



OCTOBER 2005

Spring into Spring Cleaning

Ensuring we're informed on insurance

In this, the second last edition of Clean Scene for 2005, I want to give Jani-King Franchise Owners feedback in regard to our insurance program, and also give you some insight into our plans for two proposed projects, being Environmental Services (or Healthcare) and Workplace Safety.

As most Franchise Owners would be aware, the Jani-King insurance program offers franchisees the benefits of bulk purchased insurance in the following categories:

- Public Liability Insurance
- Income Protection
- The General Property Insurance (Equipment)

We have recently been successful to roll-over all our insurance at essentially the same premium rates, with the exception of Public Liability insurance where we achieved a reduction in premiums of around five percent.

The negotiation process through our brokers with our insurers has become quite involved and is significantly influenced by Jani-King's claims history, general trends in the insurance industry and the risk factor associated with the clients we service.

A major advantage we have in re-negotiating premiums every year is the relatively low claims record of Jani-King franchisees.

We appreciate the efforts on the part of our Franchise Owners to help us minimise this important business

cost (bearing in mind that almost 100 percent of our clients insist on us having liability insurance), and we continue to urge our Franchise Owners and their employees to be extra careful to avoid situations and events that may lead to public liability claims.

For the benefit of Franchise Owners, I list the five major causes of public liability claims:

1. Keys to facility lost or stolen.
2. Computers/electronic equipment stolen while cleaning in progress (facility not locked by Jani-King personnel during cleaning).
3. Disconnection of freezer/chiller – contents destroyed.
4. Chemical damage to carpets.
5. Slip and fall on wet floor – no 'Wet Floor' signage.

I am proud to say Jani-King Franchise Owners now enjoy Broadform Public Liability Insurance (which includes product liability) to the value of \$20 million per franchisee, for an annual premium of as low as \$627.00 in New Zealand and \$522.00 per annum in Australia.

Generally speaking, this is a discount of more than 55 percent compared to premiums paid by other cleaning companies.

General Property and Personal Illness & Accident rates remained the same, although indications were that one of the results of the catastrophic cyclones on the West Coast of the USA would be a rise in insurance premium rates between 10 and 15 percent over the next financial year.

Please note that due to the changes introduced by the Financial Services Reform Act, personnel of the Jani-King Regional Offices are not entitled to provide any advice regarding Personal Illness & Accident insurance in Australia.

In New Zealand, the position as far as Personal Illness & Accident insurance remains unchanged.

In closing, a few comments about Environmental Services and Workplace Safety.

Jani-King Australasia has established an Environmental Services Division, and appointed Michael Liddle as the Manager of this Division for Australia and New Zealand.

Michael is currently spending two weeks with the Environmental Services Department of Jani-King

in Dallas and Mineapolis as part of his training. Environmental Services is now the recognised name for the provision of cleaning and housekeeping services to hospitals and aged care facilities.

Franchise Owners who wish to participate in this sector need to successfully complete a separate and additional Jani-King training program and must hold a certificate to that effect.

As Australia and New Zealand have ageing populations, the health and aged care sectors are growing rapidly and present excellent business opportunities for Jani-King Franchise Owners now and in the future (More information in 'Clean and Concise News').

Another initiative being launched in 2006 is the Jani-King Workplace Safety Awareness Program. Following events in the USA and the United Kingdom we thought it appropriate to incorporate a separate module on workplace safety in our training manual.

The purpose of the program is two-fold:

- a) To help ensure the safety of our Franchise Owners and their employees, as well as Regional Office personnel whilst performing duties on client premises.
- b) In general, help to make the communities we live in safer by helping to avoid or minimise the risk of terrorism.

The purpose of the Workplace Security Program is not at all for us to become security guards.

The program essentially focuses on how we can identify suspicious and potentially dangerous situations or behaviour, and then it teaches us how to report such situations or behaviour correctly and effectively to the right authorities.

It is anticipated that our Workplace Awareness Program will be rolled out late in 2005 or early in 2006, and all Franchise Owners will be required to complete the short training program.

More about this in the next edition of Clean Scene.

