FranchiseBusinessREVIEW™
Driving Better Results.

Franchisee Satisfaction AWARDS

The 15th annual Franchisee Satisfaction Awards is North America's only program honoring franchise brands for excellence in achieving franchisee satisfaction.

2020

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
Women in Franchising
Second Careers in Franchising
Deadline: January 31



JULY

Features:
Top Food Franchises
Rockstar Franchisees
Best Franchise Culture
Deadline: March 30

OCTOBER

Features:
Veterans in Franchising
Most Profitable Franchises
Top Home-Based Franchises
Deadline: June 30



JANUARY 2021

Features:
Top Franchises for 2021
Deadline: September 30

Register at rebrand.ly/FBRawards.com



"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

To identify the 2020 Top Franchises, Franchise Business Review surveyed 27,500 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. MaidPro
3. NextHome
4. Cruise Planners
5. Pinch A Penny
6. Dream Vacations
7. Weed Man
8. Wild Birds Unlimited
9. Sandler Training
10. FASTSIGNS
11. Visiting Angels
12. Sanford Rose Associates
13. Rhea Lana's
14. American Poolplayers Association
15. Precision Concrete Cutting
16. TWO MEN AND A TRUCK
17. Walk-On's Bistreaux
18. Home Instead Senior Care
19. HouseMaster
20. Payroll Vault
21. Anago Cleaning Systems Master
22. Sotheby's International Realty
23. Christian Brothers Automotive
24. Palm Beach Tan
25. Aire-Master of America
26. Network in Action
27. Budget Blinds
28. Minuteman Press
29. TeamLogic IT
30. ActionCOACH
31. Fish Window Cleaning Services
32. Pizza Ranch
33. Planet Fitness
34. Soccer Shots
35. Our Town America
36. The Goddard School
37. Surface Specialists Systems
38. FRSTeam
39. Brightway Insurance
40. Supporting Strategies
41. N2 Publishing
42. Expedia CruiseShipCenters
43. DreamMaker Bath & Kitchen
44. Right at Home
45. Weichert Real Estate
46. Captain D's
47. YESCO
48. 360clean
49. Snap-on Tools
50. Tropical Smoothie Cafe

"Our greatest measure of success is the feedback we receive from our franchisees in the annual Franchise Business Review. The survey results are vital to our strategy planning and execution each year, and we are truly thankful for the value they provide our teams."

Charles Watson, CEO, Tropical Smoothie Cafe



TOP 50: **ENTERPRISE**
(300+ Units)

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



"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

TOP 50: **LARGE**
(150-299 Units)

1. MaidPro
2. Pinch A Penny
3. Sandler Training
4. Christian Brothers Automotive
5. TeamLogic IT
6. ActionCOACH
7. Fish Window Cleaning Services
8. Pizza Ranch
9. Soccer Shots
10. Brightway Insurance
11. Expedia CruiseShipCenters
12. Fibrenew
13. Nothing Bundt Cakes
14. FirstLight Home Care
15. TSS Photography
16. Fazoli's Restaurants
17. Mr. Electric
18. FYZICAL Therapy & Balance Centers
19. Five Star Painting
20. The Little Gym
21. Home Care Assistance
22. Huntington Learning Center
23. Mr. Appliance
24. Donatos Pizza
25. Complete Weddings and Events
26. Freedom Boat Club
27. Mr. Rooter Plumbing
28. Miracle Method Surface Refinishing
29. Simple Simon's Pizza
30. Mr. Handyman
31. Puroclean
32. Aire Serv
33. ASP - America's Swimming Pool Company
34. Window Genie
35. Just Between Friends Franchise System
36. Property Damage Appraisers
37. U.S. Lawns
38. Homewatch CareGivers
39. Bruster's Real Ice Cream
40. The Haagen-Dazs Shoppe
41. ShelfGenie
42. Biggby Coffee
43. Glass Doctor
44. School of Rock
45. Grease Monkey
46. Nathan's Famous
47. Ziebart
48. The Learning Experience
49. Home Helpers Home Care
50. Burn Boot Camp

"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**
(75-149 Units)

