Franchisee Satisfaction Awards

The 14th annual Franchisee Satisfaction Awards is North America’s only program honoring franchise brands for excellence in achieving franchisee satisfaction.
**WHAT IT MEANS TO BE AN AWARD WINNER**

The brands that make up Franchise Business Review’s Top Franchises are more than just award winners; they are the brands that provide superior training and support to their franchisees and care enough to ask them what they really think. Of all the franchises we survey, only the very best make it on to our awards list.

**IT’S NOT TOO LATE TO WIN!**

Franchise Business Review publishes quarterly reports highlighting the Top Franchises in various sectors.

**APRIL**

Features:  
Low-Cost Brands  
Multi-Unit Franchising  
Rockstar Franchises  
**Deadline: January 31**

**JULY**

Features:  
Food Franchises  
Women in Franchising  
Home Services Franchises  
**Deadline: March 31**

**OCTOBER**

Features:  
Veterans in Franchising  
Most Innovative Brands  
Senior and Healthcare Services Franchises  
**Deadline: June 30**

**JANUARY 2020**

Features:  
Top Franchises for 2020  
**Deadline: September 30**

Register at rebrand.ly/FBRawards.com

---

To identify the 2019 Top Franchises, Franchise Business Review surveyed 30,500 franchisees from over 300 brands throughout North America.

This year’s recipients of the prestigious Franchisee Satisfaction Award are the 200 elite franchise brands that rank the highest in overall franchisee satisfaction.

### OVERALL TOP 50

1. Kona Ice  
2. Wild Birds Unlimited  
3. Keller Williams  
4. MaidPro  
5. NextHome  
6. Visiting Angels  
7. Dream Vacations  
8. Precision Concrete Cutting  
9. Weed Man  
10. Pinch A Penny  
11. Culver’s  
12. Sotheby’s International Realty  
13. Sandler Training  
14. Cruise Planners  
15. American Poolplayers Association  
16. FASTSIGNS  
17. Sanford Rose Associates  
18. Budget Blinds  
19. Christian Brothers Automotive  
20. Aire-Master of America  
21. HouseMaster  
22. Rhea Lana’s  
23. N2 Publishing  
24. Payroll Vault  
25. CertaPro Painters  
26. Orangetheory Fitness  
27. Captain D’s  
28. Kampgrounds of America  
29. Soccer Shots  
30. Truly Nolen of America  
31. Palm Beach Tan  
32. TWO MEN AND A TRUCK  
33. Epcon Communities  
34. Home Instead Senior Care  
35. Better Homes and Gardens Real Estate  
36. Nothing Bundt Cakes  
37. YESCO  
38. Fish Window Cleaning Services  
39. Estrella Insurance  
40. Expedia CruiseShipCenters  
41. Brightway Insurance  
42. The Goddard School  
43. Chicken Salad Chick  
44. Mosquito Joe  
45. JumpBunch  
46. Minuteman Press  
47. Crunch Fitness  
48. Anago Cleaning Systems (Master Franchisors)  
49. HomeVestors of America  
50. Lennys Grill & Subs

---

“We have won a ton of awards throughout the years we’ve been franchising—Entrepreneur, Inc., etc.—but the one we look for most is yours.”

Chuck Bongiovanni, CEO, CarePatrol

“Each year, our team takes notice to see where we’re at on the ranking, and we’re always trying to find out how we stack up against the other franchise concepts that are out there.”

Josh Wall, Chief Development Officer, Christian Brothers Automotive
### TOP 50: ENTERPRISE (300+ Units)

1. Kona Ice  
2. Wild Birds Unlimited  
3. Keller Williams  
4. NextHome  
5. Visiting Angels  
6. Dream Vacations  
7. Weed Man  
8. Culver’s  
9. Sotheby’s International Realty  
10. Cruise Planners  
11. American Poolplayers Association  
12. FASTSIGNS  
13. Budget Blinds  
14. HouseMaster  
15. N2 Publishing  
16. CertaPro Painters  
17. OrangeTheory Fitness  
18. Captain D’s  
19. Kampgrounds of America  
20. Palm Beach Tan  
21. TWO MEN AND A TRUCK  
22. Home Instead Senior Care  
23. Better Homes and Gardens Real Estate  
24. The Goddard School  
25. Mosquito Joe  
26. Minuteman Press  
27. HomeVestors of America  
28. Tropical Smoothie Cafe  
29. Snap-on Tools  
30. Right at Home  
31. Planet Fitness  
32. Mathnasium Learning Centers  
33. Molly Maid  
34. The Wendy’s Company  
35. ERA  
36. Sport Clips  
37. Weichert Real Estate  
38. Wingstop  
39. Coldwell Banker  
40. Dale Carnegie  
41. Oxi Fresh Carpet Cleaning  
42. Church’s Chicken  
43. Home Helpers Home Care  
44. Checkers & Rally’s  
45. FYZICAL Therapy & Balance Centers  
46. Gold’s Gym  
47. Pet Supplies Plus  
48. United Country Real Estate  
49. Hungry Howie’s Pizza  
50. Penn Station