Ben Stoltz
Managing Director

Send Contributions to:

Peta Swindells, Lape & Partners.
GPO Box 496, Brisbane Qld 4001.

Phone: (07) 3368 1650 Fax (07) 3368 1479

Or your local representative:

AdelaideDavid Taylor

AucklandJan Hesketh

BrisbaneDomna Papas

ChristchurchRoger Washbourne

DarwinGlenn Rossiter

HobartRobert Ferguson

MelbourneAna Marek

PerthJoseph Marsall

SydneyRaisa Iwshenko

Gross Monthly Billings for September

Adelaide	\$920,076
Auckland	\$570,315
Brisbane	\$671,520
Christchurch	\$174,192
Darwin	\$95,998
Hobart	\$76,314
Melbourne	\$1,156,778
Perth	\$733,732
Sydney	\$1,185,185

New Franchisees

Jani-King welcomes the following new Franchisees to the team.

Adelaide

DTN Adelaide Pty Ltd
Josevski Enterprises Pty Ltd

Auckland

Vernon and Shirley Chand
Arvin and Sunita Sharma
Aiken Wang
Rae Li and Jason Zhu

Brisbane

Ken and Patty Fraser
Tammy Acworth
Robert Sinclair
W Y Jane and Y J Kang
Young Jun Ji

Christchurch

Asish Pradhan
Frank Shen & Alice Leng
Michael Cooke
Sunny & Suzy Zheng
Winston Chen
Yong-Sik Lee
Aaron Hill

Melbourne

Chao Xu Wen
Bin Jin Zhe
Cheng Hua Xu and Bo Wen Xu
Yassin Youssuf
Stephen John Bugeja
Wei (Willy) Zhou
Xue Jia (Peter) Leng
Ian Soylemez
Ugar Nar

Perth

John Dimoski
Salim Khan
Abigail and Robert Kay

Sydney

Wilson Warda
Miguel Ceballos
Tishan & Komathy David
Raquel Pellero
Ranjeeta Nand

Big Ambitions

CHRISTCHURCH: Nine months ago Misha Katernoza had a decision to make: would he buy a house or a business?

After seeing a Jani-King ad in the paper and meeting with Christchurch Regional Manager, Roger Washbourne, he decided purchasing his own business would be the way to go.

"I decided to buy a Jani-King franchise because I'm someone who thinks in facts and figures and Jani-King's track record and guaranteed income appealed to me," Misha said.

However, it now appears both dreams have come true as Misha also recently purchased a house, thus realizing both goals in less than a year.

"I thought I would put off buying a house for a few years, but the business has been so successful that I've actually been able to do both."

Misha, who migrated to New Zealand from Russia nine years ago, runs his franchise with his business partner, Eduard Slinkin, and they service 14 accounts with the help of three staff.

This may seem like a large amount of growth in short period of time, but it's still a little way off Misha's long-term goal.

When asked of his plans for growing the business, Misha produced the following modest response:

"Well, I'd like to be a millionaire. I told Roger of this goal and he said he thought it might take some time."



Misha Katernoza, Roger Washbourne and Eduard Slinkin

Of course there was humour in Misha's voice when discussing this ambition, but he was completely serious when speaking of his more realistic short-term goals.

"I want the business to grow as much as it can, which means I need to work hard and have good relationships with my clients."

Misha said there was also another important relationship he found helped him achieve success.

"It's great having the support of our Regional Office; every promise that was ever made to me came true and I can always rely on invoices and payments being delivered on time.

"If I ever have a concern, I know it will be addressed straight away."

New Accounts

Adelaide

Next Generation
Taplin
Prophecy
Dr Reichenson

Auckland

Caroma Industries (NZ) Limited
Checkpoint Meto Ltd
City Nissan Takapuna
Cornwall Medical Centre
Film Construction Ltd
Media Design School
Metropolitan Glass - Avondale
On Road NZ Ltd
Restaurant Brands
Schindler Lifts
SolNet Solutions Ltd
Solution Dynamics Ltd
YMCA - Mt Albert
Building Blocks Preschool
Corinthian Towels
Fern English Academy
Goodman Fielder Baking
The Fat Camel Hostel and Bar

