



May 2016
Issue 5

CITY OWNER NEWSLETTER

Regional Seminars

The ID, MT, WY, and UT Seminar will be Friday June 3rd in Rexburg, ID from 9:00 am to 4:00 pm.

The CO seminar will be Saturday June 25th in Denver, CO from 9:00 am to 4:00 pm.

The Texas Regional Seminar will be Friday July 29th in San Antonio, TX from 9:00 am to 4:00 pm.

INSIDE THIS ISSUE

- *Regional Seminars*
- *Cleaning for the King*
- *John's Fix-It Corner*
- *Monthly Special*
- *New Owners and Operators*
- *Better the Best*

Cleaning for the King

Joel Pacheco, our Franchisee in Flower Mound, Texas, was asked to do some cleaning for the King of Kuwait earlier this year when his airplane was in the Dallas-Fort Worth area. Before Joel joined Heaven's Best, he worked in the aircraft industry where he had an extremely high security clearance.

The King's plane has over a million dollars' worth of carpet. Joel was called in to clean a few spots in the Kitchen area of the plane as well as some water removal from the carpet by one of the doors. This plane has 13 sleeping rooms. Joel was lucky enough to get a tour of the plane. His cleaning and water removal worked out great. It was a good paying job as well. They allowed him to have a picture, but it was required that the lettering on the plane was Photo Shop removed.

We congratulate Joel on this job.

We would like to hear from any of our operators that have cleaned for other VIPs. Let us hear your story as well.



John's Fix It Corner

I cannot believe how fast time flies. It is May already, and I have so much to do. I am hopeful that all of you will have a good year and if there is anything we can do for you, let us know. We are grateful that you're in the business and it's nice talking to you and seeing you when we can.

I am amazed how many people forget to ask for the job. You won't hear politicians making this mistake. They ask for your vote and support every opportunity they get. Do they always get it? No. But as the great motivator, Zig Ziglar, once said, "You lose 100% of the sales you forget to ask for." Sometimes we are asking for the job. Other times we are asking for an opportunity to prove ourselves. Still others find us asking to be trusted or respected. Each time we ask for the job gives us an opportunity to prove ourselves and to create separation from our competition. **To assume the sale is to cheapen the relationship.** We should always be working to improve and meet the needs of others in our business and personal lives.

Make sure you have the right team around you and work your ground game. Keep your message positive. Treat your customer the way you would like to be treated. Sixty-five percent of all jobs or customers are lost because they didn't like how they were treated. And by all means, *ask* for the job.

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

One requires tweetment and the other requires oinkment.

Monthly Special

This month's special is #125 Pet Enzyme Buy 5 get 1 free.

Better The Best

We congratulate those operators who had their best month ever during March, 2016.

Asa Jones	TX
Brent and Tammy Carlson	MI
Bret Warren Wooton	NC
Donna Hansen	NC
Jeff Hetherington	CO
Jeffrey Martin	GA
Patrick Hanford	WA
Paul Shuga	TX
Stefan Gee	NC

New Owners and Operators

We welcome the newest members of the Heaven's Best family.

Cynthia and Ulises Anzurez Cody, WY Operators