

# **Cleaning & Maintenance Industry**

**\$20 BILLION  
A YEAR**

**Data From United States Census Bureau - 1997 Economic Census Report**

**How  
Much Do  
You  
Want To  
Make?**  
**\$\$\$\$\$\$**



The background of the entire image is a low-angle, upward-looking view of several modern skyscrapers with glass facades. The buildings are slightly out of focus, creating a sense of depth and scale. The sky is a pale, clear blue.

**Just**  
**LOOK**

**Around**

**Over the Next Few Days.....**

**There is Glass**  
**EVERYWHERE**  
**that needs**  
**to be cleaned!**

- **RETAIL**



- **RESTAURANT**



- **RESIDENTIAL  
HOMES**



- **INDUSTRIAL  
BUILDINGS**



- **HIGH RISE  
BUILDINGS**



**...Who is going to help you reach Your Dreams ?????**

# **MR WINDOW CLEANING™**



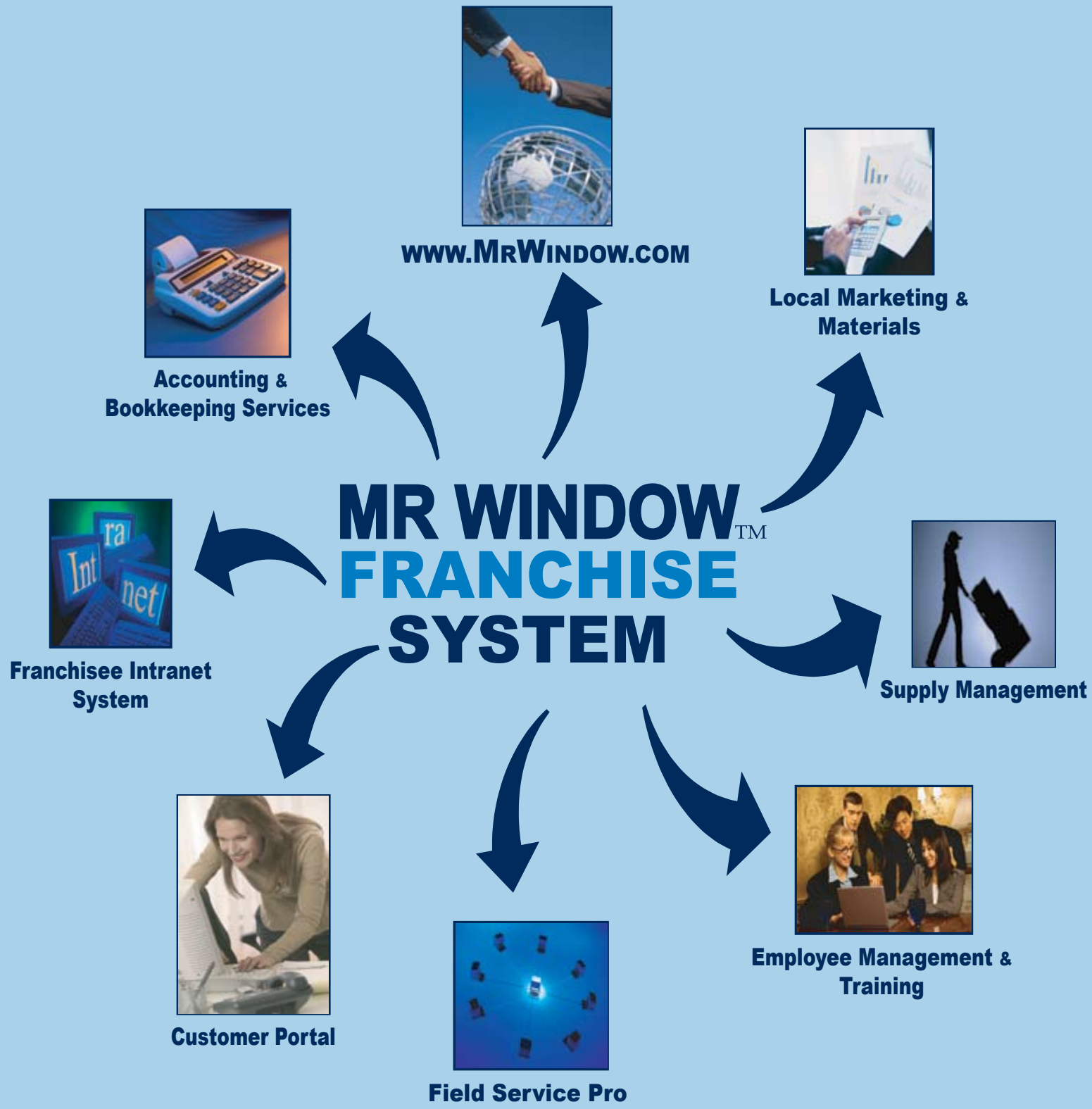
***America's Window Cleaner™***

**We're Your Window of Opportunity...  
...and The Sky's The Limit!**

# *Advantages of Buying A* **MR WINDOW™ FRANCHISE**

- **Low Investment**  
*Compared to Other Franchises*
- **Large Growth Potential**
- **Higher Profit Margins**  
*For Service Based Businesses*
- **Flexible Schedules**
- **Work in an Office & Outdoors**  
*Not in a Retail Store or Restaurant*
- **Hire Staff to Clean the Windows**
- **You SIMPLY Grow Your Business  
& Give Estimates**
- **Marketing Materials Already Designed  
For You and Are Ready To Go!**