Placemakers - Auckland Frame and Truss Supplies
Schenker Stinnes Logistics

Brisbane

TJM
Austech
Cactus Jack
Nursery Corner SC

Christchurch

Fresh Choice Merivale
Turners Car Auctions
Rydgess Hotel - Sepia Restaurant & Bar
Victor Packaging Ltd
Hartnell Coolheat Ltd
Multimedia Communications Ltd
Middleton Williams & Co
Arthur Ellis Ltd (Fairydawn)
Gilbarco (NZ) Ltd
Parceline Express Ltd
SCA Hygiene Australasia
Gunns Veneers New Zealand Pty Ltd
Unlimited School

Stratum Consulting Group
Aristocrat Technologies NZ Ltd

The Oaks Group - Shore Hotel Queenstown

Park N Save Northlands
Topline Foods
Heat Pump Air Conditioning

Martin Hydraulics
Barker & Associates
Department of Building & Housing

Darwin

Wastemaster
Chandler Macleod
Aerosail

Hobart

Ready Mix
Cotes Hire
SYRUP Night Club
PFD Foods

Melbourne

Central Park Aged Care
BankWest
Yale Forklift Trucks
SM Brands

Odyssey House
Ferntree Gully Hyundai
Steritch Pty Ltd
Centacare
Mack Trucks
European Bier
Goodman Fielder
Sixty Two on Grey
Tulsi Indian Restaurant
Alexandra Ave Child Care

Perth

Konica Minolta
Integrated Group X 4
CJD X 2

Mandurah Mazda
SKG Radiology
Astor Bio Health
St Johns X 2

Sinclair-Knight Perth
Parsons
Arafura Pearls
Compu-store
Bax Global

Sydney

Bankwest Wagga
James Bennet
Macquarie Radio Network



Jani-King all the way, says Ray

NORTHERN TERRITORY: Constant communication with clients is the key to a successful cleaning business, according to Darwin franchisee Ray McEvoy.

By maintaining positive communication channels with his clients, Ray ensures he is kept up-to-date with any minor issues his customers may have.

"I'm in constant contact with my clients, and many have become good friends over the years," Ray said.

"This means they feel comfortable discussing any issues, which essentially ensures we never have any problems."

Prior to purchasing his Jani-King franchise, Ray leased a hotel, meaning he's no stranger to the demands of running a business and, according to Ray, there's no question about which business he prefers.

"There's no comparison; it's so easy to manage the franchise.

"Basically Jani-King does everything for you—meaning I only have to worry about turning up to the jobs and doing a good job," he said.

Working alongside Ray, is his wife Pritsana. Together they work approximately six hours each day servicing their 10 different accounts.

Their clients range from a television station to trucking companies and Ray said he preferred the jobs located in new buildings.

"Our clients are very different. But my favourite would have to be the trucking companies, even though they're the dirtiest.

"They're always housed in nice new buildings, which I think makes the job easier."

Ray, who travels 60 kilometres each day to complete his rounds, laughed when questioned on his aspirations for the business.

"It's funny; I keep saying 'That's enough! That's enough!', but then we get used to the workload and decide we want another account. I'm looking to gain another client at the moment."

Darwin companies looking for a friendly, conscientious cleaner and perhaps a new friend—be advised!

Wise Advice

SOUTH AUSTRALIA: Don't expect to become rich overnight, but know that hard work will be duly rewarded' is the business strategy Adelaide franchisees James and Sally Lumsden have worked by since purchasing their franchise in 1999.

While they Lumsden's always put 110 percent into their work, James explained some aspects of their Jani-King business had been quite easy.

"The transition into managing our own franchise was made easy due to the support available from the Jani-King management team.

"Their systems and back-up services were more comprehensive than any other franchise we looked at so it was fairly easy to learn quickly."

James said one of the wisest decisions he and Sally made recently was to reduce the size, but increase the number of clients they serviced.

"We now tend to choose five day contracts that require no more than two and a half hours work a day, which provides us with the flexibility we need to balance work and our young family."

Along with the help of five part-time staff, James works approximately 30 hours per week cleaning while Sally manages the administration side of the business.

