



November 2017

CITY OWNER NEWSLETTER

OFFICE HOURS

We want to make sure everyone is aware that the corporate office will be closed November 24, 2017, the Friday after Thanksgiving. Make sure you adjust your ordering to account for the holidays and office closures. UPS gets busy the next two months.

INSIDE THIS ISSUE

- *Office Hours*
- *Thank you to Cody*
- *Shipping Department*
- *John's Fix-it Corner*

THANK-YOU CODY

It is a difficult month for us here at the office and our family as we remember the passing of Cody last year. I cannot say enough that we each need to take the time necessary to spend with our loved ones and friends and make the most of every moment together. You just never know when they will be gone. We have wonderful memories of Cody, his goodness, his kindness and genuine care for others. We know you miss calling in and being able to talk to him at the office. He gave us a great business. Make your own personal business a great business. Make sure you thank your customers in person for calling you. A "Thank you for using Heaven's Best" to your customers will go a long way, because they could have called any number of cleaners.

We appreciate all of you and wish you a Happy November, and Happy Thanksgiving.

Shipping Department

This month's SPECIAL is:

Buy 5 Fresh Scent and get 1 free!!!

Product #121

HEADS UP FROM SHIPPING

We have in the 2017 schedule book – order now!!

JOHN'S FIX-IT CORNER**Nov. 1, 2017**

“Doing more things faster is no substitute for doing the right things.”

Stephen R. Covey

In our haste to get all our jobs completed in the shortest amount of time, we tend to take shortcuts that are not always in our best interest. It has come to my attention that some operators are replacing power cords on their equipment with unapproved power cords. The cords you are using are not heavy enough gage to carry the amps needed to run your buffer without putting stress on the motor. The shield around the wire is very thin and not strong enough to hold up to everyday use. The down side of all this is, shorting this wire out will be a lot easier, which can cause potential fire hazard. It will also shorten the life of the buffer motor. This could cause a loss in income while you must repair your equipment.

Yes, the right cords are a little more money, but this is worth it in the long run. We have been trying to improve our image and having a cheap little cord jury rigged to your buffer is not the look we want. This doesn't apply only to the buffer. Using authorized parts for your operation will assure greater efficiency and longer productivity.

Note: I thought about how mothers feed their babies with teeny little spoons and forks, so I wondered what Chinese mothers use? Toothpicks?