FRANCHISE



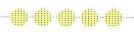
In 2013, eight companies We see a few shake-ups. at you, Subway), each year can remember (we're looking categories for as long as we have reigned over their While some companies

list for the first time. rnade our Best of the Best

battling their way up to that Jan-Pro-have spent years Camp Bow Wow and Coach, Handyman Matters, Some of them—The Growth

No. 1 spot.

to the scene. are relatively new -staivitluM bns arosivbA Transviorld Business Saver, Brightway Insurance, The others—Town Money



Miscellaneous Business Services

Total franchises/co.-owned: 709/0 Total cost: \$4.7K-44.7K onlyproforma.com, (800) 825-1525 2013 Franchise 500 ranking: #77

Child Care CHITDBEN, 2 BRZINEZZEZ

Total cost: \$701.4K-721.4K (800) S72-4901 goddardschoolfranchise.com, 2013 Franchise 500 ranking: #93 Goddard Systems

Children's Enrichment Programs Total franchises/co.-owned: 399/0

Total franchises/co.-owned: 163/14 Total cost: \$59.9K-63.6K 8961-4668 sciencemadefunfranchise.net, 2013 Franchise 500 ranking: #196 High Touch-High Tech

> Total cost: \$42K-64.3K 0252-049 (195) discoverbillboardconnection.com, 2013 Franchise 500 ranking: #301 Izon Global Media & Billboard Connection Advertising Services - Miscellaneous

Business Brokerages

Total franchises/co.-owned: 78/5 **Total cost:** \$57.2K-74.7K transworld-info.com, (888) 816-6749 2013 Franchise 500 ranking: #241 Transworld Business Advisors

Total franchises/co.-owned: 121/0

The Growth Coach Builluano & gridaso Seanisu &

Total franchises/co.-owned: 166/0 Total cost: \$52K-81.9K thegrowthcoach.com, (866) 708-9188 SOT3 Franchise 500 ranking: #233

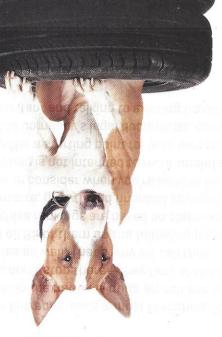
FastSigns International

Total franchises/co.-owned: 538/0 Total cost: \$176.1K-292.5K fastsigns.com, (800) 827-7446 2013 Franchise 500 ranking: #79

Total franchises/co.-owned: 583/0 **Total cost**: \$100.5K-193K expressfranchising.com, (877) 652-6400 2013 Franchise 500 ranking: #66 Express Employment Professionals

Emergory Programs

Total franchises/co.-owned: 237/0 Total cost: \$83.2K-99.8K sandler.com, (800) 669-3537 2013 Franchise 500 ranking: #360 Sandler Training



Appearance Services AUTOMOTIVE

Total franchises/co.-owned: 457/2 Total cost: \$91.7K-493.6K maacofranchise.com, (800) 275-5200 2013 Franchise 500 ranking: #152 Maaco Franchising

Oil-Change Services

Total franchises/co.-owned: 2,086/0 Total cost: \$196.5K-304K jiffylube.com, (800) 327-9532 2013 Franchise 500 ranking: #3 Jiffy Lube International

Transmission Repair

Total franchises/co.-owned: 794/31 Total cost: \$235.4K-305.6K aamco.com, (800) 292-8500 2013 Franchise 500 ranking: #88 DOMAA Transmissions and Total Care

Wheels & Tires

Total franchises/co.-owned: 24/0 Total cost: \$320.5K-665.8K rimtyme.com, (972) 403-4905 5013 Franchise 500 ranking: #316 RimTyme

Windshield Repair

Total franchises/co.-owned: I,711/10 Total cost: \$40.8K-222K novusfranchising.com, (952) 946-0463 2013 Franchise 500 ranking: #61 Novus Glass