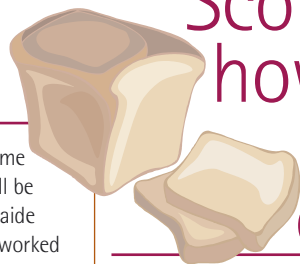
All together they service 20 accounts and said they aren't in any hurry to increase this.

"It's great to get to the stage where you have the flexibility to choose which clients to take on.

"If the right business comes along we would take it, but we have the ability to be selective."

It seems as though the James and Sally are set to continue the fruits of their labour for years to come.

"I genuinely enjoy the work and feel that all our hard work is really paying off."



Scott knows how to 'rise' to the occasion

TASMANIA: Having worked in a bakery as assistant manager, Scott Bailey was used to working long hours, but since purchasing his Jani-King franchise he now gets to reap the rewards of owning his own business.

Almost one year since purchasing the business, Scott said he was enjoying the independence that came with owning and managing a small business.

"I really enjoy working for myself and being my own boss.

"It's satisfying and gives me an extra incentive to work harder because I'm the one who'll get to enjoy the rewards."

Obviously chasing big rewards, Scott, together with his partner Lucinda Hankin, work about 100 hours each week cleaning their seven accounts.

But he's quick to point out that long hours don't affect the quality of their service.

"We make sure we are working effectively and efficiently and also ensure we stay in contact with our clients to guarantee they are happy with the standard of work we provide," he said.

In a strange twist of fate, Scott, who once considered buying his own bakery, lists a large factory bakery as the most interesting of his accounts.

"I guess my expertise helped a little to get this account."

With ambitions to slowly increase the size of their business, Scott is currently looking for part-time staff.

It seems with his head and heart fixed firmly on the future, there's no doubting that this ex-baker's success will rise.

Keeping it in the family

NEW SOUTH WALES: One year ago Alan Bantiles was running a bakery and working 16 hour days, seven days a week, but with little time to spend with his family he decided it was time to hang up the baking mitts and find a job that provided greater flexibility.

After looking around for a suitable business, Alan purchased a Jani-King franchise nearly 12 months ago and has seen enormous growth in his monthly billing.

Although he had no previous experience in the industry, Alan learned the commercial cleaning trade easily and said he enjoyed the reduced working hours.

"Now I only work about six hours a day and it's usually at night, so I have much more time to spend on the things I enjoy like spending time with my wife and two sons," he said.

Alan migrated to Australia from the Philippines nearly nine years ago and said another key benefit of his Jani-King franchise was being able to run the business with his family.

"My wife Lory and my eighteen year old son Jun work with me and I'm mentoring Jun in the hope that he might one day take over the business.

"Working with family also means I don't have to employ any extra staff, so I have complete control over the business and can ensure all work consistently meets our high standards."

Alan's franchise services three accounts and although this may not seem like much, he said it provides more than enough work for the family team.

"Although we only have three accounts, they are all quite large and we're not really looking for any more at this stage because that would mean having to hire more staff."

Alan said the secret to his success was the simple Jani-King system and keeping the customer happy.

"We've built our business on commitment to our customers because I have always believed that it's essential in any business to exceed customer expectations and go above and beyond the call of duty to deliver exceptional results."

Team News

Look out for the following new faces in your Jani-King Regional Office:

Centre Office

- Mike Liddle – Environmental Services Manager – Australasia

Auckland

- Maurice Collins – Business Development Manager

Sydney

- Robert Mendoza – Business Development Manager
- Natalie Murdoch – Business Development Co-Coordinator

Adelaide

- Natalie Severino – Receptionist

Melbourne

- Saurajit Sinha Roy – Business Development Manager

Perth

- Donna Rowe – Admin Assistant

Jani-King employee a 'Star' for a good cause



Jani-King NSW employee and member of The Hawkesbury Starlight Ball Committee, Karen Hodges, recently helped raise more than \$30,000 for the Starlight Foundation at the annual Hawkesbury Starlight Ball.

The ball was organised by Karen and five other women on the committee and attracted more than 280 black-tie-clad guests who gave generously by bidding for auction items such as a helicopter tour of Sydney, a yacht tour of Sydney Harbour and signed football memorabilia.

