

FranchiseBusiness**REVIEW**

Ratings and Reviews of the Best Franchise Opportunities by Franchisees | 2016



CertaPro franchise owners, Pete Thronsdon (far left front) and Cindy Mastronardo (far right front), with CertaPro team members.

GUIDE TO TODAY'S TOP FRANCHISES

Rated by the Franchisees
Who Own Them



Franchising runs in the family of Fernando Arumi Jr., owner of a Family Fare franchise

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A Look Inside Today's Top Franchises

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FASTSIGNS franchisee Tob Coss shares his franchise buying insight

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*QSR Magazine, July 2015

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Top 50 Franchise
2015 Franchisee Satisfaction Awards
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Best in Category
2016 Franchisee Satisfaction Awards
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5 years in a row



Top 50 Franchise
2016 Franchisee Satisfaction Awards
FranchiseBusinessREVIEW™

9 years in a row

Owner-Operator Concept

\$1,225,862 AGS*

*The figure reflects the Average Gross Sales for the 121 franchisee-operated locations for the period from January 1, 2014 to December 31, 2014, as reflected in our April 2015 Franchise Disclosure Document. Gross Sales is defined as all gross revenue derived from labor, parts and sub-contracted labor/parts and supplies. The figure does not include locations that commenced operation in 2014 and were not opened for this entire 12 month period. Of these 121 franchisee-operated locations, 58 or 47.9% met or exceeded this average. A new franchisee's results may differ from the represented performance. There is no assurance that you will do as well and you must accept that risk. This information is not intended as an offer to sell, or the solicitation of an offer to buy, a franchise. It is for information purposes only. Franchise offerings are made by Franchise Disclosure Document only.



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To Enter Franchising, Or Not to Enter Franchising?

That is the question on many would-be entrepreneurs' minds

William Shakespeare, had he been alive today, may well have written a play about franchising. He would certainly have appreciated the wealth of material around it: individuals achieving their dreams, interfering government and special interest groups, the power dynamic between franchisees and their franchisors, and much more. Although he penned his plays over four hundred years ago, Shakespeare is referenced throughout this report because his astute insight into leadership and relationships that he addressed in his plays applies well to all businesses including franchising. It certainly helped him become a wealthy entrepreneur.

You are likely reading this report because you, like Shakespeare, have an entrepreneurial spirit and find the idea of owning your own business exciting. Franchising is an ideal way to be in business for yourself, but not by yourself. As a franchisee you'll receive a tremendous amount of ongoing support from your franchisor as well as fellow franchisees. Perhaps the most challenging aspect of entering franchising is selecting the opportunity that is best for you. To facilitate the process, Franchise Business Review analyzed franchisee satisfaction survey data from 28,000 franchisees representing 339 brands to determine which franchises had the most satisfied franchisees. We have listed the top brands by franchise sector within this report. Many of the featured franchises share their full franchisee satisfaction survey results at www.FranchiseBusinessReview.com. To further assist you, we included advice from both franchisees and franchisors as well.



Shakespeare's shrewd investments, not his writing, made him a wealthy man.



Informed franchising is happy franchising!

Emma Pearson, Editorial Director

FranchiseBusinessREVIEW™

Sharing the franchise experience

Franchise Business Review is the leading national franchise market research firm that performs independent surveys of franchisee satisfaction and franchise buyer experiences. Before you invest in any franchise opportunity, read our reports to get the facts from those who know best—the franchisees. We publish six annual research reports: Guide to Today's Top Franchises, Top Senior and Child Services Franchises, Top Low-Cost and Home Based Franchises, Top Home Services Franchises, Top Food Franchises, and Top Franchises for Veterans. All are available for free at www.FranchiseBusinessReview.com.

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ABOUT OUR RESEARCH

Participation in Franchise Business Review's franchisee satisfaction research is free for all North American franchise systems with a minimum of 10 franchisees. For this report, we surveyed 28,000 franchise operators who represent 339 brands. We asked each franchisee to answer 33 benchmark questions ranking their franchise in the areas of financial opportunity, training and support, leadership, operations and product development, core values (e.g., honesty and integrity of franchisor), general satisfaction, and the franchisee community. We also

asked them to answer an additional 16 questions about their market area, demographics, business lifestyle, overall enjoyment running their franchise, and role in the franchisee community. From this data, we identified our list of top low-cost franchises with the highest franchisee satisfaction. **Surveys to determine the Top Franchises for 2017 are underway.** If you are a franchisor and would like to participate, please call 866-397-6680 or contact info@FranchiseBusinessReview.com.



Above, left: A Visiting Angels' franchise employee enjoys hearing a client's stories just as much as he enjoys sharing them.

Middle: Happy & Healthy Products franchisees can place product in a variety of locations including supermarkets and delis.

Right: Alan and Tracy Balen own 18 Checkers & Rally's locations in Michigan and Florida. They received the 2015 MVP Influencer Award for Husband & Wife Team at the 2015 Multi-Unit Franchising Conference.



2016's Top Franchise Opportunities:

A look at those with the most satisfied franchisees and how to invest in a franchise

Franchising exemplifies the American dream. The 2015 economic output of over 780,000 independently owned and operated franchises in the United States was estimated to be \$889 billion by the International Franchise Association's (IFA) Franchise Business Economic Outlook report. While many brands and franchisees have achieved incredible success, not all franchise systems or franchisees are successful. Prior to investing in a franchise, it's crucial you spend time to determine if franchising is right for you and which franchise best meets your business and personal objectives. A great place to begin your research is by reading this report, which takes you through factors you need to consider in order

to give you confidence in your decision. We also feature 200 franchise brands that were ranked highest in franchisee satisfaction by those who know best—the franchisees who own them.

THE BENEFITS OF FRANCHISING

"Strong reasons make strong actions."
(King John)

The numerous advantages franchising offers over starting a business from scratch (see p. 8) has led to its being one of the fastest-growing sectors of our economy. The primary benefit of investing in a franchise is that your chance

of success is typically higher because you have a recognizable brand name and the support of a proven system. The franchise provides you with all the tools you need to succeed—training, marketing, and more. In addition, the franchisor keeps an eye on and makes plans to address possible issues so you don't have to.

"I decided to invest in a Truly Nolen franchise in order to grow quicker by utilizing its corporate assets including its marketing department, fleet management, and corporate buying power," says **Truly Nolen** franchisee Chris Ashley.

"Our focus is always on helping to maximize profits for our franchisees," says Rick Silva, CEO of **Checkers and Rally's**. "To help do so,



As a Wild Birds Unlimited franchisee, Ellen Davis shares her passion for birds with residents of Franklin, MA and surrounding areas.

To help narrow down your choices, look at your skills, likes, background, training, and qualifications and build these factors into your choice.

we invest in innovation regarding every aspect of our business, which keeps it fresh for our guests, our employees, and our franchisees. Our menu is continuously evolving, we are constantly innovating in operations, and we harness new technology and systems. As a result of these and other efforts, we have achieved four consecutive years of same store sales growth system wide.” Silva’s advice to new franchisees is to ensure you have the right structure and support to handle all aspects of the business. He says it’s common for new franchisees to underestimate the time and expertise necessary to be successful.

When asked why she entered into franchising, **Amazing Athletes** franchisee Sue Anne Bigelow says, “You are part of a bigger community that has the same goals in mind, yet you have all the power and control to run your business independently and successfully.”

FINDING THE PERFECT MATCH

*“Go wisely and slowly.
Those who rush, stumble and fall.”
(Romeo and Juliet)*

There are hundreds of franchises within multiple sectors to select from as you can see from this year’s Best of the Best List (p. 10). Each one has a different vision, ideas, direction, and success track record. To help narrow down your choices, look at your skills, likes, background, training, and qualifications and build these factors into your choice.

“My husband and I spent almost a year researching franchises. We were looking for one that had the perfect combination of product offerings, investment cost, growth potential, and time commitment,” says **Happy**

Advantages of Franchising vs. Starting a Business from Scratch

Franchising has been proven to typically be a less risky way to have your own business than starting one on your own. Reasons for this include:

1. Your business will have a recognizable brand name that has a positive reputation.
2. The franchisor will provide ongoing training for you and your staff in a variety of areas such as manufacturing, accounting, business controls, marketing, promotion, and merchandising.
3. You will own your own business with the benefit of continuous support from the franchisor and other franchisees who have knowledge and experience you need to succeed.
4. You may need less capital to get the franchise going than you would if you were starting your own business since the business model has already been proven and comes with a detailed blueprint to get it off the ground.
5. You’ll benefit from shared marketing costs.
6. Savings from the franchisor being able to conduct bulk purchasing will be passed on to you.
7. You’ll benefit from the franchisor’s continuous research and development programs, which keep the business current and competitive.
8. Defined territories of operation can help protect you from competition.
9. You may have greater access to financing because banks tend to look more favorably on franchises than new startups.

& Healthy Products franchisee Kim Cunningham. “As the mother of three children who I homeschooled, the Happy & Healthy Products home-based business model and its 100% natural frozen fruit bars and other snacks appealed to me.” Cunningham, who opened her franchise in 2010, expects her gross revenue will be \$1.5 million within five years’ time.

Although 89% of franchisees Franchise Business Review surveyed for this report replied “Agree” or “Strongly Agree” in response to: “I enjoy operating this business,” our research shows that the five sectors with the most satisfied franchisees are: Sports & Recreation, Advertising & Sales, Real Estate, Senior Services, and Services. Each outperforms our overall franchisee satisfaction benchmark in every category including financial opportunity, training and support, leadership, operations and product development, core values, general satisfaction, and the franchisee community.

Strong franchisee satisfaction year-after-year is also something to look for when considering a franchise. Franchise Business Review’s Hall of Fame members are franchises that have made our list 10 separate times. This year’s newest inductees are: **Budget Blinds, Palm Beach Tan, TeamLogic IT, and Truly Nolen.**

It’s also important to see if the franchise you are considering has the traits that all successful franchises share. Our analysis of the top 20 franchises within this report—**Culver’s, Pinot’s Palette, Precision Concrete Cutting, Sotheby’s International Realty, Home Instead Senior Care, Visiting Angels, Kona Ice, Wild Birds Unlimited, Budget Blinds, CertaPro Painters, FASTSIGNS, Heaven’s Best Carpet Cleaning, Zaxby’s, MaidPro, Sandler Training, Proforma, Sanford Rose Associates, Better Homes and Gardens Real Estate, Painting with a Twist, and The Exercise Coach**—revealed the following:

- Over 94% of their franchisees believe (agree or strongly agree) their franchisor acts with a high level of Honesty & Integrity, compared to 80% of all other franchisees surveyed.
- The top 20 franchises outperformed the overall benchmark by 28% in the Training & Support category, the largest discrepancy observed across all of our survey categories, particularly regarding questions related to Marketing & Promotions,

System-Wide Communications, Use of Technology, and Ongoing Training & Support.

- While there are no significant differences in weekly hours worked or frequency of working nights or weekends, franchisees of the top 20 franchises reported more flexibility in their schedules—78% said their schedules were flexible or very flexible compared to 68% of all other franchisees.

When narrowing down your franchise choices, how much money you can make is probably right up next to which sector you’ll enjoy working in the most. Our analysis of franchisees who have owned their business for two or more years determined the following sectors yield the highest average net income: Senior Care, Real Estate, Health & Beauty, Business Services, and Food. In general, 82% of franchisees we surveyed replied “Good”, “Very Good”, or “Excellent” in response to: “Overall, how would you rate your franchisor and the opportunity provided by this franchise system?”

“In our first year of business in 2004 we made \$270,000 in gross revenue,” says **Visiting Angels** franchisee Carl Knight. “We are on track to earn \$2.5 million in gross revenue in 2015 and project that we will generate \$3 million in 2016.”

“Our franchisees who have been open for 24 months or longer average \$1.275 million in gross revenue,” says Mike Stone, President of **CertaPro Painters**. Stone attributes these figures to several factors including CertaPro’s high level of franchisee training, its emphasis on brand experience, and its “Path” program, which is a step-by-step road map on how to build a profitable painting business. It shows franchisees the way to grow their business in terms of business mix, leadership development, hiring order, online support, and training.

Do not make the mistake of equating business gross revenue with personal income. In most cases, a franchisee’s personal income is significantly lower than the profits that their business generates. To determine how much income you might make, the cost of labor, rent, supplies, insurance, royalties, ad fees and

FEATURED Franchisee



Fernando Arumi Jr.

FCA Enterprises LLC
Durham, NC
Franchisee since Sep. 2013

Why did you choose your franchise?

Growing up near a Family Fare gave me the opportunity to see firsthand how the company displayed strength and growth through the years. I felt it would be a stable investment that would help me provide for my family and enable me to do something I enjoy on a daily basis.

