



2013 Franchisee Satisfaction Awards

The Most Exclusive Award in Franchising!

www.FBR50.com



2013 Franchisee Satisfaction Awards

Franchise Business Review recognizes these 200 brands that truly represent the best of franchising in 2013. Congratulations to our winners!

Advertising & Sales



Proforma

Our Town America*
Money Mailer
Welcomemat Services

Automotive



Christian Brothers Automotive*

Color Glo International
Snap-on Tools*
Tint World
Auto Appraisal Network
Honest-1 Auto Care
Alloy Wheel Repair Specialists
Ziebart

Business Services



FocalPoint Coaching*

Sir Speedy
FASTSIGNS*
Sandler Training*
PIP Printing & Marketing Services
American Prosperity Group
InXpress
Frannet
YESCO
Estrella Insurance
Unishippers
ActionCOACH*
Brightway Insurance
Sanford Rose Associates
Bevintel
@Work Personnel Services
PostNet
RTOWN
BlueGrace Logistics
Handle with Care Packaging Stores

Child Services



Soccer Shots

JumpBunch*
Drama Kids
Young Rembrandts
Images 4 Kids
CompuChild
Great Play
TGA Premier Golf & Tennis

Cleaning & Maintenance



Heaven's Best Carpet Cleaning*

MaidPro
Anago Cleaning Systems (Master franchisors)
Aire-Master of America
DKI (Disaster Kleenup International)
The Maids*
AdvantaClean
Molly Maid
OMEX International
Jan-Pro (Master franchisors)
Office Pride
Buildingstars

Education



Mathnasium

The Goddard School*
THE TUTORING CENTER
LearningRx
Childrens Lighthouse*
UCMAS Mental Math

Food & Beverage




Firehouse Subs*


Culver's
Auntie Anne's
East Coast Wings & Grill*
LaRosa's Pizzeria
Penn Station
Ground Round
Hardee's
Bahama Buck's
Happy and Healthy Products
Papa Murphy's*
Simple Simon's Pizza
Yogurtland
Checkers & Rally's*
Marco's Pizza
Charley's Grilled Subs
Captain D's
Village Inn
Repicci's Italian Ice
Biggby Coffee
Donatos Pizza
Barberitos
McAlister's Deli
Nothing Bundt Cakes
MOOYAH*
HuHot Mongolian Grill
Bruegger's
Uno Chicago Grill
Quaker Steak & Lube
Kilwin's Chocolate and Ice Cream
Zoup!
Great Wraps
Genghis Grill
Straw Hat Pizza
Hurricane Grill & Wings

*View this company's full satisfaction report at: www.FranchiseBusinessReview.com


Finance & Tax

-  **Tax Centers of America**
Murphy Business & Financial
Liberty Tax Service
Padgett Business Services*
Cash Plus


Fitness

-  **Fitness Revolution**
Stroller Strides
Brickhouse Cardio Club
Baby Boot Camp
Koko FitClub
Crunch Fitness
Get in Shape for Women

Health & Beauty

-  **Palm Beach Tan**
European Wax Center
The Woodhouse Day Spas
Sport Clips
The Salon Professional Academy
Massage Heights

Home Services

-  **CertaPro Painters***
Miracle Method Surface Refinishing
Budget Blinds
WOW 1 DAY! Painting
Window Genie*
Surface Specialists Systems
Five Star Painting
ASP - America's Swimming Pool Co.
HouseMaster
Pillar To Post
The Glass Guru
ShelfGenie*
Bath Fitter
Closets By Design
HandyPro Handyman
Screenmobile


Pet Services

-  **G'Day Pet Care**
Sit Means Sit


Real Estate

-  **Sotheby's International Realty**
Better Homes and Gardens Real Estate
United Country Real Estate
G.J. Gardner Homes
Coldwell Banker
Rapid Realty NYC
HomeVestors of America
Help-U-Sell
Showhomes Home Staging


