

# Franchisee Satisfaction **AWARDS**

**The 16th annual Franchisee Satisfaction Awards** is North America's only program honoring franchise brands for excellence in achieving franchisee satisfaction.

**2021**

# 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  
Recession-Proof Brands

**Deadline: January 31**

### JULY

#### Features:

Best Franchise Culture  
Top Food Franchises  
Rock Star Franchisees

**Deadline: March 31**

### OCTOBER

#### Features:

Veterans in Franchising  
Most Profitable Franchises  
Multi-Unit Franchises

**Deadline: June 30**

### JANUARY 2022

#### Features:

Top Franchises for 2022

**Deadline: September 30**

**Register at:** [tour.franchisebusinessreview.com/  
franchisee-satisfaction-awards/](http://tour.franchisebusinessreview.com/franchisee-satisfaction-awards/)



MaidPro: Client Since 2006



Our Town America: Client Since 2005



Wild Birds Unlimited: Client Since 2006



*"With Franchise Business Review, we are able to benchmark Snap-on against our past performance and hundreds of other systems as well. With the use of rapid continuous improvement, Franchise Business Review helps us improve our system."*

Barrie Young, President, Sales & Franchising, Snap-on Tools, Client Since 2007

## To identify the 2021 Top Franchises, Franchise Business Review surveyed over 28,000 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. NextHome
2. Keller Williams
3. MaidPro
4. Wild Birds Unlimited
5. FASTSIGNS
6. Visiting Angels
7. Pinch A Penny
8. Weed Man
9. Home Instead
10. Nothing Bundt Cakes
11. Anago Cleaning Systems (Master Franchisor)
12. Sotheby's International Realty
13. TWO MEN AND A TRUCK
14. Fibrenew
15. Kona Ice
16. Weichert Real Estate
17. Kampgrounds of America
18. Precision Concrete Cutting
19. Christian Brothers Automotive
20. Sandler Training
21. A&W Restaurants
22. Express Employment Professionals
23. Fastest Labs
24. Aire-Master of America
25. Our Town America
26. Payroll Vault
27. Maid Brigade
28. 360clean
29. Auto Appraisal Network
30. Tropical Smoothie Cafe
31. Fish Window Cleaning Services
32. Wingstop
33. Snap-on Tools
34. Rhea Lana's
35. ActionCOACH
36. Sanford Rose Associates
37. The Joint
38. FYZICAL Therapy & Balance Centers
39. Minuteman Press
40. Bin There Dump That
41. DreamMaker Bath & Kitchen
42. Better Homes and Gardens Real Estate
43. Mr. Handyman
44. Pizza Factory
45. Palm Beach Tan
46. Office Pride Commercial Cleaning Services
47. MY SALON Suite
48. Mosquito Shield
49. Mr. Appliance
50. Senior Care Authority

*"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, Client Since 2012



## TOP 50: ENTERPRISE

(275+ Units)

1. NextHome
2. Keller Williams
3. Wild Birds Unlimited
4. FASTSIGNS
5. Visiting Angels
6. Weed Man
7. Home Instead
8. Nothing Bundt Cakes
9. Sotheby's International Realty
10. TWO MEN AND A TRUCK
11. Kona Ice
12. Weichert Real Estate
13. Kampgrounds of America
14. A&W Restaurants
15. Express Employment Professionals
16. Maid Brigade
17. Tropical Smoothie Cafe
18. Fish Window Cleaning Services
19. Wingstop
20. Snap-on Tools
21. The Joint
22. Minuteman Press
23. Better Homes and Gardens Real Estate
24. Palm Beach Tan
25. Mr. Appliance
26. United Country Real Estate
27. The Goddard School
28. Heaven's Best Carpet Cleaning
29. HouseMaster
30. Planet Fitness
31. Right at Home
32. Sola Salon Studios
33. Mathnasium Learning Centers
34. The Maids
35. The Wendy's Company
36. Checkers & Rally's
37. BrightStar Care
38. Mosquito Joe
39. Mr. Rooter Plumbing
40. PuroClean
41. Signal 88 Security
42. Orangetheory Fitness
43. American Poolplayers Association
44. Cruise Planners
45. Miracle-Ear
46. Dream Vacations
47. Huntington Learning Center
48. Qdoba
49. Home Helpers Home Care
50. Expedia Cruises



*“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, Client Since 2013

## TOP 50: LARGE

(130-275 Units)

1. MaidPro
2. Pinch A Penny
3. Fibrenew
4. Christian Brothers Automotive
5. Sandler Training
6. ActionCOACH
7. FYZICAL Therapy & Balance Centers
8. Bin There Dump That
9. Mr. Handyman
10. Soccer Shots
11. Office Pride Commercial Cleaning Services
12. Pet Supplies Plus
13. Donatos Pizza
14. Brightway Insurance
15. Pizza Ranch
16. Freedom Boat Club
17. Mr. Electric
18. TeamLogic IT
19. Fazoli's Restaurants
20. Remedy Intelligent Staffing
21. Property Damage Appraisers
22. The Learning Experience
23. FirstLight Home Care
24. Amazing Athletes
25. BIGGBY COFFEE
26. Aire Serv
27. Captain D's
28. Any Lab Test Now
29. Just Between Friends
30. Home Care Assistance
31. Green Home Solutions
32. TSS Photography
33. HOODZ
34. 101 Mobility
35. Glass Doctor
36. Discovery Map International
37. InXpress
38. Crunch Fitness
39. Cousins Subs
40. Simple Simon's Pizza
41. School of Rock
42. Miracle Method Surface Refinishing
43. Bruster's Real Ice Cream
44. The Haagen-Dazs Shoppe
45. CarePatrol
46. Ziebart
47. ShelfGenie
48. DUCTZ
49. Nathan's Famous
50. Tide Cleaners

