

Franchisee Satisfaction **AWARDS**

The 14th annual Franchisee Satisfaction Awards is North America's only program honoring franchise brands for excellence in achieving franchisee satisfaction.

2019

THE BEST OF THE BEST

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 Franchisees

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

TOP 50: LARGE
(130-300 Units)

- | | |
|--|-----------------------------------|
| 1. MaidPro | 26. Hwy 55 Burgers Shakes & Fries |
| 2. Pinch A Penny | 27. Complete Weddings and Events |
| 3. Sandler Training | 28. Five Star Painting |
| 4. Christian Brothers Automotive | 29. Huntington Learning Center |
| 5. Soccer Shots | 30. Jason's Deli |
| 6. Nothing Bundt Cakes | 31. Homewatch CareGivers |
| 7. YESCO | 32. Burn Boot Camp |
| 8. Fish Window Cleaning Services | 33. U.S. Lawns |
| 9. Expedia CruiseShipCenters | 34. Property Damage Appraisers |
| 10. Brightway Insurance | 35. HomeSmart International |
| 11. Crunch Fitness | 36. Mr. Handyman |
| 12. FirstLight Home Care | 37. TSS Photography |
| 13. Pizza Ranch | 38. Just Between Friends |
| 14. Paul Davis | 39. Mr. Appliance |
| 15. Home Care Assistance | 40. Aire Serv |
| 16. ActionCOACH | 41. Donatos Pizza |
| 17. ASP - America's Swimming Pool Co. | 42. The Haagen-Dazs Shoppe |
| 18. Miracle Method Surface Refinishing | 43. Grease Monkey |
| 19. The Learning Experience | 44. Any Lab Test Now |
| 20. The Little Gym | 45. ShelfGenie |
| 21. Fazoli's Restaurants | 46. Coldwell Banker Commercial |
| 22. Puroclean | 47. 101 Mobility |
| 23. Remedy Intelligent Staffing | 48. CarePatrol |
| 24. Sola Salon Studios | 49. Biggby Coffee |
| 25. Scooter's 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 | 26. Zagg |
| 2. Aire-Master of America | 27. Streamline Brands |
| 3. Rhea Lana’s | 28. Amada Senior Care |
| 4. Truly Nolen of America | 29. Image One |
| 5. Epcon Communities | 30. Color Me Mine |
| 6. Estrella Insurance | 31. Critter Control |
| 7. Lennys Grill & Subs | 32. The Camp Transformation Center |
| 8. TeamLogic IT | 33. PropertyGuys.com |
| 9. RNR Tire Express | 34. Sit Means Sit |
| 10. Office Pride Commercial Cleaning | 35. Goodcents Deli Fresh Subs |
| 11. Pizza Factory | 36. Big Frog Custom T-Shirts |
| 12. TGA Premier Sports | 37. Help-U-Sell Real Estate |
| 13. Jan-Pro (Master Franchisors) | 38. Discovery Map International |
| 14. Learning Express | 39. Mr. Electric |
| 15. The @WORK Group | 40. The Grout Doctor |
| 16. College Hunks Hauling Junk & Moving | 41. We Insure |
| 17. Mighty Auto Parts | 42. Sea Tow Services |
| 18. Young Rembrandts | 43. LearningRx |
| 19. 360clean | 44. Floor Coverings International |
| 20. Assisting Hands | 45. College Nannies, Sitters + Tutors |
| 21. Drybar | 46. You’ve Got MAIDS |
| 22. Goldfish Swim School | 47. Senior Care Authority |
| 23. Yogi Bear’s Jellystone Park | 48. PJ’s Coffee |
| 24. APEX Fun Run | 49. THE TUTORING CENTER |
| 25. Baby Boot Camp | 50. Buildingstars (Master Franchisors) |

TOP 50: SMALL
(Under 75 Units)

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

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“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



