Cart. They attended the First Quarter Franchisee Business Convention and aim to grow their business with OpenWorks. We look forward to a long and mutually beneficial relationship with Kate and Georgi.

FirstWorks™
TRAINING GRADUATES

Congratulations!

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

Arizona Matt Mock
Washington Tam Minh Duong
Lam Bang Nguyen