Family Fare’s unique Family Fare Service, Collaboration and Support Center system stays with you throughout the partnership. It consists of a team of specialists that provide guidance and counsel regarding anything that may arise in your business.

What type of experience did you have prior to becoming a franchisee that has been helpful?

I was fortunate to have worked in the restaurant and hardware franchise business with my dad, which taught me a lot about the franchising world.

What things do you like most about owning a franchise?

I like the fact that it’s not a job! It is an opportunity to interact with my employees and make sure they are executing well. It’s wonderful seeing our customers become guests within my Family Fare store.

How did you fund your franchise?

Through hard work, sweat equity, and keeping my eyes on the prize, I was able to save the money.

What advice do you have for prospective franchising buyers?

Work hard and persevere. I now know what my father meant when he told me, “Through successful franchising, the path is proven and only requires duplication.”

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For more information on Family Fare opportunities, call (919) 309-2925 or visit www.familyfareconveniencestores.com.

Continued on page 19.

THE LIST

Best of the Best: Top 200 Franchises

"Very well organized. When I have questions they are always answered. I learn so many ideas to improve my business."

— Rent-A-Wreck Franchisee

"Corporate is focused on being the best and providing us and our clients with a fun, enlightening and excellent training program. Marketing has done a fantastic job. They are all very responsive at the home office. Our CEO is a visionary, dedicated, and the best leader we could possibly have!"



— Sandler Training Franchisee

*Full Satisfaction Report Available at
www.FranchiseBusinessReview.com

 **10-year Hall of Fame Member**
Featured on our Best of the Best List for 10 or more years.

 **Best in Category**

		Survey Date	Startup Investment	Cash Requirement	Total Units
ADVERTISING & SALES					
Proforma Print & promotional product supplier	★	Dec. 2014	\$4,730 – \$50,195	\$0 – \$29,500	686
* Our Town America — more on p. 38 Advertising services		Sep. 2015	\$49,000 – \$85,000	\$89,000	57
Welcomemat Services Printing & marketing services		June 2015	\$57,580 – \$85,430	\$75,000	60
Viamark Advertising Marketing services		Oct. 2014	\$37,000 – \$66,050	\$40,000	14
AUTOMOTIVE					
* Christian Brothers Automotive Automotive repair — more on p. 4	★	Jan. 2015	\$403,200 – \$474,600	\$75,000 – \$80,000	152
* Snap-on Tools — more on p. 3 Automotive services		Sep. 2015	\$159,742 – \$316,254	\$30,346 – \$47,801	3,859
* Rent-A-Wreck Used car rental & leasing		Oct. 2015	\$151,200 – \$392,000	\$151,200 – \$392,000	179
Auto Appraisal Network Automotive appraisal services		Oct. 2014	\$12,000 – \$30,000	\$3,000 – \$10,000	25
Honest-1 Auto Care Automotive care		Nov. 2014	\$169,975 – \$457,975	\$150,000	60
BUSINESS SERVICES					
* FASTSIGNS — more on p. 29 Visual business communications	 ★	Aug. 2015	\$168,812 – \$308,830	\$80,000	562
* Sandler Training — more on p. 29 Business consulting & coaching		Oct. 2015	\$73,000 – \$105,125	\$73,000	183
Sanford Rose Associates Recruiting services		Mar. 2015	\$109,350 – \$146,180	\$109,350 – \$146,180	70
Sir Speedy Printing & marketing services		Oct. 2015	\$275,000 – \$350,000	\$100,000	179
* YESCO — more on p. 39 Visual business communications		Aug. 2015	\$64,300 – \$350,000	\$60,000	89
Murphy Business & Financial Business brokers		Jan. 2015	\$54,450 – \$113,600	\$30,000	185
Supporting Strategies Bookkeeping services		May 2015	\$50,400 – \$75,400	\$50,400 – \$75,400	36
Unishippers Business shipping		April 2015	\$55,000 – \$150,000	\$75,000	329
InXpress Business shipping		June 2015	\$49,700 – \$59,700	\$80,000	81
The @WORK Group Recruiting services		Feb. 2015	\$91,500 – \$149,500	\$50,000	85
BlueGrace Logistics Recruiting services		July 2015	\$39,500 – \$181,250	\$50,000	58
City Wide Maintenance Commercial building maintenance		March 2015	\$100,000 – \$220,000	\$140,000 – \$200,000	44
FPC National Recruiting services		Oct. 2014	\$50,000 – \$100,000	\$50,000 – \$100,000	66
PIP Printing & Marketing Services Printing & marketing services		Oct. 2015	\$275,000 – \$350,000	\$100,000	79

		Survey Date	Startup Investment	Cash Requirement	Total Units
CHILD SERVICES					
* JumpBunch Youth sports & fitness		Jan. 2015	\$40,300 – \$73,500	\$48,000	54
* Soccer Shots Youth sports		Oct. 2014	\$31,742 – \$38,500	\$29,500	166
Great Play Youth fitness		Aug. 2015	\$173,000 – \$391,000	\$173,000 – \$391,000	15
CompuChild Children's technology education		June 2015	\$18,300 – \$33,600	\$20,000	51
* Amazing Athletes Early childhood development		July 2015	\$34,150 – \$55,650	\$18,500	85
College Nannies & Tutors Childcare & tutoring services		July 2015	\$176,700 – \$228,700	\$60,000	100
Young Rembrandts Children's art classes		May 2015	\$40,360 – \$48,700	\$40,000	97
KidsPark Children's play park		Aug. 2015	\$185,000 – \$340,000	\$45,000 – \$65,000	18
TGA Premier Golf & Tennis Youth sports		Aug. 2014	\$16,300 – \$67,350	\$16,300 – \$67,350	82
Goldfish Swim School Swim lessons		Sep. 2015	\$1,449,750 – \$1,938,866	\$1,449,750 – \$1,938,866	30
TSS Photography Sports, school & event photography		July 2015	\$35,889 – \$55,889	\$9,075 – \$22,545	210
CLEANING & MAINTENANCE					
Heaven's Best Carpet Cleaning Carpet cleaning		Jan. 2015	\$28,900 – \$64,000	\$15,000	1,304
MaidPro House cleaning & maid services		Oct. 2015	\$46,000 – \$203,000	\$20,000	188
* Office Pride — more on p. 30 Commercial cleaning services		Oct. 2015	\$51,400 – \$100,100	\$51,400	134
Aire-Master of America Commercial hygiene service		Dec. 2014	\$38,384 – \$138,400	\$30,000 – \$50,000	109
Jan-Pro (master franchisors) Commercial cleaning services		Sep. 2015	\$150,000 – \$500,000	\$100,000	101
Buildingstars Commercial cleaning services		Oct. 2014	\$1,995 – \$39,995	\$995 – \$2000	572
Anago Cleaning Systems (master franchisors) Commercial cleaning services		Dec. 2014	\$154,000 – \$257,000	\$154,000 – \$257,000	36
Molly Maid Cleaning services		Sep. 2014	\$165,000 – \$197,000	\$100,000 – \$132,000	471
* Image One — more on p. 36 Commercial cleaning services		Jan. 2015	\$34,350 – \$103,208	\$24,750 – \$103,208	76
The Maids Cleaning & maid services		Nov. 2014	\$98,645 – \$126,045	\$60,000	165
EDUCATION					
* The Goddard School Early childhood education	★	Aug. 2015	\$706,700 – \$750,700	\$150,000	434
* Mathnasium Math learning center		March 2015	\$90,750 – \$137,610	\$90,750	570

"I love the MaidPro community! I could not have chosen a better franchise to become a part of! The support I have received from the home office and other franchisees has been phenomenal."

— MaidPro Franchisee

THE LIST

Best of the Best: Top 200 Franchises

"I am in complete agreement with the franchisor's principals-based leadership approach built on servant leadership, value-centric experience, strength-focused relationships, and vision-driven value."

— The Exercise Coach Franchisee

"They stay ahead of the curve in the fitness arena so we are always ahead of our competitors. The layout and physical space is also ahead. So, the competitors don't have anything on us when it comes to space, layout, classes, etc. We definitely have the best brand, best product, and best offering."

— Crunch Fitness Franchisee

	Survey Date	Startup Investment	Cash Requirement	Total Units
EDUCATION (CONTINUED)				
Huntington Learning Centers Tutoring services	Oct. 2015	\$99,245 – \$204,201	\$99,245 – \$204,201	267
Best In Class Education Centers Tutoring services	July 2014	\$56,700 – \$96,800	\$30,000	32
THE TUTORING CENTER Tutoring services	April 2015	\$90,000 – \$130,000	\$39,000	64
FINANCIAL SERVICES				
American Prosperity Group Financial services	★ Feb. 2015	\$95,000 – \$105,000	\$100,000	20
Estrella Insurance Financial services	April 2015	\$49,000 – \$84,000	\$20,000 – \$50,000	104
Payroll Vault Payroll services	Oct. 2014	\$42,000 – \$69,000	\$50,000	27
4 Pillars Consulting Financial consulting	Dec. 2014	\$50,000	\$10,000	80
* ATAX Franchise Accounting & financial services	Oct. 2014	\$31,450 – \$77,800	\$37,340 – \$76,800	42
FITNESS				
The Exercise Coach Fitness	★ Oct. 2015	\$95,000 – \$236,000	\$95,000 – \$236,000	34
Fit Body Boot Camp Fitness programs	April 2015	\$35,000 – \$75,000	\$9,997	251
Baby Boot Camp Fitness programs	April 2015	\$4,790 – \$10,200	\$4,000 – \$6,000	126
* Crunch Fitness Fitness club	Oct. 2015	\$1,200,000 – \$1,500,000	\$300,000 – \$400,000	119
Fit4Mom Fitness	Sep. 2015	\$2,359 – \$18,185	\$2,359 – \$18,185	252
The MAX Challenge Fitness	July 2015	\$80,575 – \$107,650	\$25,000	55
Hard Exercise Works Fitness	Oct. 2015	\$90,200 – \$350,500	\$150,000	16
FOOD & BEVERAGE				
Culver's Quick-service restaurant	★ May 2015	\$1,354,801 – \$3,680,500	\$350,000 – \$600,000	559
* Kona Ice — more on p. 25 Ice cream/Yogurt/Frozen treats	June 2015	\$114,125 – \$129,425	\$20,000 – \$25,000	953
Zaxby's Fast casual	Oct. 2015	\$284,000 – \$664,300	\$500,000	720
* Ground Round Casual dining	May 2015	\$450,000 – \$2,200,000	\$350,000	28
* Hwy 55 Burgers Shakes & Fries Casual dining	July 2015	\$184,255 – \$331,955	\$125,000	119
* Checkers & Rally's Quick-service restaurant	June 2015	\$155,400 – \$1,286,743	\$250,000	819
Hungry Howie's Pizza & Subs — more on p. 44 Quick-service restaurant	Nov. 2015	\$228,000 – \$432,500	\$100,000	552

	Survey Date	Startup Investment	Cash Requirement	Total Units
FOOD & BEVERAGE (CONTINUED)				
* Firehouse Subs — <i>more on back cover</i> Quick-service restaurant	April 2015	\$128,760 – \$1,160,900	\$80,000 – \$100,000	940
Penn Station Quick-service restaurant	Oct. 2014	\$258,103 – \$519,704	\$175,000	287
Tropical Smoothie Cafe Fast casual	Oct. 2015	\$165,940 – \$414,685	\$100,000	458
D.P. Dough Quick-service restaurant	Jan. 2015	\$259,540 – \$474,779	\$100,000	26
Auntie Anne's Snack retailer	Sep. 2014	\$196,475 – \$370,100	\$40,000 – \$80,000	1,232
Fazoli's Restaurants Fast casual	Feb. 2015	\$558,000 – \$1,339,000	\$250,000	211
LaRosa's Pizzeria Fast casual	June 2014	\$500,000 – \$850,000	\$150,000 – \$255,000	66
Wingstop Quick-service restaurant	April 2015	\$227,888 – \$650,790	\$200,000	700
Toppers Pizza Quick-service restaurant	July 2015	\$262,663 – \$490,649	\$150,000	73
Denny's Casual dining	Feb. 2015	\$1,215,485 – \$2,121,065	\$350,000	1,667
Jason's Deli Fast casual	April 2015	\$905,891 – \$1,277,868	\$1,000,000	261
Donatos Pizza — <i>more on p. 2</i> Quick-service restaurant	July 2015	\$449,000 – \$667,000	\$200,000	152
* Marco's Pizza Quick-service restaurant	July 2015	\$221,592 – \$546,592	\$100,000	662
* East Coast Wings & Grill — <i>more on p. 36</i> Casual dining	April 2015	\$658,875 – \$1,133,502	\$250,000	35
* Happy and Healthy Products Ice cream/Yogurt/Frozen treats	March 2015	\$45,000 – \$90,000	\$45,000 – \$89,045	65
Dick's Wings & Grill Casual dining	Oct. 2014	\$229,500 – \$772,500	\$150,000	25
Planet Sub Quick-service restaurant	July 2014	\$182,500 – \$402,000	\$100,000	41
Taziki's Mediterranean Cafe Fast casual	Sep. 2015	\$313,000 – \$809,000	\$500,000	50
Billy Sims Barbecue Fast casual	Oct. 2015	\$169,000 – \$433,000	\$150,000	50
Au Bon Pain Fast casual	Oct. 2014	\$460,500 – \$1,500,000	\$460,500 – \$1,500,000	224
Pizza 9 Quick-service restaurant	Oct. 2015	\$64,580 – \$353,980	\$64,580 – \$353,980	18
* PJ's Coffee Beverages	Aug. 2015	\$171,400 – \$474,500	\$75,000	71
Nothing Bundt Cakes Snack retailer	June 2015	\$390,775 – \$489,975	\$150,000	144
Zoup! — <i>more on p. 31</i> Quick-service	Dec. 2014	\$321,400 – \$609,400	\$120,000	87
Bahama Buck's Ice cream/Yogurt/Frozen treats	Sep. 2015	\$223,346 – \$720,825	\$90,000	78

Franchise Sectors with the Most Satisfied Franchisees




1. Sports & Recreation
2. Advertising & Sales
3. Real Estate
4. Senior Services
5. Services


THE LIST

Best of the Best: Top 200 Franchises

"The support from the ASP Franchise is excellent and I truly feel that they care for all of the franchisees' success. We are extremely happy with the opportunity to be involved in this franchise."

