



CITY OWNER NEWSLETTER

Solar Eclipse

Many of you are aware of the solar eclipse that is occurring this month. Rexburg Idaho is on the edge of Totality. Our city and country authorities are predicting 50-100,000 people in our area on or before that day. Travel and roads will be crazy. Because of the travel time and efforts of our office staff and UPS trucks, we will not have the office open. Please plan accordingly for any orders that you may need.

In regard to orders: each of your contracts state that you will have a 30 day supply of products on hand. Cody instigated this years ago because shipping times are not always predictable and if an order is damaged in transit or due to some other unforeseen problem you don't receive your products on a day you may be expecting. It is important you don't wait until the last minute to place an order. Please make sure you have a supply on hand so you can continue your business. We are all at the mercy of UPS!

Be Professional

We want to thank each of you who are running your business in a professional manner. Everyone's work reflects on the entire company. Good news travels fast but bad news travels even faster. We are continuing to run the Heaven's Best business from the corporate office as best as we can since Cody's passing. John, Linda, Bill, Ian, Nick and Holly are doing an excellent job, but bugs and issues are still being worked out legally in the day to day running of things. Please be patient as there are still many things we are working on. Several of you and you know who you are, are still behind on fees and web page payments. Those individuals are in violation on your contract, so please get current. We value each of you and do not want to terminate any contracts.

Back to School

Now is a great time to offer cleaning to your customers before the summer ends and also a great time to offer back-to-school specials. Find out when the schools in your area are starting, send an email to your

INSIDE THIS ISSUE

- *Solar Eclipse*
- *Be Professional*
- *Back to School*
- *Shipping Department*
- *John's Fix-it Corner*

customers telling them you are aware of school starting on “such and such” a date and help them get ready. Many people are thankful when you take time to be aware of their needs.

Start planning for fall. Think of the customers you have not cleaned for in 3-6 months, call or email them, and set up a cleaning time. Offer a couple of choices of dates and get people scheduled. A great way to ask is like this, “I have openings in my schedule for the week of August 25th, is there a day that will work for you?” Remind the customers the advantage of keeping up on cleaning, especially their carpets. You all know that dirt and sand works as a grinder on the fibers and will destroy the heat twists making carpet appear dirty even when it is cleaned. Cody always stressed educating the customer. Offer a new service to your customers they are not currently using. Always be looking for ways to help clean for your customers. Think outside the box.

Shipping Department

This month's SPECIAL is: Disinfectant – Buy 5 get 1 FREE

John's Fix-it Corner

This month we are going over important safety information.

1. Keep labels on your products.
2. Read your procedures manual on how to use products.
3. Identify products (remember, there may be more than one kind of product in that kind of container).
4. Eye protection is good to have so product won't splash in your eyes.

If products splash in your eyes, get medical attention. If product splashes in your eye: Immediately get clean water and flush your eye with water for at least 15 minutes. Get under eyelids.

In our line of business we always do lifting. So to prevent back injuries we need to learn to lift and carry correctly.

1. Squat by bending at the hips and knees. Keep your head, shoulder, and hips in a straight line. Feet should be shoulder-width apart.
2. Don't bend your back.
3. Let your legs do the lifting.
4. Stand close to the load.
5. Don't twist the body when carrying.

Regular exercise helps you strengthen your muscles. Try walking for 30 minutes a day or start a regular fitness program.

Here in the home office we like to see everyone safe and doing well. I hope all of you are having a great summer and your life is doing well.

Note: What's the difference between bird flu and swine flu?

One requires tweetment and the other requires oinkment.