Karen said the amount of money raised would enable the Starlight Foundation to grant wishes to many seriously ill children.

"It shows that the Starlight Foundation is close to the hearts of many people, and that amount will go a long way to brightening the lives of seriously ill children and their families," Karen said.

"Last year we were able to fund a fun centre for Hawkesbury Hospital's Children's Ward and this year the funds raised will go towards wish granting."

Currently Starlight's programs touch the lives of 200,000 seriously ill children and their families, providing a much needed positive distraction. If you would like more information about the Starlight Foundation, or to make a donation, please visit www.starlight.org.au or call 02 9437 4311.

CONGRATULATIONS to Jani-King's Longest Serving Employee

Congratulations to Lynda Earl, who recently celebrated 10 years of employment with Jani-King as the Perth Receptionist.

Lynda holds the honour of being the first employee to celebrate the 10 year milestone with Jani-King and said it was the variety of work that kept her job interesting over the past 10 years.

"I get to interact with many different clients and franchisees and with such a diverse range of personalities in our office, life is never boring," she said.

Jani-King launches Environmental Services Division

Jani-King will be one of the first commercial cleaning companies within Australasia to establish a broad set of standards for the cleaning of hospitals and other healthcare organisations when it launches its Environmental Services Division later this year.

Regional Managers, Operations Managers and Sales Managers from Jani-King's nine offices met in Sydney last month to attend a conference run by the Head of Environmental Services for Jani-King world-wide, Mark Regna.

Mr Regna is Jani-King International's Director of Healthcare Services and is based in Dallas. He was responsible for establishing the healthcare divisions in a number of countries including the United States and Turkey.

Mr Regna said he believed the Environmental Services Division would grow rapidly in the Australian and New Zealand markets.

"Jani-King's Environmental Services Division has established a formal training program that will set the standard and pave the way for the future of healthcare cleaning in Australia and New Zealand."

The environmental services training program will educate franchisees on all aspects of healthcare cleaning including how to disinfect operating rooms and how to implement an infection control program.



A handful of Jani-King franchisees already provide cleaning services to the healthcare sector.

Ben Stoltz said the purpose of the division would be to raise awareness of Jani-King's standards and introduce the company to the healthcare sector in Australia and New Zealand.

"We've been involved in hospital cleaning on a limited scale for some time now, mainly with the view to gain experience and a better understanding of the sector," he said.

"One of our Sydney franchisees, Steve Tran, recently won an award for the Best Cleaned Private Hospital in Sydney.

"The reason we decided to establish a formal healthcare division was to introduce a set of standards to the Australian and New Zealand markets and to establish Jani-King's credibility as the industry leader."

Jani-King Perth Regional Manager, Joe Marshall, said Lynda was a highly valued employee who the franchisees know and love.

"It's great when a franchisee or client calls up and hears a familiar voice at the end of the line.

"Lynda is a wealth of information and we all appreciate having someone with such an in-depth knowledge of the company working in our office."

Lynda celebrated the milestone with her co-workers who presented her with lots of goodies to mark the occasion.

"The staff gave me flowers, chocolates and a gift voucher for two at Frasers Restaurant."

Congratulations Lynda from everyone at Jani-King!



Kimberly-Clark Awards glory for Victoria franchisees

Congratulations to Ian and Agnes Coventry who received the prestigious Kimberly-Clark Award in the category of Leisure and Hospitality for their work at the Hilton Melbourne Airport.

The Awards were held on the 22nd of September at a Gala Ceremony at the Melbourne Crown Casino.

Congratulations also go out to Mark and Lucy Bastine who were finalists in the Manufacturing (Industrial Contract) and Education (Primary and Secondary) categories for their work at Australian Arrow Pty Ltd and St Margaret's School.

5 secrets to becoming the perfect employee

With ever increasing deadlines, decreasing resources and changing workplaces, sometimes it can be challenging to be a good employee, much less a perfect one. The employee who can rise above the everyday problems and embrace challenges will be the person that every employer wants.