— ASP Franchisee

	Survey Date	Startup Investment	Cash Requirement	Total Units
FOOD & BEVERAGE (CONTINUED)				
* Your Pie Fast casual	Sep. 2014	\$400,000 – \$450,000	\$250,000	23
Chicken Salad Chick Fast casual	Aug. 2014	\$336,500 – \$539,200	\$125,000 – \$250,000	42
Repicci's Italian Ice Ice cream/Yogurt/Frozen treats	Oct. 2015	\$155,000 – \$165,000	\$50,000	50
Farmer Boys Fast casual	July 2015	\$1,028,500 – \$2,168,500	\$1,028,500 – \$2,168,500	80
Deli Delicious Quick-service restaurant	July 2014	\$150,000 – \$350,000	\$100,000	31
Chopped Leaf Fast casual	July 2014	\$285,000 – \$360,000	\$100,000 – \$165,000	39
Teriyaki Madness Fast casual	July 2015	\$255,199 – \$560,850	\$52,500	22
HEALTH & BEAUTY				
The Woodhouse Day Spas Spa services	★ Oct. 2014	\$497,550 – \$692,400	\$250,000	45
Palm Beach Tan Beauty services	 Dec. 2014	\$502,660 – \$810,320	\$250,000	409
Sport Clips — more on p. 41 Hair cutting	June 2015	\$168,300 – \$326,500	\$200,000	1,464
Paul Mitchell School Beauty school	Sep. 2014	\$1,021,670 – \$1,435,940	\$58,000 – \$88,000	115
My Salon Suite Private, spacious salon suites	Oct. 2015	\$568,000 – \$1,482,000	200,000	51
HOME SERVICES				
Budget Blinds Custom blinds & window coverings	 ★ Dec. 2014	\$89,240 – \$187,070	\$74,950	1,026
* CertaPro Painters Painting	 Jan. 2015	\$130,000 – \$162,500	\$75,000	461
* National Property Inspections Commercial & home inspection services	Feb. 2015	\$34,900 – \$45,400	\$47,100	221
Miracle Method Surface Refinishing Bathroom & kitchen remodeling	 Nov. 2014	\$85,000 – \$125,000	\$75,000 – \$110,000	137
ShelfGenie Shelving solutions	Oct. 2014	\$70,100 – \$125,250	\$70,000	172
WOW 1 DAY PAINTING Painting	Oct. 2015	\$90,000 – \$140,000	\$50,000	32
Surface Specialists Systems Home remodeling	Nov. 2014	\$43,200 – \$56,000	\$25,000	44
* DreamMaker Bath & Kitchen — more on p. 25 Home remodeling	Jun. 2015	\$94,895 – \$257,745	\$50,000 – \$80,000	35
* Pillar To Post Professional home inspections	Aug. 2015	\$33,150 – \$42,550	\$10,000	458
* HouseMaster Professional home inspections	Oct. 2014	\$60,100 – \$107,900	\$75,000	314
ASP – America's Swimming Pool Company Swimming pool maintenance	Sep. 2015	\$64,900 – \$89,500	\$30,000	188

	Survey Date	Startup Investment	Cash Requirement	Total Units
HOME SERVICES (CONTINUED)				
Tailored Living Home organization solutions	Sep. 2015	\$85,630 – \$218,995	\$85,630 – \$218,995	165
* The Glass Guru — more on p. 34 Window restoration	Oct. 2015	\$30,000 – \$130,000	\$30,000 – \$130,000	84
AdvantaClean Cleaning services	June 2015	\$120,600 – \$218,241	\$50,000	217
MarbleLife Stone restoration	Oct. 2015	\$50,000 – \$65,000	\$30,000	50
The Grout Doctor Grout repair services	Dec. 2014	\$20,405 – \$33,415	\$20,405 – \$33,415	71
Closets By Design Home organization solutions	June 2015	\$126,000 – \$296,500	\$100,000	51
PET SERVICES				
In Home Pet Services Pet sitting & dog walking service	★ Sep. 2015	\$9,100 – \$31,200	\$9,100 – \$31,200	13
Sit Means Sit Dog training	April 2015	\$45,000 – \$93,850	\$45,000	82
REAL ESTATE				
Sotheby's International Realty Real estate	★ Jan. 2015	\$196,050 – \$621,500	\$153,550 – \$566,500	538
Better Homes and Gardens Real Estate Real estate	Jan. 2015	\$65,170 – \$540,000	\$100,000	293
Keller Williams Real estate	Oct. 2015	\$175,022 – \$328,320	\$175,022 – \$328,320	700
* HomeVestors of America — more on p. 32  Realty renovation	Dec. 2014	\$37,300 – \$241,250	\$37,300	534
G.J. Gardner Homes Home building	Jan. 2015	\$109,700 – \$115,200	\$90,000	34
Coldwell Banker Real estate	Jan. 2015	\$52,470 – \$493,550	\$27,470 – \$468,550	3,120
Weichert Real Estate Real estate	April 2015	\$50,000 – \$364,700	\$50,000 – \$364,700	433
Help-U-Sell Real estate	Feb. 2015	\$25,000 – \$97,000	\$17,500	99
PropertyGuys.com Real estate	Sep. 2014	\$45,000 – \$92,000	\$55,000	110
Realty ONE Group Real estate	Aug. 2014	\$30,000 – \$195,000	\$30,000 – \$195,000	64
United Country Real Estate Real estate	Sep. 2014	\$16,290 – \$42,510	\$15,000	414
Showhomes Home Staging Home staging	Jan. 2015	\$45,300 – \$78,000	\$10,000	55
Epcon Franchising Maintenance-free home building	March 2015	\$1,000,000	\$500,000	74
Coldwell Banker Commercial Real estate	Jan. 2015	\$37,450 – \$781,000	\$175,000	170
Harcourts USA Real estate	Oct. 2014	\$151,000 – \$360,000	\$151,000 – \$360,000	18

"Keller Williams Training Department constantly updates and innovates. Everyone has a passion to impact productivity at the ownership level and the associate level. Our competition does not come close to what we have."

— Keller Williams Franchisee

THE LIST

Best of the Best:
Top 200 Franchises

"All Interim support
staff are committed
to my success."

— Interim HealthCare Franchisee

	Survey Date	Startup Investment	Cash Requirement	Total Units
RETAIL				
* Wild Birds Unlimited Nature retailer 	Nov. 2015	\$123,331 – \$192,099	\$30,000 – \$40,000	295
Rhea Lana's — <i>more on p. 30</i> Children's consignment	Dec. 2014	\$16,050 – \$33,050	\$8,000 – \$10,500	80
Pinch A Penny Pool supplies retailer	Sep. 2015	\$250,000 – \$350,000	\$50,000	222
Family Fare — <i>more on p. 9</i> Convenience store retailer	Sep. 2015	\$31,800 – \$210,700	\$31,800 \$210,700	85
Just Between Friends Children's consignment	Oct. 2015	\$24,074 – \$33,668	\$14,900	153
Pro Image Sports apparel & memorabilia retailer	Sep. 2014	\$130,700 – \$401,500	\$75,000 – \$125,000	136
Learning Express — <i>more on p. 38</i> Children's retailer	Aug. 2015	\$209,500 – \$298,000	\$100,000	130
* Big Frog Custom T-Shirts Clothing retailer	Aug. 2014	\$175,000 – \$185,000	\$75,000	67
MODE Designer retail store	Aug. 2015	\$185,000 – \$294,000	\$185,000 – \$294,000	12
Kid's Closet Connection Children's consignment	Jan. 2015	\$12,000 – \$17,000	\$12,000 – \$17,000	40
NYS Collection Eyewear Eyewear retailer	Oct. 2014	\$80,695 – \$99,398	\$13,580 – \$97,148	53
* Vapor Shark E-Liquids & personal vaporizers	Sep. 2015	\$100,000 – \$160,000	\$25,000	32
SENIOR CARE				
* Home Instead Senior Care In-home senior care 	Nov. 2015	\$100,000 – \$115,000	\$48,000	644
* Visiting Angels — <i>more on p. 42</i> In-home senior care	June 2015	\$68,935 – \$89,935	\$40,950 – \$48,950	538
CarePatrol Assisted living placement services	Oct. 2014	\$63,000 – \$78,000	\$54,500	135
* Amada Senior Care In-home senior care	May 2015	\$92,210 – \$171,654	\$50,000	53
Home Care Assistance — <i>more on p. 31</i> In-home senior care	Oct. 2015	\$110,250 – \$245,250	\$64,950	128
* FirstLight HomeCare — <i>more on inside back cover</i> In-home senior care	May 2015	\$87,181 – \$131,459	\$65,000	168
Right at Home In-home senior care	Feb. 2015	\$78,150 – \$131,650	\$150,000	452
* Homewatch CareGivers — <i>more on p. 34</i> In-home senior care	June 2015	\$83,250 – \$137,500	\$50,000	227
* BrightStar Care — <i>more on p. 28</i> In-home senior care	Oct. 2015	\$93,542 – \$172,965	\$100,000	308
Interim HealthCare — <i>more on p. 35</i> In-home senior care	Oct. 2015	\$85,000	\$115,500 – \$188,500	336
* Qualicare Family Homecare In-home senior care	Oct. 2014	\$65,800 – \$149,450	\$75,000	58
Assisting Hands In-home senior care	Sep. 2015	\$70,550 – \$147,500	\$38,500	96

		Survey Date	Startup Investment	Cash Requirement	Total Units
SENIOR CARE (CONTINUED)					
Nurse Next Door — <i>more on p. 35</i> In-home senior care		Jan. 2015	\$134,600 – \$180,400	\$125,000	136
SERVICES					
Precision Concrete Cutting Concrete maintenance services	★	Dec. 2014	\$135,000 – \$176,500	\$200,000	40
Truly Nolen of America Pest control	10	Oct. 2014	\$25,200 – \$280,000	\$25,200	101
* TWO MEN AND A TRUCK Moving services	10	Dec. 2014	\$178,000 – \$555,500	\$150,000	360
The Mosquito Authority Mosquito control services		Jan. 2015	\$50,000 – \$70,000	\$20,000 – \$40,000	375
* Window Genie — <i>more on p. 37</i> Window cleaning		July 2015	\$89,800 – \$139,000	\$60,000 – \$80,000	205
Men In Kilts — <i>more on p. 40</i> Window cleaning		Sep. 2015	\$39,000 – \$75,000	\$50,000	12
* Mosquito Joe — <i>more on p. 24</i> Mosquito control services		Aug. 2014	\$62,850 – \$125,750	\$30,000	226
A All Animal Control Wildlife control & removal		Oct. 2014	\$10,750 – \$41,615	\$5,000	36
Linc Service Network — <i>more on p. 26</i> Commercial HVAC services		Feb. 2015	\$118,580 – \$210,960	\$65,000 – \$75,000	137
Fish Window Cleaning Services — <i>more on p. 42</i> Window cleaning		Oct. 2015	\$75,000 – \$135,000	\$75,000	241
Complete Weddings and Events Wedding & event services		July 2015	\$30,350 – \$48,650	\$30,000 – \$50,000	197
Service Team of Professionals Restoration services		March 2015	\$54,000 – \$131,043	\$44,000	39
College Hunks Hauling Junk Junk removal services		May 2015	\$100,000 – \$200,000	\$100,000	52
FRSTeam Home restoration		Nov. 2015	\$32,000 – \$380,500	\$25,000 – \$35,000	40
Creative Colors International Leather & vinyl repair service		July 2015	\$83,600 – \$112,250	\$73,000	70
The Traveling Photo Booth Photography		March 2015	\$44,350 – \$62,250	\$16,000	20
Critter Control Wildlife control & removal		Oct. 2014	\$12,250 – \$80,500	\$12,250 – \$80,500	117
* U.S. Lawns — <i>more on inside front cover</i> Commercial grounds care		Sep. 2014	\$51,500 – \$79,300	\$30,000	267
You Move Me Moving services		Feb. 2015	\$138,000 – \$187,200	\$125,000	35
Leather Medic Leather & vinyl repair services		Sep. 2014	\$49,500 – \$59,500	\$25,000 – \$59,500	24
* Mosquito Shield Mosquito control services		July 2014	\$73,100 – \$91,800	\$100,000	35
101 Mobility Mobility equipment services		July 2015	\$113,560 – \$205,820	\$100,000	150
Boulder Designs Landscape design		Sep. 2014	\$55,965 – \$69,950	\$40,000	62

"We have a great franchising team that really supports all franchisees. If we need help, need a logo, need new contracts designed, etc. all we have to do is ask and they always lend a hand."

