

Opening Doors

OpenWorks Gives Back in AZ

In This Issue

OpenWorks Gives Back in AZ

Franchisee of the Month

FirstWorks Training Graduates

Waxie 2010 Service Provider Convention

More Highlights from the 2009 President's Club

3 Steps to Minimize Conflict With Your Crew

Training Calendar

Franchise Referral Program



On Tuesday, March 30th, 2010 the Corporate and AZ teams spent a wonderful afternoon with a lively first grade classroom at Wilson Primary School which is located in the heart of Phoenix, Arizona. The schools diverse population comes from all over the city and serves the educational needs of children residing temporarily at three different shelters and transitional housing within the community.



continued on page 3



OPENWORKS SALUTES OUR

Franchisee of the Month

"The world's favorite season is the spring. All things seem possible in May."

EDWIN WAY TEALE
(1899 - 1980)

American naturalist, photographer, and Pulitzer Prize-winning writer.

"In charity there is no excess."

SIR FRANCIS BACON
(1561 - 1626)

English philosopher, statesman, scientist, lawyer, jurist and author

"Be like a flower and turn your face to the sun."

KAHLIL GIBRAN
(1883 - 1931)

Lebanese American artist, poet, and writer

"What a child doesn't receive he can seldom later give."

P. D. JAMES
(1920 - present)

English crime writer and Conservative life peer in the House of Lords

"You must give some time to your fellow men. Even if it's a little thing, do something for others - something for which you get no pay but the privilege of doing it."

ALBERT SCHWEITZER
(1875 - 1965)

Alsatian German-French theologian, musician, philosopher, and physician

Arizona

Tom Rowley – Tom is relatively new to the OpenWorks Family of business owners (May 2009) and already has a reputation of "fixing" troubled accounts. Three of our accounts were on the verge of termination and with his hard working crew and great work ethic he has successfully turned all three into contented customers again. Tom's communication skills are one of his strongest points along with the focus he places on the customers immediate needs and he and his crew have far exceeded Openworks' expectations. Arizona Operations Management has unanimously agreed Tom Rowley is an integral part of our bright future and an obvious choice for May 2010 Franchise of the month. Congratulations Tom, thank you for your hard work!

California

Adam Linares – Adam has been a franchise owner since January 2009. He is the Franchisee of the Month for March because his willingness and desire to succeed are unbelievable. Adam will do whatever it takes to meet the customer's needs. Whether it is day or night, he is just a phone call away. Along with always being accessible, Adam always brings a

solution to the table to address concerns and issues. He is always positive, which helps to make a positive outcome and an overall positive experience. Thank you very much Adam!

Texas

Charles Richmond – Charles has been with OpenWorks of Texas for almost 2 ½ years now and his business is still growing. Just last month Charles took on a new account with OpenWorks, Josten. Just recently Charles received huge praise from the Facilities Manager on site regarding his work ethic and cleaning style. He was praised about how the facility looks great and that everyone in the building has said how great the facility looks. This was a customer that was very hesitant to come aboard with OpenWorks and we were able to not only sell him, but deliver on our promise. Way to go, Charles!

Washington

Saul Vargas – Saul has been a franchise owner since August 2007. Account Manager Dan Brusseau writes of Saul "We had a situation at Georgia Pacific in Olympia, where they had a very big corporate visit scheduled for Monday March 8th. In preparation for this, they asked us to have the carpets cleaned on Sunday March 7th. I gave Saul the price for cleaning the carpets earlier that week, based on the numbers that were in the system. When he arrived on Sunday to take care of the carpets, he immediately noticed that the price he was quoted was way off. But instead of refusing to do the work based on the price, he made the right call, and took it upon himself to perform the task realizing the importance of having the carpets cleaned for the extremely important meeting the following day. He could have stood his ground and refused to do the work at the price he was given, but instead he chose to perform the work and made all of us look good, but most importantly the customer! This month he has also shown a great attitude and desire towards becoming compliant with using green chemicals, as well as making sure his entire staff is wearing OpenWorks uniforms nightly." Washington is very happy to have a quality franchisee like Saul Vargas and his team!