The following are five secrets to being that employee everyone wants:

- 1. Respect.** Respect others with whom you work everyday. What is respect? Respect comes in many different forms and the following is just one example:
 - Respect fellow employees as individuals with unique ideas and thoughts that may be different from yours. This diversity of ideas may seem different at first, but that is how we produce better solutions. 'Group think' often gets you nowhere fast. Embrace diversity of thought so you are open minded for better solutions.
- 2. Knowledge.** Knowledge is the key. The workplace is constantly changing. Even the look of change is changing and it's happening faster and faster. The only way to master change is to gain the knowledge to be ahead of change.

Take the time to learn not only about your present position, but also future opportunities. This will make you a more valuable employee. Finally, take responsibility for your knowledge. You can't always rely on others to pay for your training and education. Remember, once you

receive knowledge, it's your to take anywhere you go in life.

- 3. Communication.** Communicate, communicate and communicate. Talking is one half of the communication process and listening is the other, and sometimes more important half. Listening means being open-minded to new ideas.

Communication also means learning how to give and receive feedback and it's also important to follow-up with employees and management. Do you inform your managers or co-workers about the process or changes in the project on which you're working?

- 4. Appreciation.** Appreciate to motivate others. Be accountable for your words. Once you say something, it's hard to take back. Show and give praise to others in the workplace. Work at finding them doing something good and praise them. The more you do this, the more you will tear down barriers and motivate others in the workplace.
- 5. Solutions.** Be a solution creator, not a problem dictator. Anyone can find problems; but the employee who can find a problem or challenge and create a solution is an employee that can write his/her own ticket for success.

Apply the above techniques and you, too, will become the perfect employee.

(Sourced from Ed Sykes, professional speaker, author, and leading expert in the areas of leadership, motivation, stress management, customer service and team building – www.thesykesgroup.com.)

Perth's 'Polished' Performers

WESTERN AUSTRALIA: Lillian Ng and Jason Ho moved to Australia from Singapore two years ago and have only been Jani-King franchisees for one year, but already appreciate the importance of attention to detail when servicing their eight accounts.

"We're willing to go that extra mile; we don't just want to be average, we want to excel and take pride in our work," Lillian said.

This philosophy of hard work and honesty seems to have paid off considering Lillian and Jason receive perfect 10's from their clients every month.

"We place a great deal of emphasis on the monthly feedback we receive from clients and even though it's always positive, we're constantly looking at new ways to improve our service."

Lillian and Jason's clients don't only show their appreciation in the form of monthly reviews.

Knowing they were from Singapore, one client even presented the couple with some traditional Singaporean food they had made especially.

Jason and Lillian currently have two subcontractors and employ two casual workers to help service their eight accounts and are in the process of looking for more staff so they can increase their business.

"We'd like to take on more accounts so we can grow the business and in order to do that, we need to employ extra workers who are reliable and share our dedication for exceeding client expectations."

Lillian said having the support of her Regional Office had given her confidence over the past year because she knew there would always be someone there to back her up.

"Not that I've had any problems, but it's just nice knowing there's someone there who can help out or give advice when it's needed."



Words of wisdom from a seasoned operator

MELBOURNE: Noel Josiane purchased his Jani-King franchise just over five years ago and in that time has learned many valuable lessons about how to run a successful business.

The most important of these, he said, is to take responsibility for your own business and not rely on others for its growth and success.

"Even though I own a franchise and know I have the support of my Regional Office, I still need to remember it's my business and at the end of the day I'm the one responsible for my decisions," Noel said.

"It's easy to fall into the trap of thinking 'I don't have to worry because I know I've got the system to back me up', but if you want to be a successful operator you need to drive the business yourself."

Noel looked at a couple of options before deciding to purchase his Jani-King franchise and said it was the commercial cleaning industry and two years guaranteed income that drew him to Jani-King.

"I looked at one home cleaning company, but was more interested in the commercial cleaning sector because I believe it has much greater potential for growth.

"I also believe in the Jani-King system and the guaranteed cash-flow; I know I'll be paid every month regardless of whether the customer has paid or not.

"This not only provides financial security, but not having to worry about billing also means I have more time to focus on improving the quality of my service."