Miscellaneous Auto Products & Services

Total franchises/co.-owned: 469/1 **Total cost:** \$142.8K-265.5K linex.com, (877) 330-1331 5013 Franchise 500 ranking: #215 Line-X Franchising

8 Maintenance Services Miscellaneous Auto Repair

Total franchises/co.-owned: 2,185/72 Total cost: \$84.9K-390.97K midasfranchise.com, (561) 383-3100 2013 Franchise 500 ranking: #31 Midas International

Advertising Services - Direct Mail **BOSINESS SEKVICES**

Total cost: \$35.6K-44.4K townmoneysaver.com, (800) 481-8696 2013 Franchise 500 ranking: #334 Town Money Saver

Total franchises/co.-owned: 38/0

Advertising Services - Publishing

Total franchises/co.-owned: 945/0 Total cost: \$9.4K-10.4K cotteenewsusa.com, (207) 941-0860 5013 Franchise 500 ranking: #128 Coffee News

LEVERAGE YOUR BESTSALES TOOL:

3 Sales Superstars Share Their Secrets By Robert L. Shook and Barry Farber

The days are gone when a slap on the back, a good joke and a big smile was all that it took to make the sale. In today's highly competitive world, you sell yourself by convincing people on your commitment, your integrity and your belief that what you sell will benefit them. Here are three lessons in leveraging your best tool—yourself.

BE REAL—NOT A HOT SHOT

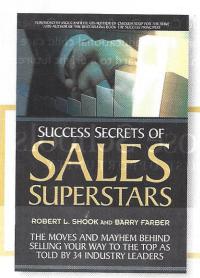
Mark Roesler, CEO and founder of CMG Worldwide, represents estates of dead celebrities that include Elvis Presley, Marilyn Monroe, and hundreds more celebs. Roesler recalls the time when he made a cold call at the farmhouse of James Dean's brother and step-mom. "I knocked on the door, introduced myself and once in the house, I explained how I could secure endorsements for Dean. At the time, they were unaware that they were entitled to fees generated by third parties that used the James Dean name and likeness to promote a product. I grew up in a small town in Indiana about 10 miles down the road, and they felt comfortable talking to me. That's because I didn't come across as a city slicker from New York or L.A. I convinced them that I would protect Jimmy's legacy, and they believed that I would always look out for their best interests. That cold call has generated tens of millions of dollars in endorsement fees-not bad for a celeb that died in 1955."

BRING A WIN-WIN ATTITUDE

Bob LaMonte was a high-school history teacher who represented athletes as a part time job when he negotiated a multi-million contract for Dave Stieb, a star pitcher for the Toronto Blue Jays. "Three Blue Jays executives came to Santa Clara where Dave and I lived and requested to meet with me at 1:00 on a weekday. I told them that I couldn't see them until after school was out because I had classes to teach that afternoon. I explained that we'd have to wait until 4:00 p.m. to meet. I didn't try to pretend to be some hot-shot agent. I was a high-school history teacher who happened to be Dave's agent. When we met I explained that we were all on the same team and our mutual goal was to work out a contract that would serve the mutual interests the Blue Jays and my client shared. 'We are not adversaries,' I stressed. 'Let's do what we have to do to make this deal happen.' We put together a \$6.6 million contract agreement in four hours. That was a big-time contract in the 1980s." Today, LaMonte represents more NFL head coaches than any other agent in the history of professional football.

BE THERE TO SERVE

In 2009, Thomas Millner was named president and CEO of Cabela's. He was the first outsider to head the giant outdoors retailer and catalog company. "Right from the start I realized that not only did I have to sell myself to the board to get the CEO position, I had to convince the 14,000 people who worked at Cabela's that I was the right person for the job. Without their support, I could not be an effective leader." Millner realized that the company had a strong culture based on serving the customer. "I had to calm fears that I might change the culture because I didn't care about customers," he claims. To do this, Millner had one-on-one meetings in his office with the top 50 people in the company. He asked questions and sought their opinions, and he listened carefully. He also visited warehouses, call centers and retail outlets where he conducted town hall meetings, telling everyone what he stood for, how he felt about certain things and then he encouraged them to ask questions, to inquire about his background plus anything else they wanted to know about him and about what he stood for. Millner knew that if they weren't sold on him, he would not be an effective CEO.



