



January 2016  
Issue 1

## CITY OWNER NEWSLETTER

### *Set Your Goals & Plans For 2016*

We want to thank each of you who sent us well wishes for Christmas and the New Year. We are so glad that each of you are a part of Heaven's Best. This business has been very good for all who have gotten involved.

Have you considered what you will do this year to improve your business? First of all you need a plan. You need to write down the things you want to improve and what you are going to try to accomplish them. Here are a few suggestions:

- How many Carpet Spotters are you going to sell this year?
- How many Multi Surface Maintainers are you going to sell this year?
- How many Pet Enzyme Spotters are you going to sell this year?

Are you going to ask every customer for a little more work? Do they want their walkways in the two bedrooms cleaned? Do they want that recliner cleaned? Do they want the wood floor in their entry cleaned? Do they want the tile and grout in their kitchen cleaned? Do they want their mattress cleaned? Do they want their ducts or dryer vent cleaned? Do they want their windows cleaned? Do they want the ripple in the bedroom carpet removed? Are you going to ask every customer if they know of anyone else who needs your services?

Your customers want all of these things done. All you need to do is ask them. You will be amazed how easy it is, and how thankful they are for you asking them. They know you, they trust you, and they will give you a lot more work if you will only ask for it. They have friends and family that need your services as well. Let them know you will be happy to help them out.

We want you to make more money this year. We want you to be able to spend more time with your family this year. We want to help you turn your great job into a great business.

We have a great business that provides you with a comfortable living. We are looking for many new franchisees. There are many cities that we are not yet servicing. We would like you to think of someone that you know who would benefit from being part of the Heaven's Best Family. We are still offering you the \$1,000.00 finder's fee. We would love to have one of your family or friends become one of our franchisees during 2016.

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## *New Corporate Website*

Our new corporate web site is geared to the sale of new franchises, and it should go live in the next few days. We may experience a few glitches as we make the switch. For the present time, the online store will remain the same, but it will be accessed through our new site. If you experience any problems when you place an order on the web, please call Bill in our shipping department.

## *Monthly Special*

This month's **SPECIAL** is: #126 Fabric Protector - Buy 5 get 1 Free

## *John's Fix-it Corner*

Hello everyone!

I hope you all had a wonderful and happy holiday season. It was good to get together with the family. Our holidays are always a little on the crazy side, trying to fit everything in. So this year my youngest son, Morgan, thought he ought to get married, so we added a wedding into the middle of it all. Oh why not?

I would like to ask everyone a question. Why do we require a 30-day inventory of all products? Anyone . . .? Ok, let me help you a little.

We don't just ask you to sit on all these products for no reason or for the sake of filling in a few lines in the contract so it looks good. We ask you to have 30-day supply for your own protection, in case something happens to the supply chain. We try to have a 30-day supply also. The supplier of raw products sometimes have their own issues. They get their materials from all over the world. They might run into problems with shipping, weather, problems with governments, and any other stupid thing you can think of that can mess up the flow of product. Sometimes when all the stars line up, and this is not very often, we find ourselves short.

We have a firm commitment to do our best to keep all of our products in stock so we can get them out to you in a timely manner. It is as important to us as it is to you that you have everything you need to work with.

NOTE: A gorgeous young redhead goes into the doctor's office and said that her body hurt wherever she touched it.

"Impossible!" says the doctor. "Show me."

The redhead took her finger, pushed on her left breast and screamed, then she pushed her elbow and screamed in even more. She pushed her knee and screamed; likewise she pushed her ankle and screamed. Everywhere she touched made her scream. The doctor said, "You're not really a redhead, are you?" "Well, no" she said, "I'm actually a blonde." "I thought so," the doctor said. "Your finger is broken."

*Better The Best*

*We congratulate those Operators that had their best month ever during November, 2015:*

Courtney Fitchard	AL
George Landkamer	NE
Greg Giardino and Parker Turner	IA
Jeff Hetherington	CO
Jeffrey Martin	GA
Patric Iach	NH
Reuben D. Rock	WI
Ross Gutman	CA
Tom and Patty Reid	NS - CANADA