— Truly Nolen Franchisee

"The Franchise System structure is straightforward and simple to follow. It allows the franchise to grow and succeed."


— Fish Window Franchisee

THE LIST

Best of the Best: Top 200 Franchises

"TeamLogic IT corporate does a phenomenal job of keeping us up-to-date on technology and how to best position our franchises as the technology changes. This is something I would not get as an independent company."

— TeamLogic IT Franchisee

	Survey Date	Startup Investment	Cash Requirement	Total Units
SERVICES (CONTINUED)				
Glass Doctor Glass repair & replacement	Sep. 2015	\$109,681 – \$261,681	\$50,000	195
SPORTS & REC				
* Pinot's Palette — more on p. 1 Painting class	★ March 2015	\$74,100 – \$194,100	\$80,000	74
* Painting with a Twist Paint & sip	Jan. 2015	\$94,300 – \$131,800	\$25,000	216
American Poolplayers Association Pool league	Sep. 2015	\$16,704 – \$19,874	\$16,704 – \$19,874	319
Kampgrounds of America/KOA Camping services	April 2015	\$25,000 – \$75,000	\$7,500 – \$30,000	481
Bottle & Bottega Wine & painting studio	Sep. 2015	\$94,300 – \$146,100	\$75,000	19
Sky Zone Indoor trampoline park	Feb. 2015	\$850,000 – \$2,500,000	\$600,000	86
APEX Fun Run School fundraising program	Oct. 2014	\$60,500 – \$86,200	\$10,000	67
GameTruck Mobile gaming & entertainment	Sep. 2014	\$115,250 – \$320,500	\$15,000	70
TECHNOLOGY				
TeamLogic IT IT services	 ★ Oct. 2015	\$146,000	\$50,000	86
TRAVEL				
* Cruise Planners — more on p. 32 Travel agency	★ June 2015	\$495 – \$10,495	\$10,495	1,455
* CruiseOne Travel agency	April 2015	\$495 – \$9,800	\$9,800	1,000
Expedia CruiseShipCenters — more on p. 33 Travel agency	Oct. 2014	\$94,500 – \$179,500	\$50,000 – \$90,000	190



Pillar to Post franchisee, Paul Ferguson, and his team inspect homes throughout North Central Ohio.

Continued from page 7.

all other business expenses must be deducted from the gross revenue figure. If the Franchise Disclosure Document (FDD) of the franchise you are considering has an Item 19, Financial Performance Representations, you will be able to obtain insight regarding gross revenue. Speaking with as many franchisees within the system you are considering is a good way to find out how much actual profit they make. You will likely discover that profit varies greatly from one franchisee to another. We believe having a solid understanding regarding how much money you may make by investing in a franchise is so critical, that we created a three-hour online course entitled “*How Much Money Can I Make?*”. It is available as part of our **Franchise Buyer’s Toolkit** at www.FranchiseBusinessReview.com/toolkit.

Once you have whittled your franchise choices ideally down to three, the next step is to thoroughly investigate them to ensure they

have staying power and to find out if they have the expertise and resources you need to be successful. The best ways to find out if they do are to ask the franchisor (see p. 20) and franchisees (see p. 21) pointed questions. In addition, you can ask the franchisor if they have third party franchisee satisfaction data to share with you. Many of the franchises featured in this report share their full franchisee satisfaction survey results at www.FranchiseBusinessReview.com.

“Before you purchase a franchise, talk to as many franchise owners as you can,” says **DreamMaker Bath & Kitchen** franchisee Lee Willwerth. “Do everything possible to understand the financial prospects of the business model, and make sure you are being liberal with your assumptions of the cash required to start the business. Always assume it will take more cash than you think and more time than you think to get to profitability. It takes time to learn the ropes in a new industry.” Willwerth

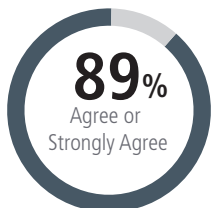
says that achieving work/life balance was the main reason he went into franchising. Although it took many years, he says the business, which he purchased in 2004, now runs well without his presence. Prior to going into franchising, Willwerth owned a custom software development business that required him to travel extensively.

We recommend that before you sign any agreement that you should carefully analyze the FDD and engage the services of a franchise attorney. He or she can alert you to any red flags.

“Be sure to have a franchise attorney review the franchise contract,” says **CruiseOne** franchisee Paula Kaisner. “They’ll notice important things you most likely will not and can help clarify any questions you have.” Kaisner says she loves her job because she can focus on the travel products that interest her most and work whichever hours are best for the business and herself.

Franchisee Satisfaction Snapshot

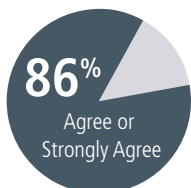
"I enjoy operating this business"



"I believe my franchisor acts with a high level of honesty and integrity"

80% Agree or Strongly Agree

"I enjoy being part of this organization"



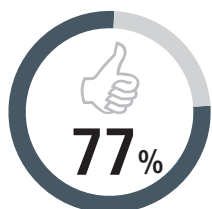
of franchisees said they would recommend their franchise brand to others.

"I respect my franchisor"

83%
Agree or Strongly Agree

Overall Satisfaction with Franchise

81% replied Good, Very Good, or Excellent



would "do it again" knowing what they know today.

A step-by-step breakdown regarding how to strategically invest in the right franchise is presented in our Franchise Buyers Toolkit.

WHAT FRANCHISORS SEEK IN FRANCHISEES

"We are such stuff as dreams are made on."
(The Tempest)

You may think you are in the driver's seat when it comes to which franchise you'll purchase, but franchisors are selective about who they allow to join the brand. They will be looking at the qualities you possess as well as your finances to ensure you are a good fit for

their network. They will not necessarily look for you to have any industry-specific experience, but for you to have a proven track record of success in your career.

"Our franchisees do not need painting experience," says Stone of CertaPro Painters. "They must, however, have leadership attributes including confidence, persuasiveness, and tenacity. They are not going to be painters, they are going to be business leaders."

"We look for someone who isn't going to let their ego get in the way of following our system and is able to build strong relationships," says Larry Meigs, CEO of Visiting Angels.

"Franchisees must be willing to do the work on the front end to build their business,"

Franchise Assessment Questions

To help determine if a franchise you're considering is a good investment, ask and analyze the answers to the following questions:

1. How long has the franchisor been franchising?
2. What is the expertise/experience of the executive team?
3. Is this business financially sound? Ask if they can provide three years' of audited accounts and current management accounts and have your accountant look at them.
4. How many existing franchise owners are there?
5. How many franchise owners have failed? Why did they fail?
6. What areas will you receive support in and how much support will be available to you?
7. What data is there to prove the viability of the marketplace? Is there a long-term market for the products or services?
8. Who are the main competitors and how do they compare to the franchise in terms of price, quality, delivery, and service?
9. How much is the start-up investment and what does it include?
10. How much will you have to pay the franchisor on an ongoing basis?
11. What are the financial projections for your business?
12. Is there a set territory? How does the franchisor prevent its franchisees cannibalizing business from each other?
13. How long is the term of the franchise agreement? Can you renew it?
14. Do you have to achieve minimum sales goals or to purchase a minimum amount of product? What will happen if you don't meet these expectations?
15. Can you sell the business? Are there any restrictions regarding doing so?
16. How long does it take to be up and running once the agreement is signed?



Left: Firehouse Subs franchisee, Val Lemoine, owns two locations in Georgia.



Right: (from left) DreamMaker Bath & Kitchen of Ann Arbor, MI owners, Bob Ender and Lee Willwerth, tour a job site with a carpenter and DreamMaker President and CSO, Doug Dwyer.

says Mike Powers, Managing Director of **Painting With a Twist**. “There is no substitute for being personally present, interacting with customers, and leading your team.”

FUNDING YOUR DREAM

*“To raise a present sum:
therefore go forth.”*

(The Merchant of Venice)

It’s essential to crunch the numbers in order to know how much you will truly have to invest in getting a franchise open and running prior to purchasing one. Franchise fees range from as little as \$500 to millions of dollars and set-up fees vary greatly as well. Almost all new franchises require initial advertising, inventory, and promotional expenses. Others may involve build-out, inventory, equipment, insurance, rent, signage, grand opening, and other costs. In addition, you must be certain to have enough money saved to live comfortably until your business is generating enough profit to provide you with some income. Once your business is off the ground, ongoing expenses will include royalties, marketing, and interest payments if you took out a loan. Depending

Questions to Ask Franchisees

1. Did the opening of your business go according to plan?
2. How effective and useful was your initial training and is the ongoing training?
3. How much support does the franchisor give you on a day-to-day basis?
4. If you run into problems, does the franchisor help you solve them?
5. Does the franchisor visit you regularly?
6. How helpful are the operations and training manuals?
7. If the franchisor supplies products, do they arrive on time and is their quality consistent?
8. How long did it take to break even?
9. When did you make a profit?
10. What was your first year gross revenue? What is it now?
11. Has turnover and profitability been in line with what the franchisor told you it would be?
12. Does the franchisor facilitate franchisees interacting with each other? If yes, how?
13. How helpful are the other franchisees?
14. What do you wish you had known going into business that you did not?
15. Is there anything you would have done differently?



U.S. Lawns franchises ensure that the grass is always greener.

on the franchise model, additional ongoing expenses may include rent, utilities, lease payments, salaries, uniforms, and more.

“We realize that the wheels of long-term franchise growth are oiled by the profitability of our franchise partners,” says Powers. “Our zero royalty and no mark-up policies on alcohol sales and mandatory supplies help them to maximize profitability and fuel future growth.”

Regarding financing your franchise, many franchises facilitate third party financing. Home equity loans, 401K rollovers, and loans from friends and family are popular options for people purchasing a franchise for \$100,000 or less. Small Business Association (SBA) backed loans and conventional bank loans are commonly used to purchase more costly franchises. Our Franchise Buyer’s Toolkit provides a detailed franchise funding walk-through as well as other tools that will help you successfully navigate a franchise purchase.

It is important to remember that owning a business is a marathon, not a sprint. Don’t expect to see results right away, it takes time to build a book of business and become profitable.

We also offer a full suite of financing services to ensure you get the capital you need at www.fbr50.com/franchise-financing-options/.

“We have several preferred lending partners that are eager to lend to our franchisees and support their growth,” says Silva of Checkers and Rally’s. “We’ve also leveraged a long-term relationship with BoeFly that provides franchisees with access to over 5,000 lending options.”

“I worked with Guidant Financial to fund my franchise fee through my 401K,” says

Sandler Training franchisee Rochelle Carrington. Carrington said she chose to leave her magazine publishing sales career to enter franchising because she wanted a better work/life balance. “I am able to attend all of my girls’ events and love setting a great example for them about what you can accomplish as a business owner.” She purchased her franchise in 2007 and reports having \$1 million gross revenue in 2015. She estimates that the gross revenue of her business will be \$1.2 million in 2016.



Left: 101 Mobility in Georgia donated the installation of a ceiling lift to help the parents of a special need teen transport him to and from his bed and bathroom.



Right: Rolf Blaettner, who owns two Christian Brothers Automotive locations, assists a customer.

BECOMING A FRANCHISEE

*"Things won are done;
joy's soul lies in the doing."
(Troilus and Cressida)*

From first thinking about going into business on your own, to finding out about franchising, to choosing and researching a franchise takes time. We can't stress enough how important it is that you do your due diligence in order to ensure the franchise you choose is within a strong market that will hold its appeal to both clients and you for years to come, in good economic times and bad.