Always Close the Sale—No Matter What's Being Sold!

Available at Entrepreneurbookstore.com and all other fine online booksellers and bookstores.

Seasoned salesmen Robert L. Shook and Barry Farber conducted interviews with 32 of America's top business leaders and salespeople. Each of these dynamic individuals tells a sales story that reveals how he or she made an important sale that impacted his or her career. Shook and Farber concluded that the common denominator is: they sell themselves. Their stories run the gamut, and each provides valuable insights and selling techniques that can be implemented by anyone to advance his or her career.

get serious about

SOCIAL& SEARCH ADVERTISING

There are 1 billion potential customers on Facebook. Google gets searched more than 1 billion times every day. That's, at least, a billion reasons to get serious about social and search advertising. Here's one more—we make it easy. Buy the *Ultimate* solutions to social and search advertising today and start seeing less potential and more actual.

85%

of customers expect businesses to be active in social media



- Earn a higher search engine rank
- Increase the authority and popularity of your sit

ERIC WARD & GAR



2.4 billion 75% of people using

of people using search engines don't click past the first page results



- Generate quality leads using only 140 characters
- Instantly connect with 300 million customers in 10 minutes
 Discover 10 Twitter tools that can be applied now

TEO PRODROMOU

DONUS ON DIE CONTENT:

ACCESS FREE HOW-TO VIDEOS COVEHING RASIC AND
ADVANCED USE PLUS THE HUTTEST TWATTER TOOLS

93%

of people using search engines as their first point of research

AVAILABLE AT ENTREPRENEURBOOKSTORE.COM AND ALL OTHER FINE ONLINE BOOKSELLERS AND BOOKSTORES

ENTREPRENEURBOOKSTORE.COM SPECIAL

Enter promo code **ULTIMATE SOLUTION** and receive 25% off the titles mentioned in this ad. Promo code is exclusive to Entrepreneurbookstore.com. Not valid for ebook format. expires 5/1/13.

MORE TITLES IN THIS SERIES:

Ultimate Guide to Google AdWords Ultimate Guide to LinkedIn for Business Ultimate Guide to Facebook for Business Ultimate Guide to Pay-Per-Click Advertising Ultimate Guide to Search Engine Optimization





(from preschools

which recently, X-aninline virtual

(DDI), white bearing desinterior design salauSradifor homes and

and City was

Bedl

become a part of every commu-Yocom, co-founder of Seni irs Helping Seniors, says the com

pany is "changin, athis wo

The Personal Touch

SOLUTIONS

ud COOFINE

PRETZELMAKER

Entrepreneur

JINYA ONNABON Agrons BEN ASSOCIATES FIREHOUSE EXPENDE

BOEFIV BEEF OBRADYS





i Franchise.

PLANT

filmoHoadie

VINTNER'S CIR

Mic

HYPOXI

bcm

STARK&STARK













LISA A. BIASE, P.C. NS MAGAZINES FranchiseUpdate









guidant





















health

UNE 20-22, 2013 S CENTER, NEW YORK C

They're coming from all over the world—ov goals and your dreams. HE 2013 is your oppor to speak directly with executives from the most warming

nillion a year, with mature franchises averaging \$5.16 million armually For more information visit IFEinfo.com Register FREE use Promo Code: N



Franchising



www.facebook.com/InternationalFranchiseExpo www.fwitter.com/MFVExpositions

The Personal Touch

That singular focus on local customers is a hallmark of franchises, which by their nature become a part of every community in which they operate. Kiran Yocom, co-founder of Seniors Helping Seniors, says the company is "changing this world one person at a time." Batteries Plus Bulbs CEO Russ Reynolds puts it this way: "Our fully engaged franchisees provide the products and services that each local retail and business customer needs."