# This Is How It's Done...





**WWW.MRWINDOW.COM**

## **Corporate Presence & Lead Generation**

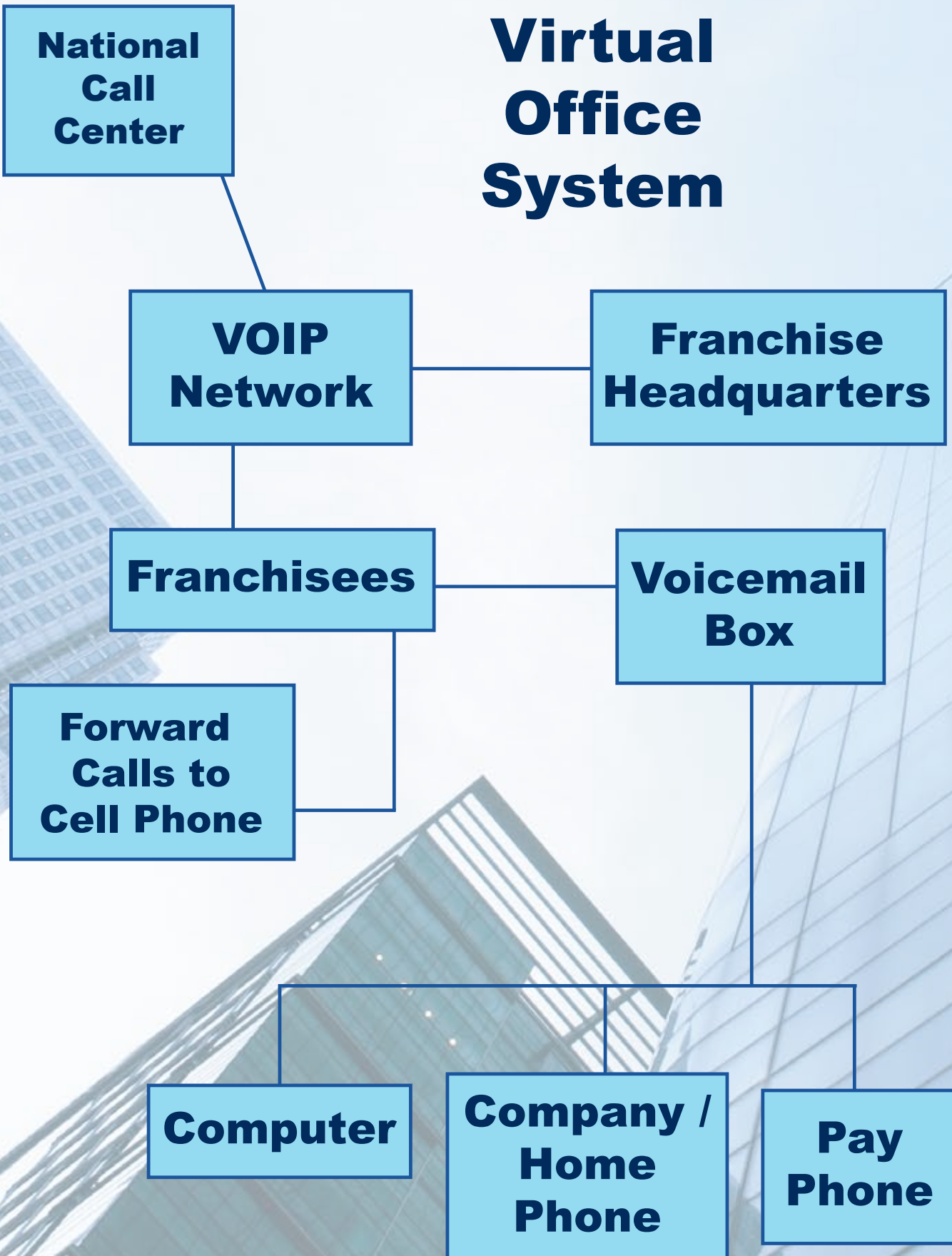
**www.MrWindow.com**

The Mr Window Cleaning website provides a centralized corporate presence for customers, partners, and franchisees. Online advertising and lead source generation provides a national presence that all franchisees can benefit from.

**1-877-MRWINDOW**

Mr Window Cleaning provides a toll-free centralized call center for receiving customer calls, service requests and other communications which is designed as a Virtual Receptionist to help increase your administrative efficiencies and customer satisfaction. Customers can simply call into our national call center and schedule service with one of our knowledgeable call center representatives rather than leaving messages on answering machines and voicemails when you are not available.

