



January 2014  
Issue 1

## CITY OWNER NEWSLETTER

### *2014 - A Great Year*

This Christmas season I watched the movie "It's A Wonderful Life" starring Jimmy Stewart. He starts out thinking that he can do great things, and he does a lot of great things for others, but then faces a big financial crisis. He loses sight of the success that he has had. He wishes he had never been born. His guardian angel allows him to see the impact that his life has had on others.

I think it is very easy for each of us to lose sight of the goals and dreams that we start out with. Each one of you does make a big difference in this world. The way you live your lives and the positive influence you have on others is very note-worthy. Each day, as you serve your customers and do your best, you change the world for good. No man is an island, and your interactions with those you come into contact with each day do make a difference. Your *attitude* makes all the difference in the world. You cannot change any one else. The only person you have complete control over is yourself. You cannot change the actions of others. You can only change your actions and the way you respond to others actions. As we change ourselves we do have a positive effect on those we come in contact with.

I hope that you will consider being more positive as one of you goals for 2014. You will notice that people are more kind to you as you become more kind to them. I like being around positive people. Their positive attitude makes me want to be a better person. We can each become a good example to those we associate with and those that we serve in our business.

We each have trials, discouragement, disappointments, and failures in our lives, but we also have the power to overcome the negative influences around us. The first step in fixing any problem is to first realize that there is a problem. You will be amazed at how much of an impact little changes can have.

Your positive influence can and will have a profound effect on those you associate with. This in turn will make you happier. Smile, be happy, and let's all make 2014 our best year ever.

### *Franchise Business Review*

It is time again for the Franchise 50 Survey from Franchise Business Review. This year will be their 10 year anniversary. Heaven's Best has been number one in our category for the last 9 years in a row. We were number one over all for all categories for the first six years. We have been a top military friendly franchise for the last 3 years. These rankings have given us some great exposure in the past, and this year Franchise Business Review will be promoting their survey rankings more than ever before.

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Each of you will be receiving your invitation to participate in the survey within the next week. We ask that each of you take the time to complete the survey as soon as possible. This survey also helps us determine areas that we need to concentrate on to improve our company. If you do not receive your survey information by January 8, 2014, please email our corporate office at [mcoinc@heavensbest.com](mailto:mcoinc@heavensbest.com). We thank you in advance for completing the survey by January 20, 2014.

## *Entrepreneur Ranking*

Heaven's Best was rated #82 out of the top 500 franchises this year.

## *Monthly Special*

This month's **SPECIAL** is: Hoover Vacuum and Portavac Power Cords-20% off

1015 – Vacuum Power Cord Special Price **\$16.40**

2006 – Portavac Cord Special Price **\$20.16**

## *John's Fix-it Corner*

I hope everyone had a great holiday, and for your information, I did. It's always great to get together with friends and family and share fun traditions. We can't spend enough time with our children and grandchildren, and this Christmas was wonderful!

We are going to start off this new year with a request for all of you. When you send in email, boxes, letters or anything that comes into the corporate office, we need you to put your name on it somewhere so we know who in the heck we are talking to. Second, it would be helpful for us if you put a note with it stating what you want us to do. This will ensure that it arrives at the correct location and gets attention from the right person. Then, hopefully, we can better help you.

As we enter a new year let's all look where we have been and see if we can set some new goals for next year. We can only move forward by our own hard work. I wish we had a magic button that we could press and everyone would make a million dollars. NOT! It's just you and us working together. Let's give it our best shot.

Have a Happy New Year!

NOTE: Two American tourists are driving through Wales. They decide to stop for a bite to eat in the village of Llanfairpwllgwyngyllgogerychwyrndrobwlantysiliogogoch.

Baffled by the name, one of them turns to a local and asks, "Would you please say where we are—very slowly?" The Welshman leans over and says, very slowly, "Burrr-gerrr Kinngg."

## *Better The Best*

*We congratulate those who had their best month ever during November, 2013*

Rene Castillo CA

Adrian Gerlak IL

Asa Jones TX

Brad Beseth TX

Chris Jones CA

Eric Swilley FL

Jeffrey Martin GA

Scott R. Wellington MA

Steven L. Baird CO

Ann M. Kerr MN

## *New Owners and Operators*

*We welcome our new Owners and Operators to the Heaven's Best Family:*

Jim Dickey and Barry Lowenthal *Baltimore City, MD and a portion of Baltimore County, MD*

In Last month's newsletter we listed Alex Martin as a new owner for La Grande, OR. The new owner for La Grande, OR is Alex Miller. We apologize for listing his last name incorrectly in last month's newsletter.