Congratulations!

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

Arizona Abdelrahman Mohamed Eldirais

Helping Our Franchisees

Waxie 2010 Service Provider Convention

We are excited to share some recent photos of our two service provider conventions that were held in WA and CA in partnership with Waxie. A lot of effort and teamwork between the WA & CA offices and both Waxie sites and reps in each respective state occurred to pull all of this off. Thank you to all involved.

We had an amazing turnout in both

states. The service providers, as well as the OpenWorks staff, left more educated on proficiencies and cost savings, products, equipment, knowledge of our partnership with Waxie, how to order, hands on training, and excitement to continue to participate in future business meeting, and so much more! Watch out for future events in all our regions.



Left to right: Javier Robledo, Jacqueline Harrison, Bertha Delamora, Ali Delamora, Kia Tan, Vonica Seng, Jesus Arriaga, Griselda Arriaga, Juan Mercado, Nannette Mercado, Ezequiel Alvarado, Victor Lazo, Saul Ramirez, Adam Linares, Cornell Bucurenciu and Paul Atherley.



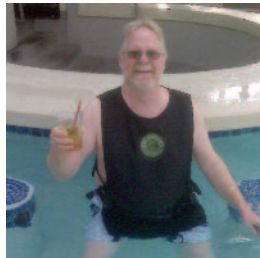
From left to right: Juan Mercado & Nannette Mercado, Javier Robledo, Saul Ramirez.

ADDITIONAL HIGHLIGHTS FROM THE

2009 President's Club



AZ franchisee winner, David Lopez with Eric Roudi (CEO), Troy Hale (AZ Regional Director) and Dane Ellison (COO)



WA District Manager, Chris Waugh, enjoying the AZ sunshine

COVER STORY

continued from page 1



We were lucky enough to be able to provide the students with an Easter Party. We brought pizza and juice for lunch and enjoyed the company of the kids as we sat outside in the beautiful sunshine enjoying the feast. We then went inside the classroom and helped the kids color and construct Easter baskets with the art supplies we provided. The kids were very excited to find out that they would use these baskets to collect eggs that the OpenWorks Easter Bunny had hidden outside. We then arranged and played a number of games with them... bunny sack hop race, bean bag toss, egg on the spoon relay races, pin the tail on the Easter Bunny, and estimate the number of candies in the jar. We ended the special afternoon with a tasty Easter Bunny cake because what party would be complete without cake?!



We all had a wonderful time and the kids seemed to really thrive and enjoy the attention they received from so many positive role models. They, of course, also loved the filled goodie bags we sent home with each child. We look forward to assisting the class and school with other activities in the future.

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 —

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open
works
there is a difference



HUMAN RESOURCE MINUTE

3 Steps to Minimize Conflict with Your Crew *Part 1*

Conflict in the workplace is inevitable. Every manager needs to understand the steps that can be taken to minimize the occurrence of it.

The following action steps will not eliminate conflict, but it most definitely will minimize the amount of severity of it.

Be Proactive instead of Reactive

Every day, you make decisions. Some are minor while other decisions influence the day significantly. Your daily decisions generally fall into two categories:

Reactive – You allow life's events to control you.

Proactive – To the extent possible, you control the outcome.

Think about managers that you know or you have worked with in the past. Some of them spend a lot of time putting out fires, running from one problem to the

next. These types of managers have little time to spare and always seem to be playing catch up. They are reacting to their world.

Other managers handle work's hiccups with grace and efficiency. These managers seem to get more accomplished and actually have time to plan ahead and mentor employees. These managers are taking a proactive attitude to their world.

If you find yourself spending too much time with the fire extinguisher, consider being more proactive and plan ahead.

TO BE CONTINUED: watch for Part 2 and 3 in upcoming newsletters

Source: businessknowhow.com (article by Richard Highsmith)

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

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.