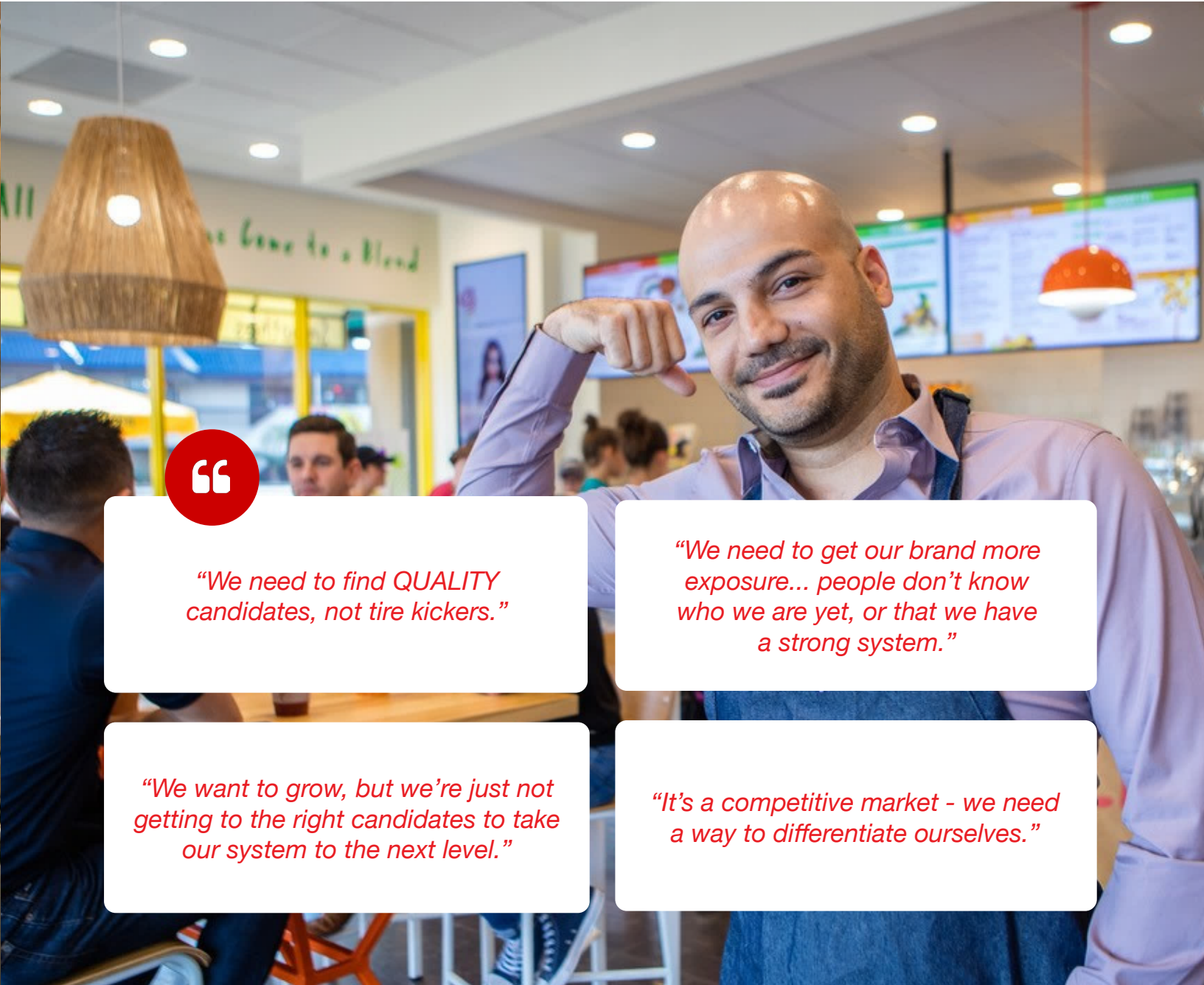
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“We’re hearing from candidates that our franchisees aren’t validating well.”

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

“We 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 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 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.



Franchisee satisfaction surveys



Consulting



Franchise recruitment



Lead generation



Customer satisfaction



Employee engagement survey



Pulse surveys



Mystery shopping



Candidate surveys

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PRESENTING...

2019 FRANCHISING@WORK AWARDS

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

franchising@WORK

Employee Engagement & Compensation Survey

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