Retail

-  **Rhea Lana's**
Wild Birds Unlimited*
Just Between Friends
Aaron's
Brilliant Sky Toys & Books
Mainstream Boutique
FAST-FIX Jewelry & Watch Repairs
Big Frog Custom T-Shirts
Sears Hometown & Outlet
Kid's Closet
NYS Collection Eyewear
Pro Image

Senior Care

-  **Home Instead Senior Care***
Visiting Angels
Homewatch CareGivers*
Home Care Assistance
Right at Home
Nurse Next Door
Stay at Home
BrightStar*
Caring Senior Service
FirstLight HomeCare*
Synergy HomeCare*
CarePatrol

Sports & Recreation

-  **American Poolplayers Association**
Kampgrounds of America/KOA
Pinot's Palette
Sky Zone
Color Me Mine


Services

-  **Precision Concrete Cutting**
Weed Man
Truly Nolen of America
Two Men and a Truck*
The Traveling Photo Booth
1-800-GOT-JUNK?
A All Animal Control
Signal 88 Security
Fish Window Cleaning Services
Pop-A-Lock
The LINC Network
Boulder Designs
Critter Control
U.S. Lawns*
Zippy Shell
Paul Davis Restoration
Complete Music
FRSTeam
Creative Colors International
101 Mobility
College Hunks Hauling Junk
1-800 Water Damage
Ram Jack
Paul Davis Emergency Services
Mosquito Squad
Rapid Recovery
Precision Door Service
Bin There Dump That

Technology

-  **TeamLogic IT**
Computer Troubleshooters

Travel

-  **Cruise Planners**
CruiseOne*
Expedia CruiseShipCenters

 Identifies Best-in-Category Award Winners

2013 Top Franchises

Systems with under 50 units



“ We had more brands participate in our 2013 awards than ever before. These franchisors truly understand the importance of surveying their operators. If franchisees aren't happy, they won't validate your system, and you won't sell franchises—it's really that simple. ”

Michelle Rowan
President
Franchise Business Review

- 1 Precision Concrete Cutting
- 2 G'Day Pet Care
- 3 The Traveling Photo Booth
- 4 East Coast Wings & Grill*
- 5 Our Town America*
- 6 A All Animal Control
- 7 JumpBunch*
- 8 Surface Specialists Systems
- 9 G.J. Gardner Homes
- 10 American Prosperity Group
- 11 Pinot's Palette
- 12 Ground Round
- 13 Bahama Buck's
- 14 Brickhouse Cardio Club
- 15 Brilliant Sky Toys & Books
- 16 Stay at Home
- 17 Tint World
- 18 Auto Appraisal Network
- 19 YESCO
- 20 Mainstream Boutique
- 21 The Woodhouse Day Spas
- 22 Caring Senior Service
- 23 Boulder Designs
- 24 OMEX International
- 25 Honest-1 Auto Care
- 26 Big Frog Custom T-Shirts
- 27 Welcomemat Services
- 28 @Work Personnel Services
- 29 Zippy Shell
- 30 RTOWN
- 31 Sky Zone
- 32 Kid's Closet
- 33 Great Play
- 34 FRSTeam
- 35 Bath Fitter
- 36 TGA Premier Golf & Tennis
- 37 College Hunks Hauling Junk
- 38 Crunch Fitness
- 39 CarePatrol
- 40 Barberitos
- 41 BlueGrace Logistics
- 42 The Salon Professional Academy
- 43 Nothing Bundt Cakes
- 44 Closets By Design
- 45 Rapid Recovery
- 46 HuHot Mongolian Grill
- 47 HandyPro Handyman
- 48 Childrens Lighthouse*
- 49 Zoup!
- 50 UCMAS Mental Math