After five years as a Jani-King franchisee, Noel has not employed any staff and services his eight accounts solely on his own.

"I work approximately 50 hours a week cleaning and use the rest of the time to prospect new customers and catch up on sleep!"

Noel said he still cleans all of his original accounts and is currently looking to acquire new clients.

"In the first three years my focus was on cash-flow so I took on eight accounts and have spent my time since then settling down and perfecting my service.

"I'm now ready to look into new opportunities and hope to gain new accounts either through referrals from my current clients, or by doing my own telemarketing."



Good advice from a good friend

AUCKLAND: Twelve months ago, Mark Liang was looking for a cleaning business he could buy when a friend suggested he contact Jani-King.

This friend happened to be a Jani-King franchisee and Mark said it was the strong endorsement from an actual franchisee, as well as Jani-King's good reputation, that encouraged him to purchase his franchise.

"Jani-King has a reputation as the number one commercial cleaning franchise in the world and I thought if I'm going to get involved in the cleaning business, then it should be with the best.

"The fact that I could own my own business and not have to worry about billing and invoicing was also a huge benefit for me."

Mark runs the business with the assistance of his wife, Wendy, and occasionally his son.

He will soon celebrate the one year mark with Jani-King and says he's quite content with the five accounts he's acquired in that time.

"I'm happy with the number of accounts we have because we can handle them on our own and provide a high standard of service.

"If we had any more we'd have to employ someone to help out and for the time being we're happy to keep the work between ourselves."

Mark and Wendy certainly have diversity amongst their five accounts, which include a factory, a soccer club, a kindergarten, a gym and an office.

When asked what advice he would give to other franchisees, Mark said he had two essential rules.

"Firstly, you must provide the client with exceptional service and secondly, you must have good relationships with your clients.

"This is all you need to know to run a successful Jani-King franchise."

Crown Club August/September 2005

Franchise Owner	City	Aug/Sep	YTD Total
Ian & Agnes Coventry	Melbourne	0	62,500
Richard & Pauline Strunk	Perth	0	4,481
Richard Tan	Perth	3,900	3,900
Mary Berry	Sydney	0	3,695
Maria & Jerry Ibarra	Sydney	3,124	3,124
Mark & Nigel Turner	Sydney	2,797	2,857
Darrin & Anne Clements	Christchurch	0	2,030
Harry & Felista Lalidis	Adelaide	0	1,800
Shi Jojo	Christchurch	0	1,685
Jose Oconer & Elvira Parreno	Sydney	0	1,450
Blanchard & Bolton	Perth	0	1,425
Andy Howard	Perth	100	1,301
Encarnacion Pineda	Sydney	0	1,227
George & Cena Veloski	Sydney	0	831
Raymond McEvoy	Darwin	0	801
Peter Pak	Sydney	0	750
Bernie & Sally Hintz	Brisbane	0	650

It's full steam ahead for new franchisees

QUEENSLAND: Over the phone, Patty exudes the confidence of a franchisee who's been at it for years.

Content with the five accounts she and her husband Ken currently service; happy with the 40 hour weeks they are working and clearly focused on the long-term growth of their business, you'd think she'd been a Jani-King franchisee her entire life.

Yet just three months ago, Patty was working as a customer service specialist and Ken was managing a warehouse.

This dynamic duo dove into their Jani-King franchise and it seems sinking was never an option for the self-confessed 'clean-freaks' who said the time was right for a change and Jani-King was the only franchise they considered.

"I used to do a little cleaning part-time and decided it would be a fairly natural evolution to purchase our own franchise," Patty said.

"Jani-King had a great reputation, especially for looking after franchisees and providing them with good, quality work opportunities."

Servicing the North Brisbane region, the pair currently clean pubs, clubs and a medical centre.

In her only 'new-comer' concession, Patty admits for the time being, they are happy with their current workload.

"Just while we get on top of the administration side of the franchise," she said.

"We just want to ensure we maintain good working relationships with our clients in the hope of gaining new accounts through their recommendations when the time is right."

Considering the speed at which this couple has adjusted to their new careers, it won't be long before they begin expanding their empire.

