



April 2014  
Issue 4

## CITY OWNER NEWSLETTER

### *Randy Bird*

Thursday Evening at around 8:00 pm, Randy Bird passed away. He was our state owner for the state of Washington. Randy grew up in Rexburg and attended school with John and Cody. He got involved in our business and moved to Wenatchee, Washington around 25 years ago. His wife wrote the following:

Hello to many family and friends,

Though difficult to write, I wanted to let you know that my love of almost 34 years, Randy, passed away yesterday evening after battling a difficult cancer for 2 1/2 years.

For those of you whom we haven't been in touch with, I will give an update.

Randy was diagnosed with Stage 4 Bile Duct Cancer (tumors in liver and lymph nodes) a little over 2 years ago. A rare cancer of which there is no known cause or treatment.

He has long outlived what was expected and did very well throughout most of the journey.

During this time we were able to have many wonderful blessings and even some adventures!

We welcomed into our family 4 more granddaughters, 3 more grandsons...and have yet another grandson on the way in September! That will make an even dozen when that little guy arrives!

We will then have 7 granddaughters & 5 grandsons! We also had 2 weddings to cheer us all - Nicole & Alex and Mitchell & Madison! Such blessings in the midst of trial. We also took a wonderful trip to Hawaii with many close friends, took grandchildren to Disneyworld and attended College Graduation for Matthew & Michelle and Michelle's husband, Scot.

We spent time in Arizona with family, and have had constant children and grandchildren here with us through much of this time. Our families, though not close by, have been such an anchor of support for us and we have felt their love buoy us up through difficult days. We were also blessed to be supported by an amazing group of close friends. They are so cherished and walked this long walk with us through thick and thin, ever hoping with us and never tiring to support, love and serve us. Family and friends are the riches of this earth.

We also had incredibly compassionate & skilled Oncologists and nurses over the past few years. They will never be forgotten by us. They are very special people to whom we love and respect greatly. They helped prolong his life, yet this past summer, things took a bit of a turn. Randy started having constant, extreme pain, which he had not experienced up to that point. This was our turning point and a long difficult journey was ahead. He went through many medical procedures which have been tiring and difficult. It was decided to put him on Hospice in October and he was given 1-2 months at the very most. It has been almost 6 months now! He baffled us all and was known amongst the Hospice team as an 'anomaly'. :) The things we learned and

#### *INSIDE THIS ISSUE*

- *Randy Bird*
- *David Kelly White*
- *Shipping Department*
- *John's Fix-it Corner*
- *Better the Best*

experienced during this time were priceless and life changing. Though difficult for him, I am grateful for every minute I was able to have caring for him. It was a sacred privilege to care for him these past few years.

As Randy began the last 8 months that were most difficult, our daughter Michelle also entered a journey of her own. Headaches revealed a cyst on her inner brain, thus brain surgery to remove it. She has battled short term memory loss but is showing great signs of recovery these past few months and I am ever grateful to a loving Heavenly Father for preserving her life. These two trials together some days seemed unbearable, as we waited and wondered what the outcomes would be.

However, many prayers from so many helped strengthen us to bear our trials and go forward with faith and gratitude in our hearts. It was humbling to hear of prayers being offered for us literally all over the world. They sustained us in ways we cannot describe. There is great power in prayer. The service we have received has also been appreciated. So many, many small & large acts of kindness, each equally important & cherished. We cannot begin to repay or thank you enough.

We have been buoyed up by many angels. Especially so the past few months, both seen and unseen. We have witnessed many miracles and God's hand in our life every day in such personal ways. These I have carefully recorded in a journal that is precious and sacred to me. I am grateful for the gift of learning to 'watch' for the personal touch of God in my life each day.

Thanks once again for all you have done for Randy, myself and my family. It has been inspiring and humbling. We are all ever grateful. My heart is full of such gratitude, especially to my Father in Heaven who blessed me with such an amazing & loving husband. I know I will be with him for all eternity and anxiously await that day.

Much love to all,  
Cyndi

We will all miss Randy. We are grateful for the association we have had with him and his family. Our thoughts and prayers are with the Birds now as they have been for the last couple of years. Cyndi, with the help of some of her children, will be taking over the State Owner Responsibilities for the State of Washington. Our staff at the corporate office will be helping during this transition period. Cyndi is very capable of managing the state, and Randy has been making the transition for her to take over for some time now.

All of this re-emphasizes the importance of turning your great job into a great business. When Randy got sick, he was able to turn the carpet cleaning responsibilities to his employee Cory. He and his family were then able to spend a lot of time together without having to be involved in the day to day running of the business.

## *David Kelly White*

We also received news of the passing of one of our operators in Tennessee. David Kelly White who operated in Bristol, TN, passed away January 20, 2014 at his home. He was born March 19, 1953 in Kingsport, Tennessee. He lived most of his life in Scott County, Virginia before moving to Bristol several years ago. He retired from Tennessee Eastman and owned and operated Heaven's Best for over 10 years. David has one daughter, Tracy White, who will be taking over his business. David will be greatly missed and have enjoyed his association and being a part of the Heaven's Best Family.

## *Shipping Department*

This month's **SPECIAL** is: 162 Wood Floor Cleaner \$8.00 - 20% off

## *John's Fix-it Corner*

If you live in the western half of the U.S. - welcome to spring. If you live in the eastern half - I hope you are still enjoying your winter! Speaking of spring, as I have talked with people where the weather is improving, I've found that so is their business. They are actually above average - so there is hope for us all when the sun returns.

The other day I got a call from an operator because he had a problem with a floor not turning out as he had expected. He wanted to know how to fix it. He asked if other operators had similar problems. I told him that I hadn't heard of this particular problem, and as the conversation went back and forth over the next two or three calls, he finally admitted that it was not our product he was using. To make a long story short, if all of you remember, in the contract you signed you agreed to use all Heaven's Best products. This is important for several reasons:

1. You agreed to do it.
2. We have researched and tested all of our products to ensure that they are the best quality, and we know how to give you support.
3. When you use other products we can't support you, because we don't know how they will work or react to other situations. When you call in for help, we can't assist you.
4. Your customer is expecting a Heaven's Best quality job, which means the consistency and reliability that our products can provide.

If you have confusion over which products to use, or need any support, please let us assist you. We welcome the opportunity to work with you.

### **Note:**

A mechanic was removing a cylinder head from the engine of a Harley Davidson motorcycle when he spotted a well-known heart surgeon in his shop. The mechanic shouted across the garage, "Hey, Doc, can I ask you a question?"

The surgeon, a bit surprised, walked over to the mechanic working on the motorcycle. The mechanic straightened up, wiped his hands on a rag and asked, "So Doc, look at this engine. I open its heart, take the valves out, fix 'em, put 'em back in, and when I finish, it works just like new. So how come I get such a small salary and you get the really big bucks, when you and I are doing basically the same work?"

The surgeon paused, smiled and leaned over, and whispered to the mechanic..."Try doing it with the engine running."

### *Better the Best*

*We congratulate those who had their best month during the month of March 2014*

Douglas L. Cyphers WV

Jeffrey Martin GA