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2013 Top Franchises

Systems with 50 to 99 units



- 1 Rhea Lana's
- 2 TeamLogic IT
- 3 Soccer Shots
- 4 Window Genie*
- 5 Home Care Assistance
- 6 Nurse Next Door
- 7 Five Star Painting
- 8 Young Rembrandts
- 9 Aire-Master of America
- 10 Rapid Realty NYC
- 11 LaRosa's Pizzeria
- 12 Frannet
- 13 Images 4 Kids
- 14 Happy and Healthy Products
- 15 Estrella Insurance
- 16 CompuChild
- 17 Jan-Pro (Master franchisors)
- 18 Sanford Rose Associates
- 19 The Glass Guru
- 20 Sit Means Sit
- 21 Cash Plus
- 22 FirstLight HomeCare*
- 23 Koko FitClub
- 24 Repicci's Italian Ice
- 25 Creative Colors International
- 26 Showhomes Home Staging
- 27 101 Mobility
- 28 1-800 Water Damage
- 29 THE TUTORING CENTER
- 30 Ram Jack
- 31 LearningRx
- 32 Handle with Care Packaging Stores
- 33 Massage Heights
- 34 MOOYAH*
- 35 NYS Collection Eyewear
- 36 Pro Image
- 37 Precision Door Service
- 38 Bin There Dump That
- 39 Screenmobile
- 40 Uno Chicago Grill
- 41 Alloy Wheel Repair Specialists
- 42 Quaker Steak & Lube
- 43 Kilwin's Chocolate and Ice Cream
- 44 Great Wraps
- 45 Ziebart
- 46 Genghis Grill
- 47 Color Me Mine
- 48 Get in Shape for Women
- 49 Straw Hat Pizza
- 50 Hurricane Grill & Wings

“ When you're in franchising, you have three major customers: your end customer, your franchisees, your franchise candidates. If you have unhappy franchisees, the other two aren't happy either. ”

Paul Pickett
V.P. of Franchise Development,
Wild Birds Unlimited

*View this company's full satisfaction report at: www.FranchiseBusinessReview.com

2013 Top Franchises

Systems with 100 to 249 units



“This is the one time that franchisees are going to give you true feedback. It’s one thing to talk to them at a meeting or a cocktail hour or an event, but for them to take the time to put down on paper their thoughts and how they truly feel about you—whether they do it anonymously or they give you their name—it’s very important.”

Ray Muncy

Director of Franchise Operations,
Eastern Division
Aaron’s

- | | | | |
|----|--------------------------------------|----|----------------------------------|
| 1 | Fitness Revolution | 26 | The Maids* |
| 2 | FocalPoint Coaching* | 27 | Pop-A-Lock |
| 3 | Sandler Training* | 28 | Baby Boot Camp |
| 4 | Truly Nolen of America | 29 | The LINC Network |
| 5 | Miracle Method Surface Refinishing | 30 | AdvantaClean |
| 6 | MaidPro | 31 | Simple Simon’s Pizza |
| 7 | Two Men and a Truck* | 32 | BrightStar* |
| 8 | Christian Brothers Automotive* | 33 | FAST-FIX Jewelry & Watch Repairs |
| 9 | Palm Beach Tan | 34 | Yogurtland |
| 10 | Color Glo International | 35 | Critter Control |
| 11 | WOW 1 DAY! Painting | 36 | Brightway Insurance |
| 12 | Homewatch CareGivers* | 37 | Money Mailer |
| 13 | Better Homes and Gardens Real Estate | 38 | Expedia CruiseShipCenters |
| 14 | 1-800-GOT-JUNK? | 39 | ShelfGenie* |
| 15 | Tax Centers of America | 40 | Paul Davis Restoration |
| 16 | Just Between Friends | 41 | Synergy HomeCare* |
| 17 | PIP Printing & Marketing Services | 42 | Complete Music |
| 18 | Drama Kids | 43 | Sears Hometown & Outlet |
| 19 | InXpress | 44 | Captain D’s |
| 20 | DKI (Disaster Kleenup International) | 45 | Help-U-Sell |
| 21 | Signal 88 Security | 46 | Biggby Coffee |
| 22 | Fish Window Cleaning Services | 47 | Office Pride |
| 23 | Penn Station | 48 | Donatos Pizza |
| 24 | ASP - America’s Swimming Co. | 49 | Paul Davis Emergency Services |
| 25 | Murphy Business & Financial | 50 | Mosquito Squad |

