



July 2017  
Issue 7

## STATE OWNER NEWSLETTER

### *Thank You*

Thank you to those of you who have been kind, patient and helpful during Cody's illness and these months since his passing. There are so *many* things about the Heaven's Best business that only Cody knew. Our family and the corporate employees have done our very best trying to find out all the things only Cody knew and keep the business going on a day to day basis. We express our heartfelt gratitude to many of you who have shown concern, encouragement and help during these difficult months.

When you became involved in Heaven's Best you knew it was a family owned business. Cody tried to meet all your needs and worked very hard to do so. He did not have enough hours in a day to take care of all the demands on his time, but he always gave the business and everyone 110% of his efforts. He was always looking for ways to make the business better. He was gentle, kind, impeccably generous and left a legacy for many to follow. Cody appreciated and we also appreciate those of you who are making a positive effort to move the company forward.

We hope you have a happy July spending time with your family, friends and loved ones. Trust me when I say it isn't about the all-mighty dollar because in the end, those you love and care about are all you have.

### *Look Professional*

Encourage your city operators to look professional especially in these hot months. Read this month's city owner newsletter where several suggestions are made for ways to look professional. It's important to encourage your people to purchase enough shirts to keep extras on hand in their vans. It is *not* impressive for a sweaty person to go to a new job and walk in like they just came from a hot sweaty job, even if they did!

### *Contracts*

Check your city owner contracts and be getting any caught up within the last 5 years.

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## *Procedures Manual*

The idea of a digital procedures manual has been suggested. We are working and contemplating the feasibility of this idea.