"As an international organization, we're always participating in a recession somewhere, yet our model succeeds because our core clients consist of small to medium-sized businesses that are less recession fragile than larger companies and because of the depth of our programs, which means we have ones that fit every budget," says Dave Mattson, President & CEO of **Sandler Training**. "In addition, our technology enables us to deliver long distance training, which eliminates the need for travel expenses."

"Healthy and delicious never goes out of style," says Linda Kamm, CEO of Happy & Healthy Products. "People have been seeking out our good-for-you grab-and-go 100% natural gluten-free products for nearly 25 years."

Success in franchising—as with any small business—requires patience.

"It is important to remember that owning a business is a marathon, not a sprint. Don't expect to see results right away, it takes time to build a book of business and become profitable," says Debbie Fiorino, Senior Vice President of CruiseOne/Dream Vacations. "Make sure to create a business plan and set goals that are attainable, to take advantage of every training opportunity so you can better serve your clients and provide them with a remarkable experience, and network with other franchisees to learn from them."

There is no doubt that franchising is an incredibly rewarding career for many.

"It's hard work, but at the end of the day we feel like we are giving back by providing a needed service," says Visiting Angels franchisee Carl Knight. "We enable people to stay in their homes and adult children to have a parent/child relationship with their parents instead of being in a caregiver role." His advice to new franchisees is not to expect to make six figures in your first year and to hire people before you need them so that you can better transition from being self-employed to being a strategic business owner who focuses on directing and navigating the business. When he began as a Visiting Angels franchisee in 2004, Knight did all the hiring, firing, scheduling, bookkeeping, and marketing. Today he has two managers and he took 17 weeks off last year.

"Owning my franchise has given me the flexibility of being my own boss and the ability to control my own destiny," says **U.S. Lawns** franchisee Stephen Loomis. "I can make this business whatever I want it to be based on how hard I push it. Many people are afraid to try franchising because they want the security of a nine to five job; however, there is no greater security than knowing that you own something that cannot be taken from you and that you can create as much wealth for yourself as you want."

As you explore franchise concepts, please keep in mind that, as Fiorino alludes to, a franchise is not a get-rich-quick investment. Just like any small business, it requires time and effort to be successful. Also, it is important to realize that franchisees' level of success within the same system varies. Some franchisees have incredible business acumen, while others do not. Some may be in a prime location, while others are not. Choosing the right franchise from the get-go will certainly improve your chances of success. A good place to begin your search is our List on page 10. Next, check to see if any of the brands you are interested in share their franchisee satisfaction reports at www.FranchiseBusinessReview.com. If they do, you'll learn a lot about their leadership, culture, training and support, and financial outlook.

ADVERTISING

**Our Town America**

Startup Investment: \$49,000 – \$85,000

Cash Requirement: \$89,000

Total Units: 57

Our Town is America's premier welcoming organization. Since 1972, we have been connecting new movers with the businesses they are searching for by mailing warm gifts from neighborhood businesses in a premium gift certificate package. Thousands of satisfied business owners throughout the United States attest to the success and effectiveness of our program, while dozens of locally owned Our Town franchises validate our success as a viable business opportunity.

For more information on Our Town America opportunities, call (727) 345-0811 x232 or visit www.ourtownamerica.com.

BUSINESS SERVICES

**FASTSIGNS**

Startup Investment: \$168,812 – \$308,830

Cash Requirement: \$80,000

Total Units: 562

Signage has never been more important. Right now, businesses are looking for new and better ways to compete. Industries are revamping to meet compliance standards. And advertisers are expanding their reach into new media, like digital signage, QR codes, and mobile websites. Join the franchise that's leading the next generation of business communication. Now more than ever, businesses look to FASTSIGNS for innovative ways to connect with customers in a highly competitive marketplace. Our high standards for quality and customer service have made FASTSIGNS the most recognized brand in the industry, driving significantly more traffic to the Web than any other sign company.

For more information on FASTSIGNS opportunities, call (800) 827-7446 or visit www.fastsigns.com.

BUSINESS SERVICES

**Sandler Training**

Startup Investment: \$73,000 – \$105,125

Cash Requirement: \$73,000

Total Units: 183

Sandler Training is the leader in innovative sales and sales management training. We have over 235 training centers in major cities throughout the country and around the world, offering instruction in a dozen languages. Entrepreneur Magazine has ranked Sandler as the No. 1 training franchise nine times. Our training is designed to create lasting performance improvement rather than the motivational "quick fix" typical of many seminar-based training programs. The demand for quality sales training has rarely been greater than it is today. As a Sandler franchisee, you can tap this vast market—and beyond.

For more information on Sandler Training opportunities, call (800) 669-3537 x2005 or visit www.sandler.com.



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This information is not intended as an offer to sell a franchise or the solicitation of an offer to buy a franchise. It is for informational purposes only. The filing of an application for registration of an offering prospectus or the acceptance and filing thereof by the New York Department of Law as required by New York law does not constitute approval of the offering or the sale of such franchise by the New York Department of Law or the Attorney General of New York. Minnesota Registration #F-7090

BUSINESS SERVICES



Sanford Rose Associates

Startup Investment: \$109,350 – \$146,180

Cash Requirement: \$109,350 – \$146,180

Total Units: 70

At Sanford Rose Associates®, we have been successfully helping organizations discover and hire executive talent for over five decades. The demand for finding the best possible people in the shortest possible time has helped propel executive search into a multi-billion dollar industry, and Sanford Rose Associates®, is at the forefront. We offer you an incredible opportunity to achieve financial success without an advanced degree or years of training. If you have the drive and determination to build your own business, and desire to be in control of your lifestyle, work and life balance and income, we invite you to consider owning your own Sanford Rose Associates®, organization.

For more information on Sanford Rose Associates opportunities, call (972) 616-7853 or visit www.srafranchise.com.

BUSINESS SERVICES



Unishippers

Startup Investment: \$55,000 – \$150,000

Cash Requirement: \$75,000

Total Units: 329

For nearly 30 years, this B2B franchise with low startup costs has focused on providing complete shipping services at competitive rates to small and medium-sized companies. Unishippers offers franchisees access to one of the most extensive shipping supplier networks available, including UPS, and more than 30 local, regional, and national freight carriers.

For more information on Unishippers opportunities, call (800) 999-8721 or visit www.unishippersfranchising.com.



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BUSINESS SERVICES

**The @WORK Group**

Startup Investment: \$91,500 – \$149,500
 Cash Requirement: \$50,000
 Total Units: 85

AtWork Group is a nationally acclaimed, award winning franchisor of temporary staffing services. With over 90 branches in 25+ states, AtWork continues to grow its Franchise owner footprint across the country. By offering the most competitive franchise package available in the staffing industry coupled with cutting edge resources, AtWork's Franchise Owners remain some of the most satisfied in the staffing and franchising industries! We live by our mission to be ATWORK FOR YOU, our Franchise Owners, our Clients, and our Employees. We embody our Core Values—to LEAD in the industry, to EMPOWER our owners to make local decisions, and to EXCEL by offering best in class service.

For more information on The @WORK Group opportunities, call (800) 233-6846 or visit www.atworkfranchise.com.

CHILD SERVICES

**KidsPark**

Startup Investment: \$185,000 – \$340,000
 Cash Requirement: \$45,000 – \$65,000
 Total Units: 18

If you are looking for an entrepreneurial opportunity that will contribute a needed service to your community and are considering an overall investment of between \$185,000 - \$340,000, take a close look at KidsPark. Both kids and their parents love our hourly childcare centers, which cater to preschool and school age children. We are seeking business minded, marketing savvy owners to join our franchise family. As a KidsPark owner, you will benefit from our reputation for quality, proven method of operation and innovative program. We look forward to sharing our success with you!

For more information on KidsPark opportunities, call (408) 213-0970 or visit www.kidspark.com/franchising.

CLEANING & MAINTENANCE

**MaidPro**

Startup Investment: \$46,000 – \$203,000
 Cash Requirement: \$20,000
 Total Units: 188

MaidPro prides itself on its proven groundbreaking technology and software, creative marketing efforts, established brand identity, and stellar support to its franchisees. The company is constantly trying to reinvent new practices and refine old ones to ensure its place in the rapidly growing house cleaning industry. MaidPro offers you the advantages of rapid growth, low startup costs, manageable hours, and recurring revenue. Join a franchise that gives you control and ownership of your business with unmatched 24/7 support!

For more information on MaidPro opportunities, call (888) 624-3776 or visit www.maidprofranchise.com.

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FranchiseBusinessREVIEW™

Top 50 Franchises - Seven Years Running



CLEANING & MAINTENANCE



Jan-Pro (master franchisors)

Startup Investment: \$150,000 – \$500,000

Cash Requirement: \$100,000

Total Units: 101

Jan-Pro's Master Franchisees earn \$4.125 million average gross revenue, \$985,000 average gross profit as stated in our Item 19. Repurpose your executive level skill set and finally own your own business by joining our team. As a Jan-Pro Master Franchisee, you won't be in the cleaning business, you'll be in the franchising business with the #1 commercial cleaning brand for eight years running! Our commitment to the success of our 135 Master Franchisees in 14 countries and 10,000+ Unit Franchisees is highlighted by our revenue figures, high franchisee satisfaction rankings, and being 20-years litigation free.

For more information on Jan-Pro Master opportunities, call (866) 355-1064 or visit www.jan-pro.com/AD.

CLEANING & MAINTENANCE



Buildingstars

Startup Investment: \$1,995 – \$39,995

Cash Requirement: \$995 – \$2000

Total Units: 572

The commercial cleaning industry is booming! Buildingstars is the only commercial cleaning franchise with a focus on the office building segment, the most professional and profitable segment of the industry. We offer great training and a guaranteed base of business, with three ways to get started. As a technician, you can start part-time and keep your full-time job, with the option to go full-time when you're ready. As an onsite manager, you'll manage medium-size buildings and begin to build your team. This is the only large building office cleaning franchise available with the highest gross revenue of any franchise in our category.

For more information on Buildingstars opportunities, call (866) 991-3356 or visit buildingstarsfranchise.com.

FOOD & BEVERAGE



Ground Round

Startup Investment: \$450,000 – \$2,200,000

Cash Requirement: \$350,000

Total Units: 28

Ground Round Grill & Bar is a casual dining, two-room concept, that has been successfully catering to families with children in the dining room, and adults meeting friends in the sports bar lounge, for more than 45 years. Since 2004, our franchisees have owned our brand and led its direction. Ground Round operates 28 restaurants in nine U.S. States and offers a unique franchise opportunity to not only own a franchise, but also a share and stake in the overall company and its future success. Our franchisees benefit from preferred royalty fees, flexible five and 10 year terms, and voting rights as well as the option to explore single or multi-unit development.

For more information on Ground Round opportunities, call (207) 865-4433 x664 or visit www.groundround.com.



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– Dawn LaFreeda, Denny's Franchisee

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FOOD & BEVERAGE

**Tropical Smoothie Cafe**

Startup Investment: \$165,940 – \$414,685

Cash Requirement: \$100,000

Total Units: 458

Tropical Smoothie Cafe is a better-for-you quick casual restaurant chain with over 450 locations in 38 states. Our balanced business model, with 60% of our sales in smoothies and 40% in Food, we are two brands in one, allowing us to service all dayparts and drive higher gross sales. Our lower development costs are driven by our simple operational model—no grills, deep fryers or hooding systems—which also drives our healthy consumer appeal. We offer wraps, salads, sandwiches and flatbreads as well as our famous all natural, real fruit smoothies.

For more information on Tropical Smoothie Cafe opportunities, call (770) 580-2345 or visit www.tropicalsmoothiefranchise.com.

FOOD & BEVERAGE

**Denny's**

Startup Investment: \$1,215,485 – \$2,121,065

Cash Requirement: \$350,000

Total Units: 1,667

For more than 60 years, Denny's has been the trusted leader in family dining. Our more than 1,700 restaurants world-wide and system-wide sales of over \$2.5 billion, makes Denny's one of the largest and most recognized full-service family restaurant chains in the United States with brand awareness of almost 100%. We rank in the top 100 Chains in Food Service Sales in Nation's Restaurant News, Bond's Top 100 Franchises and are ranked #1 in category by Entrepreneur Magazine's Franchise 500®. If you are an experienced restaurateur or business person, we invite you to contact us and learn more about growth opportunities within our great brand.

For more information on Denny's opportunities, call (800) 304-0222 or visit www.dennysfranchising.com.