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2013 Top Franchises

Systems with 250 or more units



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|--|-------------------------------|
| 1 Home Instead Senior Care* | 26 United Country Real Estate |
| 2 Sotheby's International Realty | 27 The Goddard School* |
| 3 Firehouse Subs* | 28 Coldwell Banker |
| 4 Culver's | 29 Aaron's |
| 5 Weed Man | 30 Hardee's |
| 6 Heaven's Best Carpet Cleaning* | 31 HomeVestors of America |
| 7 Visiting Angels | 32 Liberty Tax Service |
| 8 Proforma | 33 Padgett Business Services* |
| 9 CertaPro Painters* | 34 Papa Murphy's* |
| 10 Cruise Planners | 35 Sport Clips |
| 11 Sir Speedy | 36 Molly Maid |
| 12 FASTSIGNS* | 37 HouseMaster |
| 13 Budget Blinds | 38 Unishippers |
| 14 American Poolplayers Association | 39 ActionCOACH* |
| 15 Anago Cleaning Systems (Master franchisors) | 40 Checkers & Rally's* |
| 16 Wild Birds Unlimited* | 41 Pillar To Post |
| 17 European Wax Center | 42 Bevintel |
| 18 Computer Troubleshooters | 43 U.S. Lawns* |
| 19 Snap-on Tools* | 44 PostNet |
| 20 Stroller Strides | 45 Marco's Pizza |
| 21 Auntie Anne's | 46 Charley's Grilled Subs |
| 22 Kampgrounds of America/KOA | 47 Village Inn |
| 23 CruiseOne* | 48 Buildingstars |
| 24 Mathnasium | 49 McAlister's Deli |
| 25 Right at Home | 50 Bruegger's |

“ I'd highly recommend an FBR survey. 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. You have a shortcoming in your system if you're afraid to ask franchisees what they think. ”

Don Fox
CEO, Firehouse Subs

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2013 Top Franchises

Overall Top 50 - Best of the Best



“One of our performance metrics every year is to move the needle on our FBR survey.”

Brian Petranick
COO & President
Right at Home

- 1 Home Instead Senior Care*
- 2 Precision Concrete Cutting
- 3 Sotheby's International Realty
- 4 Firehouse Subs*
- 5 Culver's
- 6 Weed Man
- 7 Fitness Revolution
- 8 Heaven's Best Carpet Cleaning*
- 9 FocalPoint Coaching*
- 10 Visiting Angels
- 11 G'Day Pet Care
- 12 Rhea Lana's
- 13 Proforma
- 14 CertaPro Painters*
- 15 Cruise Planners
- 16 Sir Speedy
- 17 FASTSIGNS*
- 18 Sandler Training*
- 19 Truly Nolen of America
- 20 Miracle Method Surface Refinishing
- 21 MaidPro
- 22 Budget Blinds
- 23 American Poolplayers Association
- 24 Two Men and a Truck*
- 25 Anago Cleaning Systems (Master franchisors)
- 26 Wild Birds Unlimited*
- 27 Christian Brothers Automotive*
- 28 Palm Beach Tan
- 29 Color Glo International
- 30 The Traveling Photo Booth
- 31 TeamLogic IT*
- 32 Soccer Shots
- 33 WOW 1 DAY! Painting
- 34 Homewatch CareGivers*
- 35 Window Genie*
- 36 European Wax Center
- 37 Computer Troubleshooters
- 38 Better Homes and Gardens Real Estate
- 39 1-800-GOT-JUNK?
- 40 Snap-on Tools*
- 41 Stroller Strides
- 42 Auntie Anne's
- 43 Kampgrounds of America/ KOA
- 44 East Coast Wings & Grill*
- 45 CruiseOne*
- 46 Our Town America*
- 47 Mathnasium
- 48 Home Care Assistance
- 49 Tax Centers of America
- 50 Right at Home

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