



May 2017  
Issue 5

## CITY OWNER NEWSLETTER

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### *Thank You*

We at the corporate office are still trying to get our feet under us since the passing of Cody, and we thank you for your patience and help. As you know, Cody wore many hats and could juggle many problems at one time. We are doing our best to keep you informed and supplied so you can run your business.

We want to thank you for being a good representative of the Heaven's Best business. Remember to look your best, treat your customers like you would want to be treated and always do your best work. Our products work and your business will be successful if you use them properly.

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### *Exclusive Territories*

*Everyone* should be cleaning *only* in their designated area they have purchased. We have been having problems with operators cleaning in areas that are clearly not their own. This is a direct violation of your contract and will not be tolerated. If you are cleaning in someone else's territory you will need to make restitution to the other operator. It is a matter of honesty and integrity - values on which this company is based.

### *Monthly Reports*

Please send in your monthly reports. This is something you should be doing each month as part of your regular paperwork.

### *Fees & Orders*

Several of you (and you know who you are) are behind on your continuing license fee (monthly fees). You are under contract, and if you are behind you may have your contract canceled. We at the corporate office have our hands full trying to keep up with the everyday work load, and if we have to spend valuable time calling and recalling or emailing to collect your fees, it creates more work for

everyone and prevents us from being as efficient as possible. Please get current on your monthly fees, EZ-Net Tools and Service Monster.

### *One More Job a Week*

Now is the perfect time to send out a spring cleaning flyer or email to your customers if you haven't already. *We can't stress enough the importance of keeping busy everyday*, even when you are not out cleaning. If you expect to be paid for an 8-hour day, you need to put your efforts into your business every day; It will pay off in the long run. Even just one more job a week (which translates into 4 more jobs a month) can mean the difference between just making it and having a little extra. Think about it.

### *John's Fix-it Corner*

Operators with the stainless-steel power sprayer: please be aware that there is a fused connection from the battery. The fuse has been incorporated into the power sprayer to provide protection for the wiring harness and to reduce the risk of melting from extreme heat. Have extra AGC 3amp fuses on hand so if a fuse blows on the job, you can still operate your power sprayer.

Make sure that your power sprayer is clean and looking nice. Use product #150, Stainless Steel Cleaner, to clean the power sprayer and upholstery mate. Use steel wool or scotch guard pads with the cleaner to shine up stainless steel products.

If the pressure and volume on your power sprayer are lower than usual, it may be time to replace your pump before the spring rush to ensure that your sprayers are in top working condition. It is also a good idea to examine other equipment and address any possible problems before business picks up.

### *Shipping Department*

***This month's shipping special:*** #128 Quick Boost Buy 5 get 1 Free