FOOD & BEVERAGE

**Chopped Leaf**

Startup Investment: \$285,000 – \$360,000

Cash Requirement: \$100,000 – \$165,000

Total Units: 39

Chopped Leaf introduced our healthy fast food concept of chef-designed salads, wraps/sandwiches, and soups to Kelowna, British Columbia, Canada in 2008. Due to the lack of healthy offerings in the quick service category, our brand achieved instant success. Today, it continues thrive thanks to our delectable, top-notch menu selection and inviting store design that keeps customers returning. Our franchisees have the option of opening a location in open centers, universities, hospitals, and airports depending on the territory they are interested in.

For more information on Chopped Leaf opportunities, call (800) 555-5726 x255 or visit www.choppedleaf.com.



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**Sport Clips**

Startup Investment: \$168,300 – \$326,500

Cash Requirement: \$200,000

Total Units: 1,464

With more than 1,400 locations and counting, Sport Clips is the largest, fastest-growing international haircut franchise for men and boys. When you invest in a franchise concept, the number of stores opened each year is important, but store closures are even more important! Sport Clips has a 98% continuity rate, a truly impressive figure in the industry. Plus, we have strong unit economics as detailed in Item 19 of our Franchise Disclosure Document. As a Sport Clips business owner, you will have access to our award-winning franchisee support team and be able to keep your job while earning supplemental income until you transition into a more flexible lifestyle as a Sport Clips multi-unit owner thanks to our turnkey, proven business model.

For more information on Sport Clips opportunities, call (855) 977-0495 x 1 or visit www.sportclipsfranchise.com/fbr.

**CertaPro Painters**

Startup Investment: \$130,000 – \$162,500

Cash Requirement: \$75,000

Total Units: 461

In business, reputation is king. Our customers have made the CertaPro brand the most trusted, most referred and most reliable in the \$40-billion painting industry. Our name is synonymous with excellence, a position we've earned due to our hardworking franchisees and their commitment to redefining the home service industry. Recognized as a category leader by Entrepreneur magazine, as well as Franchise Business Review and the Canadian Franchise Association, for outstanding franchisee relations and support, CertaPro leverages the experience of nearly 20 years of leadership to start growing your own business.

For more information on CertaPro Painters opportunities, call (800) 689-7494 or visit ownacertapro.com.

FEATURED Franchisee

**Tob Coss**

FASTSIGNS
Medina, OH

Franchisee for 13 months

Why did you decide to buy a franchise?

I have always wanted to be in business for myself. I believe in the philosophy that a road less traveled is more rewarding.

Why did you choose your franchise?

I chose FASTSIGNS because I can scale my location with outside sales, felt the commitment from Headquarters regarding training and support, and believe the mostly Monday through Friday business-to-business model will provide a good quality of life.

What do you enjoy most about your job?

For 16 years I ran factories and businesses for other people. It is rewarding to run and make decisions for all aspects of my own business.

Where do you see yourself in five years?

I envision \$1M in annual revenue and bringing my wife into the business. I want it to be a family business that enables us to spend more time together.

Who has most influenced your approach to business?

Mark Engle, a FASTSIGNS franchisee has been extremely helpful. He allowed me to work with him for two weeks prior to starting and answers numerous questions. Jay Summers, another FASTSIGNS franchisee, was very helpful when it came to my making the decision to invest in a FASTSIGNS franchise. I feel that a business where nice guys do well will be great business for me.

What advice do you have for prospective franchise buyers?

You need to decide what "type" of franchise or business you want to own. Once you do, identify franchises that fit it and carefully review the support you'd receive from their leaders.

Describe franchising in one word.
Freedom.



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HOME SERVICES



DreamMaker Bath & Kitchen

Startup Investment: \$99,791 – \$261,843
Cash Requirement: \$50,000 – \$100,000
Total Units: 35

DreamMaker Bath & Kitchen is a remodeling franchise that helps entrepreneurs and remodelers achieve strong financial numbers and focus on improving their quality of life. Our franchise owners enjoy much stronger margins than most remodelers — and their customers report much, much higher satisfaction. DreamMaker's business practices are guided by biblical principles of service, respect and integrity — and are key to our success. First and foremost, DreamMaker offers the niche of professional kitchen and bath remodeling. Additionally, our business model is designed to expand into full interior remodeling as your confidence, competency and business grows. This allows you to maximize your marketing dollars and create customers for life.

For more information on DreamMaker opportunities, call (800) 253-9153 or visit www.dreammakerfranchise.com.

HOME SERVICES



ASP – America's Swimming Pool Company

Startup Investment: \$64,900 – \$89,500
Cash Requirement: \$30,000
Total Units: 176

America's Swimming Pool Company (ASP) is the nation's most respected swimming pool maintenance, repair and renovation franchise. Each of our franchisees is provided with the training, tools and support to handle any need that may arise, including our industry leading mobile platform that is designed for operational efficiency. We work directly with the world's leading pool equipment manufacturers, which allows our franchise owners to provide exceptional product selection, pricing and peace of mind to our customers. An ASP franchise is the ideal way to jump into the \$15 billion swimming pool industry.

For more information on ASP opportunities, call (855) 979-POOL(7665) or visit www.aspfranchising.com.

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- ✓ Quick to profitability & scalable to any size at any pace you desire
- ✓ Easy to learn, operate & grow with 24 year old proven systems
- ✓ Supported by state-of-the-art training, coaching & technology
- ✓ Able to build equity from day one & involve spouse & family
- ✓ An established, admired & proven brand



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**AdvantaClean**

Startup Investment: \$120,600 – \$218,241

Cash Requirement: \$50,000

Total Units: 217

AdvantaClean is a leading provider of Light Environmental Services (i.e., water damage, mold, air duct, dryer vent and HVAC coil restoration). Through a streamlined, low overhead business model that leverages real-time business analytics and centralized back office functions, AdvantaClean franchisees run a recession-resistant businesses that offer non-discretionary services to residential and commercial property owners.

For more information on AdvantaClean opportunities, call (888) 200-0026 or visit www.advantacleanfranchise.com.



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REAL ESTATE



HomeVestors of America

Startup Investment: \$42,000 – \$283,250

Cash Requirement: \$50,000

Total Units: 650

We're America's #1 home buyer, instantly recognized across the country as the "We Buy Ugly Houses®" company. This strong brand awareness, together with our powerful marketing strategy, generates a steady stream of leads. We offer financing for buying and rehabbing qualifying houses, and an initial five-day training class followed by ongoing support. HomeVestors offers a Full Franchise as well as an Associate Franchise, either of which may be operated on a full-time or part-time basis.

For more information on HomeVestors of America opportunities, call (800) 704-6992 or visit www.homevestorsfranchise.com.

REAL ESTATE



Our brand means business.™

Help-U-Sell

Startup Investment: \$25,000 – \$97,000

Cash Requirement: \$17,500

Total Units: 99

In 2016, Help-U-Sell Real Estate celebrates 40 years of saving sellers money on commissions and offering full real estate services to buyers and sellers. We couldn't succeed without our valued franchisees, many of whom have been with us for 20 years or more. When you join Help-U-Sell Real Estate's franchise family, you will receive support every step of the way—from weekly training sessions to marketing assistance. Your technology tools will include a new free responsive website, a lead-generation management system, and in-house tech support. It has never been a better time to join us. We invite you to speak with us today.

For more information on Help-U-Sell opportunities, call (941) 951-7707 x2002 or visit www.helpusellfranchise.com.

FEATURED Franchisee



Jon Harvill

Expedia CruiseShip Centers Greystone
Birmingham, Alabama
Franchisee since Dec. 2013

What was it about the franchise model or leadership that led you to purchase it?

I was captivated by the combination of the power of the Expedia name and the strength and support of the Expedia CruiseShipCenters franchise system.

What type of experience did you have prior to becoming a franchisee that has been helpful?

As a pharmaceutical sales manager for many years, I benefited from the training and team development experience I received.

What things do you like most about owning your franchise?

I like finding, working with and training my team of Vacation Consultants so they can assist their clients in creating spectacular vacation experiences. I also enjoy the challenge of nurturing a business from infancy toward maturity and financial stability. Expedia CruiseShipCenters is a strong brand with a solid franchising system. It was a great move for me and my family and a decision that has been affirmed time and again. I only wish I had known about this opportunity sooner!

How did you fund your franchise?

I funded my franchise with assets gained through my years in corporate sales.

What advice do you have for prospective franchise buyers?

Do the research. Ask the tough questions. A good company will comfortably answer them. If you are interested in investing in an Expedia CruiseShipCenters franchise, ask yourself the following questions: Is travel sales for me? Do I have the passion and desire to recruit and develop a dynamic team of Consultants to become the leading provider of cruise and travel services in my community?



For more information on Expedia CruiseShipCenters opportunities, call (855) 978-3568 or visit www.expediafranchise.com.

REAL ESTATE



PropertyGuys.com

Startup Investment: \$45,000 – \$92,000

Cash Requirement: \$55,000

Total Units: 110

PropertyGuys.com, which has a 16-year track record of growth and success, is an exciting opportunity for investors looking to get involved in the real estate industry. Our proven system and training programs ensure franchisees have all the tools needed to operate a successful business. The timing could not be better for new entrepreneurs to get involved with the PropertyGuys.com brand. We have exclusive franchise territories available for entrepreneurs who believe that the real estate industry can be transformed through lower fees (no commission), specialized service and innovative technology. Franchise owners don't need a real estate license, but they do need to believe in the power of innovation and the huge upside obtained by helping to disrupt real estate forever.

For more information on PropertyGuys.com opportunities, call (855) 252-6972 x110 or visit propertyguysfranchise.com.

REAL ESTATE



United Country Real Estate

Startup Investment: \$16,290 – \$42,510

Cash Requirement: \$15,000

Total Units: 414

United Country is the #1 national real estate brand for lifestyle properties. Our unique platform is specifically designed for small cities and towns. With more than 5,000 owners, agents and auctioneers across the country, we excel at rural real estate. Whether you are a long established office looking to expand or just joining the real estate world, United Country has your back. We constantly provide new and innovative ways for our offices to market and expand their listings, find more buyers and increase their commissions. Grow your business while enjoying life. With United Country, we truly help you Find Your Freedom.

For more information on United Country Real Estate opportunities, call (800) 999-1020 or visit growwithuc.com.

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1. Unique Bundle of In-Demand & Niche Services
2. A Proven Track Record of Success
3. Low Start-Up Costs, Franchise Fees & Royalties
4. No Industry Experience Required
5. World-Class Training & Support
6. Minimal Overhead, High Margins
7. Recession Proof Products & Services
8. Short Ramp-Up Period to Profitability
9. Protected Marketing Territory
10. Time-Tested Marketing Tools & Templates



Top 50 Franchise
2016 Franchisee Satisfaction Awards
FranchiseBusinessREVIEW



WINDOW RESTORATION & REPLACEMENT SPECIALISTS



Before After



Call Today!

916-865-4417
TheGlassGuru.com

RETAIL



Wild Birds Unlimited

Startup Investment: \$123,331 – \$192,099
Cash Requirement: \$30,000 – \$40,000
Total Units: 295

Wild Birds Unlimited owners are their local communities' backyard bird feeding specialists and a premiere source for nature information as well as quality products. But who we are goes far beyond the items we sell. It's our owners' commitment to their customers that distinguishes them from other retailers, a fact that makes us very proud. Wild Birds Unlimited owners enjoy helping their customers understand birds and nature, swapping stories about the latest bird sightings and seeing other people share their excitement.

For more information on Wild Birds Unlimited opportunities, call (888) 730-7108 or visit www.wbfranchise.com.



You know you want to own a franchise business that makes a difference to others and to the community.
We know you'll appreciate the innovative ways we're redefining home care.

As a community of home care franchises, we are united in passion and purpose to improve our clients' lives and create meaningful connections. Our proven business model, unparalleled support, and unique care philosophy allow our franchisees to own a financially rewarding business that brings joy to others daily.

Access our virtual brochure
HomewatchCareGivers.com/franchise
or call 800.472.2290



2015 Franchisee Satisfaction Awards
FranchiseBusinessREVIEW

**Homewatch
CareGivers®**
FRANCHISE OPPORTUNITIES



Rhea Lana's

Startup Investment: \$16,050 – \$33,050
Cash Requirement: \$8,000 – \$10,500
Total Units: 80

Rhea Lana's is a national children's consignment franchisor that was founded in 1997. As the leader in the industry, Rhea Lana's offers trusted, upscale consignment opportunities to entrepreneurs across America. Rhea Lana's trademarked and innovative software provides real-time tracking of sales for consignors, as well as item entry via voice recognition, item guarantee, and consignor checks on the final event day. Because of these superior consignor services, our franchisee management technology and our unwavering franchise support, we are the best in children's consignment.

For more information on Rhea Lana's opportunities, call (501) 499-0009 or visit www.rhealana.com/franchise-opportunities.