It's proven to be a great business model. A 25-year-old company headquartered in Hartland, Wis. that offers access to more than 40,000 types of batteries, light bulbs, and related products, Batteries Plus Bulbs has grown its store count by 42% in three years to more than 550, with 80 more in development,

and an aggressive expansion plan for the East Coast, says Reynolds.

Decorating Den Interiors (DDI), which provides interior design services for homes and businesses, is seeing similar success. Says company president and CEO Jim Bugg Jr.: "With more families staying in their homes longer, the redecorating business is booming." Plus, he adds, DDI's \$65,000 startup investment makes it "very attractive in today's marketplace." The company, which recently launched a new online virtual tour, has 300 franchises in North America, and is aiming to add 60 additional units this year.

JumpBunch is banking on growth by capitalizing on the trend to keep kids active and occupied. Its 52 franchises in the U.S. and India sign on clients (from preschools and summer camps to parents planning birthday parties) and bring full-service sports and fitness programs—everything from the music to the activities and equipment—to wherever the children are located. Last year Jump-Bunch ranked No. 1 in *Franchise Business Review*'s Child Services category. "I'm feeling very optimistic about the children's sector and franchising in general as a concept," says CEO Thomas Bunchman.

Franchise companies across the board are experiencing a period of vigorous growth, which is sure to continue if access to capital continues to improve. Mastandrea of MFV Expositions sums it up succinctly: "The worldwide franchise industry is healthy, and that's good news for everyone."



Discovering buried treasure

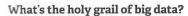
Q: What is "big data," and how can my small business take advantage of it?

The massive volume, variety and velocity of information moving through the world now falls under the phrase big data. How big is big? Wrap your mind around this nugget from IBM: Ninety percent of the data available in the world today was created in just the past two years.

The reason data got so big is that machines became involved, silently collecting information—2.5 quintillion bytes per day—from smartphones, automobile sensors and every click and keystroke made on a computer or web server. What to do with this information—how to slice and dice it into sensible and actionable reports—has quickly become a booming subset of the tech world as startups develop programs to enable companies of any size to take control of what they've got stored in their various databases.

To help you make sense of what to do with yours, we sat down with Anukool Lakhina, founder and CEO of Guavus, a San Mateo, Calif.-based company that builds big-data analytics software.

-Mikal E. Belicove



It's the promise of "knowing the now."

If your business can gain insight from data-logging sensors, you can distill that knowledge into timely, intelligent decisions and trigger the right action at the right time. Or, put another way, today you no longer use data to see what happened; instead you use it to see what's happening in real time, which allows you to pinpoint your marketing, improve service, reduce costs and save time. The possibilities are endless.

Where do I find this data?

First, figure out what data you already have and what you'd like to have. That covers all of your software-as-a-service applications (including CRM programs such



as Salesforce.com), Excel spreadsheets, partner information, sales receipts and any other devices that collect information.

Then look for ways to connect data sets together to produce more compelling and timely insights. An easy way to do this is to start with one problem you want to solve, something as basic as boosting sales on Tuesdays. By setting specific goals for an initial project you'll be able to home in on the data sets you'll need to pull together.

Once you've identified and combined the data—say, online sales and social media postings—automate these processes wherever possible to help your business sharpen its reaction time.

Got an example?

An independent coffee-shop owner could

integrate data taken from many sources—including customers' drink preferences, geolocation and credit card data—to improve personalized marketing and upsell opportunities. The result: A mother who frequents the coffee shop after dropping the kids off at school now receives targeted offers for a free kid's hot chocolate with purchase during after-school hours.

What tools are necessary to work with big data?

In many cases, you and your employees are already using big-data tools—customer-loyalty programs, sales reports, website analytics, CRM databases. The key is to link them together in an easy-to-understand program that anyone, not just a data scientist, can access.