### TOP 50: LARGE (130-300 Units)

1. MaidPro  
2. Pinch A Penny  
3. Sandler Training  
4. Christian Brothers Automotive  
5. Soccer Shots  
6. Nothing Bundt Cakes  
7. YESCO  
8. Fish Window Cleaning Services  
9. Expedia CruiseShipCenters  
10. Brightway Insurance  
11. Crunch Fitness  
12. FirstLight Home Care  
13. Pizza Ranch  
14. Paul Davis  
15. Home Care Assistance  
16. ActionCOACH  
17. ASP - America's Swimming Pool Co.  
18. Miracle Method Surface Refinishing  
19. The Learning Experience  
20. The Little Gym  
21. Fazoli’s Restaurants  
22. Puroclean  
23. Remedy Intelligent Staffing  
24. Sola Salon Studios  
25. Scooter’s Coffee  
26. Hwy 55 Burgers Shakes & Fries  
27. Complete Weddings and Events  
28. Five Star Painting  
29. Huntington Learning Center  
30. Jason’s Deli  
31. Homewatch CareGivers  
32. Burn Boot Camp  
33. U.S. Lawns  
34. Property Damage Appraisers  
35. HomeSmart International  
36. Mr. Handyman  
37. TSS Photography  
38. Just Between Friends  
39. Mr. Appliance  
40. Aire Serv  
41. Donatos Pizza  
42. The Haagen-Dazs Shoppe  
43. Grease Monkey  
44. Any Lab Test Now  
45. ShelfGenie  
46. Coldwell Banker Commercial  
47. 101 Mobility  
48. CarePatrol  
49. Biggby Coffee  
50. California Closets

“Candidates love it because it shows transparency, but it’s not coming from us...Nothing else like this exists in the marketplace.”  
Tony Lamb, Founder & CEO, Kona Ice

“Our Franchise Business Review candidate leads are the best leads we have of all of our franchise sources.”  
Jeff Bevis, President & CEO, FirstLight Home Care
**TOP 50: MIDSIZE**  
(75-130 Units)  
1. Sanford Rose Associates  
2. Aire-Master of America  
3. Rhea Lana’s  
4. Truly Nolen of America  
5. Epcon Communities  
6. Estrella Insurance  
7. Lennys Grill & Subs  
8. TeamLogic IT  
9. RNR Tire Express  
10. Office Pride Commercial Cleaning  
11. Pizza Factory  
12. TGA Premier Sports  
13. Jan-Pro (Master Franchisors)  
14. Learning Express  
15. The @WORK Group  
16. College Hunks Hauling Junk & Moving  
17. Mighty Auto Parts  
18. Young Rembrandts  
19. 360clean  
20. Assisting Hands  
21. Drybar  
22. Goldfish Swim School  
23. Yogi Bear's Jellystone Park  
24. APEX Fun Run  
25. Baby Boot Camp  
26. Zagg  
27. Streamline Brands  
28. Amada Senior Care  
29. Image One  
30. Color Me Mine  
31. Critter Control  
32. The Camp Transformation Center  
33. PropertyGuys.com  
34. Sit Means Sit  
35. Goodcents Deli Fresh Subs  
36. Big Frog Custom T-Shirts  
37. Help-U-Sell Real Estate  
38. Discovery Map International  
39. Mr. Electric  
40. The Grout Doctor  
41. We Insure  
42. Sea Tow Services  
43. LearningRx  
44. Floor Coverings International  
45. College Nannies, Sitters + Tutors  
46. You’ve Got MAIDS  
47. Senior Care Authority  
48. PJ’s Coffee  
49. THE TUTORING CENTER  
50. Buildingstars (Master Franchisors)  

