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Issue 06

CITY OWNER NEWSLETTER

Summer

Well, we made it to summer! Now that school is out please be careful driving. Be aware of children, motorcycles and bicycles. Do not use your hand-held cell phones in your vans. In some states this is illegal, but many still allow hand held devices. Make sure you check the address well before you are driving and pay attention.

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Vans

Now that it is summer your vans should look spectacular! Keep the outside clean, and especially keep the inside neat, tidy and organized. Do not leave the van doors open when you are at a customer's house. Children in the neighborhood may be tempted to check out the inside of an open van. This happened in Rexburg years ago, so we know it happens. DO drive your vans to your children's ball games - it is great ADVERTISING.

Equipment

Keep your equipment in good repair. Your vacuums should not sound like a thrashing machine. Your buffer and cords should look clean and neat. If your pads look worn and stained, replace them. Wear foot coverings, even in the summer months. Make sure your shirts and slacks are neat and clean – you want to look your very best every time you leave your house, even your shoes.

Corporate Office

We would like to congratulate Adam Howard and his wife Danielle on their new adventure: being the City Owner for South Eastern Idaho, and being the State Owner for Idaho. Adam has left the corporate office and is on his way, owning his own business and running his cleaning crew. Thank you, Adam, for the many years you worked at the corporate office. Good luck in your new business.

Bill, Nick and Ian are still running the warehouse in a very efficient manner. They are well trained and able to fill orders. We appreciate them.

John, Linda and Ian are keeping things running at the office. We appreciate all they do.

Thank You

We want to thank every one of you for being involved in the Heaven's Best business. Cody loved the business and loved being able to provide you a way to make a good living. Keep up the good work. Thank you to those of you who are making an effort to get caught up on your monthly fees and website costs.

Shipping Department

This month's special is: Odor Control Fogger #133 – Buy 5, get 1 free

John's Fix-it Corner

Hi John,

We ran into an interesting issue today. Our customer wanted us to remove a 4" diameter "wax" spot. As we started the process it became very evident we were NOT getting the normal results on the paper sack. I felt the spot we were working on and it was very sticky, like adhesive. We asked the customer if she knew what kind of wax was on the carpet. She did. It was NOT candle wax or Scentsy wax. It was HAIR REMOVAL WAX!! (for removing hair from women's legs) OK, shift gears and go right to TGP and that took care of the issue. The carpet was still discolored, but the carpet now felt normal, not stiff.

Lesson learned; ask specific questions! Wax on the floor? What kind of wax is it? We assumed this was candle or Scentsy wax. This could have gone bad had we not stopped when we were not getting the normal results and asked specifically what kind of wax we were dealing with. Not all wax is the same!!

You are welcome to share this with other operators if you think it will be of value.

Cheers!

I would like to thank Asa Jones for sharing this with us. Before you start any job, ask questions about what you're going to be doing. It will help you in the long run.

NOTE: A man is recovering from surgery when the surgical nurse appears and asks him how he is feeling.

" I'm O.K. but I didn't like the four letter word the doctor used in surgery," he answered.

What did he say?

"OOPS!"