1. Sanford Rose Associates
2. Rhea Lana's
3. Aire-Master of America
4. Supporting Strategies
5. YESCO
6. 360clean
7. Chicken Salad Chick
8. The @WORK Group
9. Amazing Athletes
10. Drybar
11. Office Pride Commercial Cleaning
12. Remedy Intelligent Staffing
13. Young Rembrandts
14. Learning Express
15. College Hunks Hauling Junk & Moving
16. Pizza Factory
17. Assisting Hands
18. Mighty Auto Parts
19. Lennys Grill & Subs
20. Snapology
21. Truly Nolen of America
22. The Glass Guru
23. Yogi Bear's Jellystone Park
24. Motto Mortgage
25. RNR Tire Express
26. Sit Means Sit
27. Goldfish Swim School
28. You've Got MAIDS
29. TGA Premier Sports
30. InXpress
31. 30 Minute Hit
32. HomeSmart International
33. Precision Door Service
34. Amada Senior Care
35. Critter Control
36. Streamline Brands
37. Discovery Map International
38. Help-U-Sell Real Estate
39. 101 Mobility
40. Assisted Living Locators
41. PJ's Coffee
42. We Insure
43. Dogtopia
44. THE MAX Challenge
45. PropertyGuys.com
46. The Grout Doctor
47. Big Frog Custom T-Shirts
48. CarePatrol
49. College Nannies, Sitters + Tutors
50. Jason's Deli



"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

TOP 50: **SMALL**
(Under 75 Units)

1. Precision Concrete Cutting
2. Walk-On's Bistreaux
3. Payroll Vault
4. Anago Cleaning Systems Master Franchise
5. Network in Action
6. Our Town America
7. Surface Specialists Systems
8. FRSTeam
9. DreamMaker Bath & Kitchen
10. LaRosa's Pizzeria
11. CompuChild
12. JumpBunch
13. House Doctors Handyman Services
14. Online Trading Academy
15. Wings Etc.
16. In Home Pet Services
17. Image One
18. KidsPark
19. Qualicare Family Homecare
20. Kitchen Solvers
21. FPC
22. Tint World
23. MY SALON Suite
24. The Patch Boys
25. Town Money Saver
26. NaturaLawn of America
27. WOW 1 DAY PAINTING
28. MarbleLife
29. Senior Care Authority
30. Rising Roll Gourmet
31. Welcomemat Services
32. Straw Hat Pizza
33. Taziki's Mediterranean Cafe
34. High Touch-High Tech
35. Showhomes Home Staging
36. Creative World School
37. Dash in Food Stores
38. Service Team of Professionals
39. East Coast Wings & Grill
40. Family Financial Centers
41. Shack Shine
42. ATAX Franchise
43. Best In Class Education Centers
44. Closets By Design
45. Bloomin' Blinds
46. City Wide Maintenance
47. Executive Image Building Services
48. Office Evolution
49. The Honey Do Service
50. NYS Collection Eyewear

"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



FranchiseBusinessREVIEW™
Driving Better Results.

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



"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."