**TOP 50: SMALL**  
(Under 75 Units)  
1. Precision Concrete Cutting  
2. Payroll Vault  
3. Chicken Salad Chick  
4. JumpBunch  
5. Anago Cleaning Systems (Masters)  
6. 30 Minute Hit  
7. Surface Specialists Systems  
8. DreamMaker Bath & Kitchen  
9. Rising Roll Gourmet  
10. Our Town America  
11. LaRosa’s Pizzeria  
12. Online Trading Academy  
13. FRSTeam  
14. Bin There Dump That  
15. In Home Pet Services  
16. Supporting Strategies  
17. Showhomes Home Staging  
18. Qualicare Family Homecare  
19. Fastest Labs  
20. Motto Mortgage  
21. MY SALON Suite  
22. FPC National  
23. Welcomemat Services  
24. KidsPark  
25. High Touch-High Tech  
26. Town Money Saver  
27. Wings Etc.  
28. Drama Kids  
29. Auto Appraisal Network  
30. Garage Experts  
31. Kitchen Solvers  
32. Tint World  
33. Shine Window Care & Holiday Lighting  
34. WOW 1 DAY PAINTING  
35. Shack Shine  
36. Bloomin’ Blinds  
37. Taziki’s Mediterranean Cafe  
38. Snapology  
39. Two Maids & A Mop  
40. Dogtopia  
41. Brioché Doree  
42. East Coast Wings & Grill  
43. Stratus Building Solutions (Master Franchisors)  
44. Family Financial Centers  
45. Creative World School  
46. Happy and Healthy Products  
47. HomeWell Senior Care  
48. Closets By Design  
49. Assisted Living Locators  
50. Nextaff  

“The FBR award and where we rated was very gratifying. It’s really about whether your franchisees believe in what you’re doing and they believe in the brand….It’s the one I tout the most.”  
Mary Jane Riva, CEO, Pizza Factory  

“If I meet a franchisor who doesn’t survey with FBR, the first thing I’d ask them is ‘What are you afraid of?’”  
Ken McAllister, President & CEO, MY SALON Suite
FRANCHISEE SATISFACTION IS MORE THAN AN AWARD
Join more than 1,100 brands that have worked with Franchise Business Review to drive better results and accelerate growth.

Solve Operational Challenges
- Get measurable and actionable insights into gaps in your system
- Track your efforts year over year and benchmark your competitors
- Build trust and transparency

Remove Roadblocks to Growth
- Generate qualified leads
- Recruit candidates directly to your site
- Advertise to a targeted audience

“We're hearing from candidates that our franchisees aren’t validating well.”

“We know franchisees aren’t happy with some of our decisions, but we think they’re in the franchisees’ best interests.”

“We need to find QUALITY candidates, not tire kickers.”

“We need to get our brand more exposure... people don’t know who we are yet, or that we have a strong system.”

“We think our franchisees are happy, but we don’t know how we compare to our competitors.”

“We’re always getting feedback so we THINK we know how franchisees feel, but it’s always the same people”

“We want to grow, but we’re just not getting to the right candidates to take our system to the next level.”

“It’s a competitive market - we need a way to differentiate ourselves.”
“You have a shortcoming in your system if you’re afraid to ask franchisees what they think….I’d highly recommend FBR...If you think you’re doing well you have nothing to fear. And, frankly, if you’re not doing well, you’ve got bigger problems.”

Don Fox, CEO, Firehouse Subs

“Taking the opportunity to not only do the standard survey, but to customize the survey for the things that are important to your brand in any given year is a really wonderful way to assess how it is that you should move your brand forward.”

Jennifer Durham, Chief Development Officer, Checkers and Rally’s

“Candidates love it because it shows transparency, but it’s not coming from us...Nothing else like this exists in the marketplace.”

Jeff Bien, National Franchise Recruiter, CertaPro Painters

“It’s one of the KPIs we use in our individual evaluations and company-wide evaluations. It’s changed the way we do business.”

Paul Pickett, Wild Birds Unlimited, Chief Development Officer

**DRIVE MEASURABLE RESULTS ACROSS YOUR SYSTEM**

Franchise Business Review is about more than franchisee satisfaction. We can help you accelerate development and drive measurable results across your entire system.
Franchise Business Review is pleased to announce the first-ever Franchising@WORK Awards.

These awards recognize the best company cultures based on our research of over 1,000 corporate franchise employees.

Winners will be recognized in these categories:

• BEST CULTURE
• BEST BOSS
• BEST LEADERSHIP
• BEST COMPENSATION & BENEFITS
• BEST OVERALL SATISFACTION

Join us on March 14 when we announce the winners live!

REGISTER NOW: rebrand.ly/FranchisingAtWork

The Results Are In!

• Which franchise employees are least satisfied?
• Where does the biggest gender pay gap exist?
• What’s the biggest factor in employee retention? (Hint: It isn’t money)

Join us for a free webinar when we reveal the results of FBR’s Employee Engagement & Compensation Survey.

MARCH 14, 2019
2 p.m. ET

REGISTER NOW to be one of the first to get a FREE copy of the Franchising@WORK Benchmark Report!

rebrand.ly/FranchisingAtWork