# Virtual Office System





# Local Marketing & Materials

*Marketing Materials Designed For You. . .*



**(Frontside)**

**(Backside Options)**

**Door Hangers**

**Business Cards**

**Bumperstickers**

**Information Forms**

**Quick Quote**

**Direct Mail Postcards**



## **Supply Management**

### **Branded Mr Window Cleaning Products**

Mr Window Cleaning products have been carefully selected based upon experience and years of testing. Our current line of products includes the “Mr Window Cleaning Soap” which is currently a proprietary product and is not available in stores. Our other cleaning products are the “Mr Window Spray-N- Shine”, “Mr Awning Cleaner”, “Mr Awning Wax” and “Grease-B- Gone” concrete cleaner.

### **Mr Window Cleaning Online Store**

Through a Mr Window Cleaning partner you can purchase window cleaning supplies and other cleaning products through our online store with discounted pricing. Select from a wide array of products and supplies that can be selected based upon the franchise system requirements and your needs.



## **Employee Management & Training**

### **Employee Management**

Our employee application process is top of the line where potential employees call our Job Hotline and apply over the phone or Online in either English or Spanish. Upon completion of their application and if they pass the pre-qualification process they then proceed to schedule their own interview based on your availability that you have pre-determined. This makes managing the recruitment process less of a headache and more productive with documented steps and processes.

### **Employee Training Manuals and Videos**

The Mr Window Intranet is your resource for employee forms, documents, training manuals and other documents regarding employees. An online Article Library is a great way for you to learn more on how to manage your employees. An online Training Center is a great way for your employees to learn how to follow customer service standards, provide services and learn about our professional cleaning techniques as well as important safety tips. Your Employees can simply watch our online Video Library and take Tests through a tutorial platform which helps you train your staff efficiently. The end results - they are following the Mr Window Systems and producing great results for you.

# Automated Employment Application Process

**Potential Employee**



**Answer Prequalification Questions**



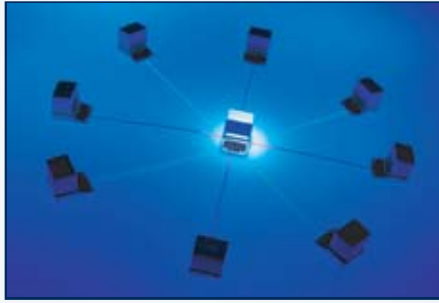
**MR WINDOW  
CLEANING™**



**Employment  
Application**

**Interview  
Scheduled  
by the  
Employee  
who Chooses  
Time & Date  
You are  
Available**

**You  
Receive The  
Application  
And  
Appointment  
Time**



## **Field Service Pro**

### **Simple Job Scheduling**

- Initial appointments & recurring visits are scheduled with a calendaring tool.
- View availability of all crew members

### **Simplified Work Flow**

- From quote, to work order, to job completion, to invoice is a simple process that is easy to follow and is automatically tracked

### **No Paperwork**

- Record job details, jobs completed, and notes regarding customers all electronically

### **Reporting**

- Track employee efficiency, job performance, job start and finish times, total man hours per job, revenue tracking per job and other meaningful statistics

### **Help Desk Support**

- Maintained by a 24/7 staff with the latest technology
- Knowledgeable staff members are at your service whenever you need them and can be contacted regarding any of your questions

### **Integration with Accounting System**

- When completed jobs are ready for invoicing they are released to our Accounting Team through a simple integration process



## **Customer Portal**

### **Customer Driven Service Requests**

Customer can request services online through a simple Quick Quote System. Customers can then request specific service dates and add notes on upcoming job work orders.

### **Access to Job Details**

Through the Customer Portal System customers can manage and update their contact information, view historical information regarding jobs performed including past due invoices.



# **Franchisee Intranet System**

## **Discussion Forums**

**Questions, concerns, and communications with other franchisees can be facilitated through simple forums designed to improve the communications in the franchisee network. Helpful tips, questions and other matters are available through one of the many forums maintained in the Franchisee Intranet System.**

## **Resource Library**

**Technical documentation, instructional guides, references and other helpful material will be provided through a convenient resource library tool.**

## **Internal Mail**

**Communicate directly with Mr Window Corporate Headquarters and other franchisees with an easy to use Internal Mail System.**



## **Accounting & Bookkeeping Services**



**Our Revolutionary Accounts Receivable System is a Web-based payment processing system that offers franchisees many comprehensive, flexible and user-friendly processing solutions. Our system allows you to perform transactions 24 hours a day from any worldwide location.**

# *Advantages of Owning A* **MR WINDOW™ FRANCHISE**

- Toll Free Number (1-877-MR WINDOW)
- National Call Center
- State of The Art Virtual Office System
- Automated Employment Application Process
- Web Based Work Order & Scheduling
- Centralized Billing & Accounts

## **Receivable Solutions**

- Centralized Accounts Payable Solutions
- Corporate Website @ [www.MRWINDOW.com](http://www.MRWINDOW.com)
- Franchisee Intranet
- Discussion Forum
- Document Library

**Would You Like  
To See If You  
Qualify  
To Own A  
Mr Window  
Franchise?**



*America's Window Cleaner* <sup>TM</sup>