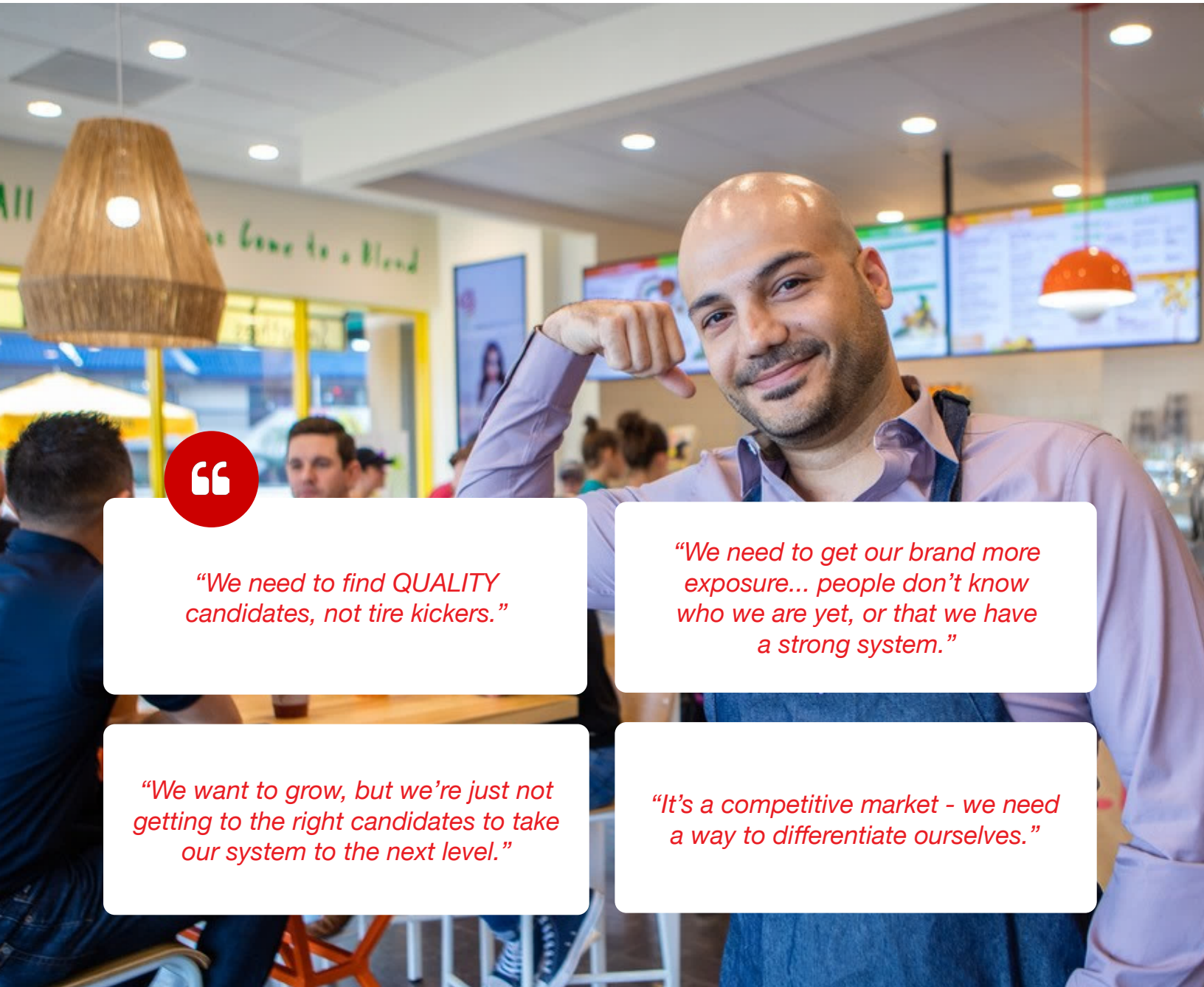
"We're always getting feedback so we THINK we know how franchisees feel, but it's always the same people"

Remove Roadblocks to Growth

Generate **qualified leads**

Recruit candidates directly to your site

Advertise to a targeted audience



"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

"FBR is critical for my team. Keeping your finger on the pulse of the franchisees is imperative to having a healthy system. Communication leads to gap analysis, which in turn allows the corporate team to strategically put plans in motion to help the health of our system."



Tom Scalese, COO, East Coast Wings + Grill

"The information we gain from satisfaction surveys with FBR is invaluable. It helps us understand where we can make meaningful improvements to the franchise system."



Courtney Allison, Director of Franchise Training & Support, Sola Salon Studios

"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, Chief Development Officer, Wild Birds Unlimited





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 surveys
- Pulse surveys
- Mystery shopping
- Candidate surveys

Tour.FranchiseBusinessReview.com/Services





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PRESENTING…

2020 FRANCHISING@WORK AWARDS

Love where you work? If you've have an outstanding workplace culture in the franchise sector, make sure your company gets the recognition it deserves!

Enter your company for a Franchising@WORK award.

These awards recognize the best franchises to work for based on feedback from employees themselves. Winners will be recognized in these categories:

- BEST **CULTURE**
- BEST **BOSS**
- BEST **LEADERSHIP**
- BEST **COMPENSATION & BENEFITS**
- BEST **OVERALL SATISFACTION**

Who Should Apply?

- U.S. and Canadian-based franchises, multi-unit franchisees, and suppliers servicing the franchise sector
- Gross annual revenues of $1M+
- Have at least 10 full-time employees

Register by MARCH 31 to qualify.

REGISTER NOW: www.franchisingatwork.com

franchising@WORK

Employee Engagement & Compensation Survey



CONGRATULATIONS TO OUR 2019 WINNERS!

Best Culture

Jason's Deli

Best Bosses

Burn Boot Camp

Best Leadership

Firehouse Subs

Best Compensation & Benefits

SportClips

Best Overall Satisfaction

Burn Boot Camp

2019 Employee Engagement Finalists:

1-800-Dryclean
Biggby Coffee
Burn Boot Camp
DreamMaker Bath & Kitchen
Firehouse Subs
FirstLight Home Care
InXpress
Jason's Deli
Mosquito Joe
Sport Clips
Snapology
Wild Birds Unlimited

ENTER YOUR COMPANY NOW:

www.franchisingatwork.com