Family Fare

Startup Investment: \$31,800 – \$210,700
Cash Requirement: \$31,800 – \$210,700
Total Units: 85

Family Fare is a convenience store retailer in North Carolina with a proven track record of success. Our extensive support and more than 75 years of retail business expertise helps ensure the success of our entrepreneurial spirited and high-energy franchisees. We assist them with everything from accounting to operations. Family Fare was started with a spirit of entrepreneurship by the same family that leads the franchise today. We look forward to the opportunity of helping you to be in business for yourself, but not by yourself.

For more information on Family Fare opportunities, call (919) 309-2925 or visit www.familyfareconveniencestores.com.

FEATURED Franchisee



Dan Tomlinson

Interim HealthCare
Richmond, VA
Franchisee since 2013

Why did you decide to buy a franchise?

To benefit from the expertise and experience of industry professionals and a proven successful system.

Why did you choose your franchise?

I felt that Interim HealthCare offered the strongest support network. In addition, I liked that its business model would enable me to pursue many different business lines within the home health industry.

What is the best part of your job?

I chose this industry in order to make a direct positive impact on the lives of my clients. This benefit has proven to be the absolute best part of my job as an active Owner and President.

Where do you see yourself in five years?

Meeting my yearly gross revenue projections generated from three offices in the Richmond, VA area and my role being providing top line leadership and vision.

What keeps you up at night?

Two key issues cause me to lose sleep. Retention of key employees and effective management of cash flow.

What advice do you have for prospective franchise buyers?

Buying a franchise is a long-term commitment. You want a proven, committed partner that is vested in your success and has the expertise and systems in place to get you where you want to go.

Describe franchising in one word.

Empowering.

For more information on Interim HealthCare opportunities, call (800) 840-6568 or visit www.interimfranchising.com.



Nurse Next Door®
home care services

Looking to build
a business with heart?

Download our free Franchise Report
NurseNextDoorFranchise.com



Celebrating 11 years of same store sales growth

Contact Lee S. Easley, CFE
1-800-381-3802 or
uls@eastcoastwings.com

www.eastcoastwingsfranchise.com

It's All About the EBITDA

Our Franchisees Averaged
\$369,217 EBITDA* (Owner/Operated)
\$184,700 EBITDA* (Portfolio Operators)

Unparalleled Franchisee Support includes:

- an entire division dedicated to Unit Economics
- data-driven profitability analysis
- assistance with local store marketing
- and much more...



Full Service Restaurants - 2014
 listed as Top Franchise Value



"Future 50" in growth for
 small chains in America



Top 50 Franchise
 2015 Franchisee Satisfaction Awards
 FranchiseBusinessREVIEW

*This advertisement is not an offering of a franchise. An offering can be made only by prospectus. We only sell franchisees in states where our offering is registered. *EBITDA as submitted by our full service franchised restaurants operating in 2014 as published in item 19 of our April 2015 Franchise Disclosure Document. Individual financial performance will vary.*
 ©2015 East Coast Wings & Grill All Rights Reserved

Providing customized cleaning solutions and building maintenance
 to commercial offices and industrial businesses. **A difference you can see.**



- Nearly 100 franchise owner-operators
- Based in Chicagoland with locations across the Midwest, including in Cincinnati and Nashville
- Targeting growth in key regions across the U.S.
- Low-cost franchise opportunity with great upside
- Named a Top Emerging Franchise



800.223.1985 ■ imageonefranchise.com ■ scott@imageoneusa.com

Franchise offering is made by disclosure document only.

RETAIL



Just Between Friends

Startup Investment: \$24,074 – \$33,668

Cash Requirement: \$14,900

Total Units: 153

Just Between Friends is seeking self-motivated bargain lovers committed to serving their families and communities by hosting seasonal pop-up sales events. Our company's core concept is to host community-supporting, high quality sales events that help families shop, sell, and save across North America—all while maintaining the highest safety standards in the industry. We are looking for family-focused and community-involved individuals who want to help others make money and save money. If this sounds like you and you are interested in running a business on a flexible schedule, being financially stable with a positive net worth, are tech savvy, outgoing, goal-driven and have a get-it-done mindset, contact us today.

For more information on Just Between Friends opportunities visit www.jbfsalefranchise.com.

YOU HAVE
FRANCHISE QUESTIONS.

WE HAVE
IMMEDIATE ANSWERS.

Get your questions answered by visiting
www.FranchiseBusinessReview.com.

FranchiseBusinessREVIEW™
Sharing the franchise experience

RETAIL

MODE
designer fashion
closeout prices

MODE

Startup Investment: \$185,000 – \$294,000

Cash Requirement: \$185,000 – \$294,000

Total Units: 12

A franchise built around "Helping Women Shop Differently" and also "Home of the \$40 designer jean", MODE offers our customers the opportunity to buy designer clothing at a fraction of the price, while shopping in a comfortable and welcoming boutique atmosphere. We carry a wide range of sizes, 0-24 and XS-3X. MODE offers an affordable investment, constant supply of designer overstock to offer to your customers, a Store Support team made up of department experts ready to support your business, and in-depth training in merchandising, marketing and customer service. Our team is committed to the same level of customer service to our franchisees as our franchisees are to our customers—every single day.

For more information on MODE opportunities, call (701) 478-5858 or visit shopmodestore.com/franchise-opportunities.

"Business ownership was the best opportunity for me to be both successful and happy."

-Eric Stewart Owner, Window Genie of Killeen, TX

LET THE POWER OF THE GENIE WORK FOR YOU!

- 21 year old proven business model
- Multiple services, multiple revenue streams
- Protected territories
- Top low-cost franchise
- Top mobile, home-based franchise

WINDOW GENIE
We Clean Windows and a Whole Lot More!

www.WindowGenieFranchise.com **800.700.0022**

50th Anniversary 2015 Franchise Satisfaction Awards
Inc. 500 AMERICA'S FASTEST-GROWING PRIVATE COMPANIES
THE 2015 FRANCHISE 500
WINDOWS 4 WISHES
VET★FRAN
go green with WINDOW GENIE



HELP YOUR COMMUNITY THRIVE ONE LOCAL BUSINESS AT A TIME

As an Our Town America franchisee, you are a neighborhood Marketing Consultant. You build relationships with Local Business Owners and show them how to target their best prospects with enticing offers via Direct Mail. Owning this home-based, turnkey franchise, you become part of a 40+ year proven brand and reap the benefits of being your own boss, helping Local Businesses gain new loyal and long-term customers, and helping New Movers feel welcomed into their community.

*AS SEEN IN MONEY MAGAZINE, FOX & FRIENDS, USA TODAY,
THE WALL STREET JOURNAL, INC. MAGAZINE & ENTREPRENEUR!*



1-800-497-8360 x236 • OURTOWNAMERICA.COM

Our Town America, A Franchising Corporation 3845 Gateway Centre Blvd., Suite 300 | Pinellas Park, FL 33782

MN Residents: Minnesota Franchise Registration No.: F-6498 NY Residents: This advertisement is not an offering.

An offering can only be made by a prospectus filed first with the Department of Law of the State of New York. Such filing does not constitute approval by the Department of Law.



Top 50 Franchise
2006 - 2015 Franchise Satisfaction Award Winner
FranchiseBusinessREVIEW



Learning Express
Toys ...Always the perfect toy

Build Your Future With America's #1 Specialty Toy Store Franchise!

If you have an entrepreneurial spirit, a love of toys, kids and community; then your future is looking bright and you have what it takes to be a great Learning Express Toys franchise owner.

For franchise opportunities in your area,
please call Linda Moore at (800) 436-TOYS

www.learningexpress.com

SENIOR CARE



Visiting Angels

Startup Investment: \$68,935 – \$89,935
Cash Requirement: \$40,950 – \$48,950
Total Units: 538

Visiting Angels has established over 500 non-medical senior home care franchises in 48 states across the United States. Our national advertising and marketing generates thousands of home care leads that are distributed to our franchisees every month. Visiting Angels has been ranked #1 in the home care industry and #3 in the Top 50 Best of the Best franchises.

For more information on Visiting Angels opportunities, call (800) 365-4189 or visit www.livingassistance.com.

SENIOR CARE



Assisting Hands

Startup Investment: \$70,550 – \$147,500
Cash Requirement: \$38,500
Total Units: 96

Assisting Hands Home Care has a growth trajectory that inspires confidence, and market stability ensured by the 10,000 people becoming senior citizens every day, according to the U.S. Census Bureau. We care about our franchisees—what we call our Family of Franchise Owners—as much as we care about the families they serve. We offer them enough flexibility to run their own business, while also providing ongoing personal support and a comprehensive four-phase training program that includes classroom and on-site education covering all aspects of running a successful caregiving franchise.

For more information on Assisting Hands opportunities, call (866) 924-2442 or visit assistinghandsfranchise.com.

SERVICES



Truly Nolen of America

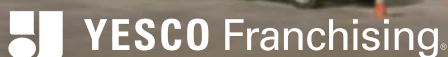
Startup Investment: \$25,200 – \$280,000
Cash Requirement: \$25,200
Total Units: 101

Founded in 1938, Truly Nolen is an industry leader in pest control. Our Four Seasons residential Total Termite Protection and Commercial Progressive pest control programs provide unique solutions to combating pest problems. With 75 corporately owned locations and 31 domestic franchisees, we are committed to resolving pest problems with innovation and a passion for exceptional customer service. As part of the Truly Nolen team, you'll benefit from the marketing power of the Truly Nolen brand, including our trademark mouse car, as well as our outstanding training program, support, and resources. Find out today why Truly Nolen is the right choice for you!

For more information on Truly Nolen of America opportunities, call (855) 534-9139 or visit www.trulynolenfranchising.com.

Target the service market in your area

with a YESCO sign and lighting franchise. Our aim is to help you build your business by providing proprietary software, unique purchasing power, and a model that works. Call us today and join our team of service professionals.



Please note that the information in this advertisement does not constitute an offer for a YESCO Franchise; such an offer will be made only in conjunction with the presentation of a Franchise Disclosure Document. A YESCO Franchise may not be available in your state.

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yescofranchise.com | 866-777-6988

SERVICES

**Window Genie**

Startup Investment: \$89,800 – \$139,000
 Cash Requirement: \$60,000 – \$80,000
 Total Units: 205

Window Genie is a nationally ranked mobile service franchise offering residential and light commercial window cleaning, window tinting, pressure washing and more. Our owners are able to establish repeat and referral clients that provide multiple streams of revenue year-round. Franchisees are drawn to the Window Genie opportunity because it's simple, scalable and offers entrepreneurs a chance to go into business for themselves but never by themselves. Our owners are successful because they believe in their business and trust the system Window Genie has worked to develop and improve for over 20 years.

For more information on Window Genie opportunities, call (800) 700-0022 or visit windowgeniefranchise.com.

SERVICES

**Men In Kilts**

Startup Investment: \$39,000 – \$75,000
 Cash Requirement: \$50,000
 Total Units: 12

Men In Kilts was started in 2002 by Nicholas Brand, a Vancouver based Scotsman who fashioned a hand-sewn kilt and put a visual to the otherwise faceless window cleaner. The company began franchising in 2010 and currently offers window cleaning, gutter cleaning, pressure washing and more to customers at locations across North America. Men In Kilts is positioned to serve the growing demands of the multi-billion dollar window and exterior cleaning industry. The Men In Kilts concept is about building a national brand that delivers an unparalleled level of service to both the residential and commercial markets.

For more information on Men In Kilts opportunities, call (800) 777-KILTS(5458) or visit www.meninkiltsfranchise.com.

SERVICES

**Mosquito Joe**

Startup Investment: \$62,850 – \$125,750
 Cash Requirement: \$30,000
 Total Units: 226

Mosquito Joe makes outside fun again by providing mosquito control services to residential and commercial customers. Our franchisees appreciate that they can run their Mosquito Joe franchise either as a stand-alone or add-on business from virtually anywhere — their home, office or the road. They also value the ongoing training and support we provide. Getting started in a Mosquito Joe franchise is easy and the rewards are great. No pest control experience is required and the cost for start up is low. Our recurring revenue business model and high customer retention rates combined with our proven marketing tactics and fun brand help you get out of a mundane office lifestyle and into an exciting business opportunity!

For more information on Mosquito Joe opportunities, call (855) 564-6563 or visit www.mosquitojoeFranchise.com.



No Peeking!

Looking for AWESOME?

meninkiltsfranchise.com

Take a peek if you are a leader who is awesome, dedicated & fun!

**MEN IN
KILTS**
 WINDOW CLEANING
 1.800.777.KILT
meninkilts.com

SERVICES



Fish Window Cleaning Services

Startup Investment: \$78,225 – \$139,700
Cash Requirement: \$78,225 – \$139,700
Total Units: 251

Fish Window Cleaning is the dominant window cleaning franchise in North America. FISH franchisees do not clean windows; they have employees who clean. The franchisee's role is managing the business. FISH focuses on low-rise, commercial and residential window cleaning. FISH's professional approach entails proprietary scheduling and routing software, solid training and franchisee support with an effective sales process that gobbles up market share. The combination allows our franchisees to deliver exceptional customer service. Candidates can build a large and profitable business with FISH and enjoy a great lifestyle. No nights, weekends, or holidays!

For more information on Fish Window Cleaning opportunities, call (877) 707-3474 or visit www.fwcfranchise.com.

SERVICES



FRSTeam

Startup Investment: \$32,000 – \$380,500
Cash Requirement: \$25,000 – \$35,000
Total Units: 40

FRSTeam was founded in 2005 to provide a national, customer service focused fabric restoration solution to the insurance industry. For the past three consecutive years, FRSTeam has been recognized by Entrepreneur Magazine in both its Annual Franchise 500 rankings and in its Top New Franchise rankings.

For more information on FRSTeam opportunities, call (510)723-1000 or visit www.frsteam.com.

SPORTS & RECREATION



Pinot's Palette

Startup Investment: \$74,100 – \$194,100
Cash Requirement: \$80,000
Total Units: 74

Pinot's Palette is a pioneer of the paint and sip experience—a revolutionary way to enjoy art and wine, meet new people and bond with friends. With 147 locations open or under development across 33 states and Canada, and new locations popping up monthly, Pinot's Palette is the world's fastest growing paint and sip franchise. Guests enjoy a no-experience-required art class—all supplies included—that is directed by trained, local artists who guide them step-by-step through a featured painting. By bringing fun, modern and creative ideas to their events, Pinot's Palette curates a unique, rewarding experience while providing a worthwhile contribution to the community.

For more information on Pinot's Palette opportunities, call (844) 287-4668 or visit www.pinotspalette.com/FBR50.



A GREAT HAIRCUT EXPERIENCE. AN EVEN BETTER BUSINESS OPPORTUNITY.

When you invest in a franchise concept, the number of stores opened each year is important, but store closures are even more important! Sport Clips is an industry leader with over 1,400 stores open and a 98%* continuity rate, a truly impressive figure in the industry.

What does this mean for you? **Stability. Confidence. Freedom.**

At Sport Clips, we provide support for our franchise owners. We have a tried-and-true model and we use proven training programs and advanced support tools to ensure that our franchisees have every chance of success.

Learn About Our Process: SportClipsFranchise.com/fbr • Call 1-855-977-0495 EXT 1

THE SPORT CLIPS DIFFERENCE:

- 1,400+ stores in all 50 states
- Dominant men's and boys' haircut concept with returning customers every 3-4 weeks
- Efficient business model with less inventory, simpler haircuts and no chemicals
- 7-10% same store sales growth as noted in Item 19 of FDD
- 98%* franchise continuity rate *as defined by FRANDATA
- Top Franchise To Buy for its Investment Category – FORBES magazine 2014 & 2015



IT'S GOOD TO BE A ~~GUY~~
AN OWNER

America's Choice in Senior Homecare®

Join a Caring Family That Cares for Families

A fantastic business and rewarding opportunity could be in your future; caring for today's senior population.

Ranked #1 in Senior Homecare by Franchise Business Review



- Most recognized brand in senior care
- Comprehensive training, continuing guidance and support
- Our Operations Team has combined industry experience of 100+ years
- National TV, internet and radio advertising
- 2015 average franchise generated \$1MM gross revenue

America's Choice in Homecare.
VisitingAngels®
 LIVING ASSISTANCE SERVICES
800.365.4189
VisitingAngelsFranchise.com

*No. 1 franchisee satisfaction. -Franchise Business Review 2015

SPORTS & RECREATION



bottle & bottega

ART UNCORKED

Bottle & Bottega

Startup Investment: \$94,300 – \$146,100

Cash Requirement: \$75,000

Total Units: 19

One part artistic adventure and one part cocktail party, Bottle & Bottega's paint and wine parties are perfect for individuals, couples and groups of all sizes as well as for a variety of personal and professional occasions. Bottle & Bottega offers aspiring and seasoned entrepreneurs the opportunity to put a new "frame" around their future and love their work again. Complete with a full palette of customized operational, marketing and technology systems, the business model has been cultivated to provide multiple revenue streams as just one avenue to success. We are looking for individuals with ambition to succeed, strong sales and marketing skills, and solid community ties.

For more information on Bottle & Bottega opportunities, call (877) 812-5810 x1 or visit bottleandbottega.com/franchise.



Why Fish Window Cleaning?

We make it simple to get your business up and running.



Extensive training and ongoing support



Tools and materials available 24/7 through our intranet



Your own customizable Fish Window Cleaning website



Web-based proprietary software handles routing, scheduling, P&L, A/R, and more



Marketing tools such as SEO, vehicle branding, and corporate call center



Established partnerships through our national accounts program

No nights ● No weekends ● No holidays

www.fwcfranchise.com ● 877.707.FISH

TECHNOLOGY

**TeamLogic IT**

Startup Investment: \$146,000

Cash Requirement: \$50,000

Total Units: 86

TeamLogic IT franchisees provide computer services and managed IT solutions to small and medium-sized businesses. Franchise owners serve as the CEOs of their businesses and hire the IT staff to perform the work. The candidate for a TeamLogic IT business is a person who wishes to work in a business environment, likes technology, and enjoys working with other business professionals.

For more information on TeamLogic IT opportunities, call (949) 582-6300 or visit www.franserv.com/teamlogicit.

TRAVEL

**Cruise Planners**

Startup Investment: \$495 – \$10,495

Cash Requirement: \$10,495

Total Units: 1,455

Cruise Planners, an American Express Travel Representative, is a low-cost, full-service travel franchise opportunity that yields high returns and requires no travel agent experience. Our home-based business model is a family of over 1,000 franchise owners and one of the largest, privately owned, nationally recognized and continually awarded travel franchises in the country. Cruise Planners has been named the #1 Cruise Tour/Travel Agency by Entrepreneur magazine for 13 consecutive years. Cruise Planners positions its franchise owners for success by providing them with innovative marketing, booking and lead-generating tools as well as professional development and hands-on training with the industry's top executives.

For more information on Cruise Planners opportunities, call (888) 582-2150 or visit www.cruiseplannersfranchise.com/travel-professionals.

TRAVEL

**CruiseOne**

Startup Investment: \$495 – \$9,800

Cash Requirement: \$9,800

Total Units: 1,000

Celebrating our 23rd year in business, CruiseOne is the nation's largest seller of cruise vacations, as part of World Travel Holdings (WTH). We maintain the position as the premier vacation supplier providing millions of people access to the world's most fascinating destinations. Beyond our growing clientele base, we have mastered the art of unrivaled buying power, innovative marketing programs, and dedicated franchise support. Undoubtedly, our franchise owners stand out above the rest!

For more information on CruiseOne opportunities, call (800) 892-3928 or visit www.cruiseonefranchise.com.

WARNING:

BUYING THE WRONG FRANCHISE CAN SERIOUSLY DAMAGE YOUR FINANCIAL HEALTH.

When you invest in a franchise, you have only one chance to make the RIGHT choice — one that will give you and your family a bright future. Franchise Business Review can help.

Our **Franchise Buyer's Toolkit™** provides all the resources you need to make an informed franchise investment. Learn the ins and outs of buying a franchise, get tips from the pros, and access insider insights that you won't find anywhere else.

Learn more at FranchiseBusinessReview.com/Toolkit

FranchiseBusinessREVIEW™
Sharing the franchise experience

23 CONSECUTIVE QUARTERS OF SAME STORES SALES GROWTH*

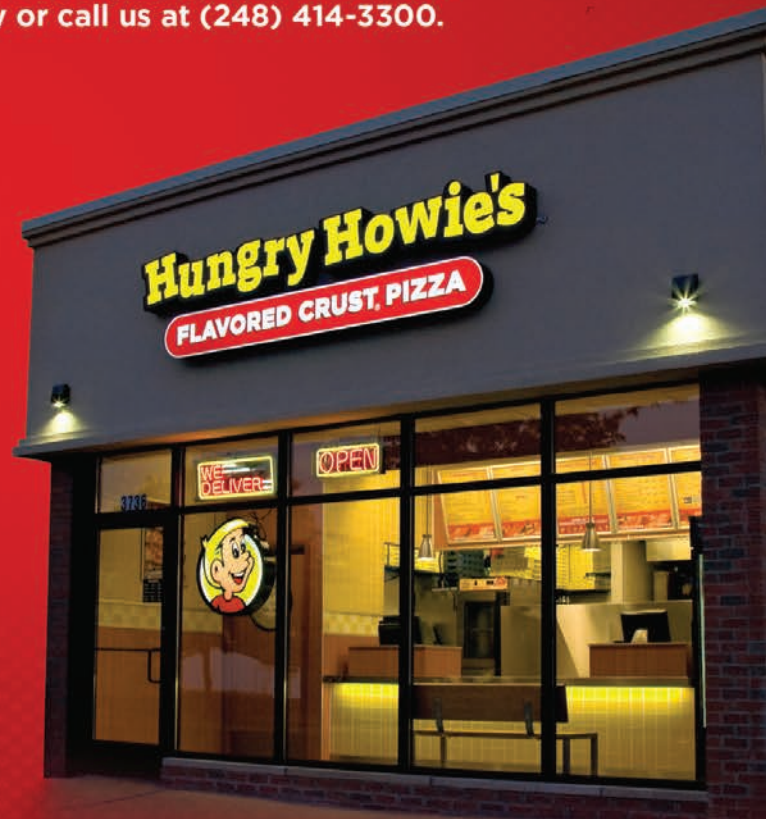
- The creator of the Original Flavored Crust®
- A flavor profile with fresh, made-from-scratch ingredients
- Turn-key support
- Experienced franchise leadership
- Top 50 Franchise - FRANCHISE BUSINESS REVIEW

If you LOVE pizza, we're looking for people to help us grow in new areas.
Go to franchising.hungryhowies.com today or call us at (248) 414-3300.

NATIONWIDE OPPORTUNITIES

FOCUS MARKETS

North Carolina
& Georgia



Hungry Howie's
FLAVORED CRUST PIZZA



*Results measure company-wide same stores sales figures for each fiscal quarter over the previous year's fiscal quarter. The measuring period is March 22, 2010 through December 28, 2015. Excludes stores sales from the State of Florida. Not all individual stores experienced the same results. New franchisees may have results that differ. This advertisement is not an offer of a franchise. Franchises are offered and sold only through a Franchise Disclosure Document. STATE OF CALIFORNIA: THESE FRANCHISES HAVE BEEN REGISTERED UNDER THE FRANCHISE INVESTMENT LAW OF THE STATE OF CALIFORNIA. SUCH REGISTRATION DOES NOT CONSTITUTE APPROVAL, RECOMMENDATION, OR ENDORSEMENT BY THE COMMISSIONER OF CORPORATIONS NOR A FINDING BY THE COMMISSIONER THAT THE INFORMATION PROVIDED HEREIN IS TRUE, COMPLETE, AND NOT MISLEADING. STATE OF NEW YORK: THIS ADVERTISEMENT IS NOT AN OFFERING. AN OFFERING CAN ONLY BE MADE BY A FRANCHISE DISCLOSURE DOCUMENT FILED WITH THE DEPARTMENT OF LAW OF THE STATE OF NEW YORK. SUCH FILING DOES NOT CONSTITUTE APPROVAL BY THE DEPARTMENT OF LAW OF THE STATE OF NEW YORK. MINNESOTA STATE REGISTRATION NUMBER F-2873.

Hungry Howie's Pizza & Subs Inc., 30300 Stephenson Highway, Suite 200, Madison Heights, MI 48071, 248-414-3300.

Come see why FirstLight is the fastest growing home care franchise in the United States!

#1 Home Care franchise for *Franchisee Satisfaction* 2014*



- Top Franchise and Top Veterans Franchise: Inc., *Entrepreneur*, *Franchise Times* and *Franchise Business Review*.
- Average Gross Revenues per location \$565,741.**
- Prime, exclusive territories are still available!

For more information on our exciting business opportunity, contact us today.



FirstLightTM
HOME CARE

877.570.0002 • www.firstlightfranchise.com • info@firstlighthomecare.com



*Franchise Business Review 2014 Mid-Size class. **Locations open at least 24 months as of 12/31/2014.



#1 “Pleasant and Friendly Service”

*Technomic Inc. 2014 Consumers’ Choice Awards for Chain Restaurants
Category: Fast Casual*

#1 Fast Casual Chain

Restaurant Business Magazine

#1 Favorite QSR Chains: Sandwich Category

Market Force

#1 Friendly Service

Market Force



To own a franchise, visit FirehouseSubs.com/Franchising or call 877.887.8330.



A STRATEGIC INITIATIVE OF THE INTERNATIONAL FRANCHISE ASSOCIATION ★ SINCE 1991 ★