[Tour.FranchiseBusinessReview.com](http://Tour.FranchiseBusinessReview.com)

*"The candidates that come to us as FBR leads are highly qualified, and equally important, they have a growth mindset. A franchisee that originally came to us through FBR's pay-per-lead program just opened a second location, despite a pandemic! To say that we get our money's worth is the understatement of the year."*



Paul Pickett, Chief Development Officer, Wild Birds Unlimited, Client Since 2006

## TOP 50: MIDSIZE

(56-129 Units)

1. Aire-Master of America
2. Payroll Vault
3. 360clean
4. Rhea Lana's
5. Sanford Rose Associates
6. Pizza Factory
7. Senior Care Authority
8. Assisting Hands
9. Supporting Strategies
10. Critter Control
11. Precision Door Service
12. Window Genie
13. Dogtopia
14. The Glass Guru
15. Chicken Salad Chick
16. YESCO
17. Showhomes Home Staging
18. AtWork Group
19. We Insure
20. Image One
21. Dale Carnegie
22. NaturaLawn of America
23. Amada Senior Care
24. Tint World
25. Yogi Bear's Jellystone Park
26. Motto Mortgage
27. Young Rembrandts
28. The Patch Boys
29. You've Got MAIDS
30. Junk King
31. Snapology
32. LearningRx
33. Jan-Pro (master franchisors)
34. Lennys Grill & Subs
35. Goldfish Swim School
36. Oasis Senior Advisors
37. 30 Minute Hit
38. Creative Colors International
39. Help-U-Sell Real Estate
40. Boulder Designs
41. ATAX Franchise
42. Streamline Brands
43. Blo Blow Dry Bar
44. RNR Tire Express
45. PJ's Coffee
46. The Grout Doctor
47. Dash in Food Stores
48. Border Magic
49. College Hunks Hauling Junk & Moving
50. TGA Premier Sports



*"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, Client Since 2016

## TOP 50: SMALL

(Under 55 Units)

1. Anago Cleaning Systems  
(Master Franchisor)
2. Precision Concrete Cutting
3. Fastest Labs
4. Our Town America
5. Auto Appraisal Network
6. DreamMaker Bath & Kitchen
7. MY SALON Suite
8. Mosquito Shield
9. Nextaff
10. Surface Specialists Systems
11. Network in Action
12. Kitchen Solvers
13. Monster Mini Golf
14. Walk-On's Bistreaux
15. Color World House Painting
16. Online Trading Academy
17. In Home Pet Services
18. Drybar
19. House Doctors Handyman Services
20. Grasons Co.
21. JPAR Real Estate
22. LaRosa's Pizzeria
23. Teriyaki Madness
24. Pirtek USA
25. NerdsToGo
26. The Woodhouse Day Spas
27. British Swim School
28. MarbleLife
29. Clean Air Lawn Care
30. Capriotti's
31. Spavia Day Spa
32. TruBlue Total House Care
33. Wings Etc.
34. Office Evolution
35. Intelligent Office
36. Truly Nolen of America
37. Creative World School
38. East Coast Wings + Grill
39. HandyPro Senior Modifications and  
Handyman Services
40. Happy & Healthy Products
41. Bloomin' Blinds
42. Taziki's Mediterranean Cafe
43. Frios Gourmet Pops
44. Best In Class Education Centers
45. Service Team of Professionals
46. Straw Hat Pizza
47. High Touch-High Tech
48. CompuChild
49. Executive Image Building Services
50. Town Money Saver

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*"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, Client Since 2015



## TOP CATEGORIES

### ADVERTISING & SALES

#### Our Town America

Discovery Map International

Town Money Saver

### AUTOMOTIVE

#### Christian Brothers Automotive

Auto Appraisal Network

Snap-on Tools

Tint World

RNR Tire Express

Ziebart

### BUSINESS SERVICES

#### FASTSIGNS

Sandler Training

Express Employment Professionals

ActionCOACH

Sanford Rose Associates

Minuteman Press

Nextaff

Supporting Strategies

Network in Action

Remedy Intelligent Staffing

YESCO

AtWork Group

Dale Carnegie

InXpress

Office Evolution

Intelligent Office

### CHILD SERVICES

#### Soccer Shots

Amazing Athletes

Young Rembrandts

TSS Photography

Snapology

High Touch-High Tech

CompuChild

TGA Premier Sports

### CLEANING & MAINTENANCE

#### MaidPro

Anago Cleaning Systems (Master Franchise)

Aire-Master of America

Maid Brigade

360clean

Office Pride Commercial Cleaning

Heaven's Best Carpet Cleaning

The Maids

Image One

You've Got MAIDS

Jan-Pro (master franchisors)

Executive Image Building Services



*"The most valuable piece of our partnership with FBR is having a professional third-party organization survey our franchisees for feedback. It gives us valuable feedback from our franchisees, but it also helps us compare ourselves to our peers."*

Clarissa Bradstock, CEO, Any Lab Test Now, Client Since 2018



## EDUCATION

### The Goddard School

Mathnasium Learning Centers  
The Learning Experience  
Online Trading Academy  
Huntington Learning Center  
LearningRx  
School of Rock  
Creative World School  
Best In Class Education Centers

## FINANCIAL & TAX

### Payroll Vault

Brightway Insurance  
We Insure  
Motto Mortgage  
ATAX Franchise

## FITNESS

### Planet Fitness

Orangetheory Fitness  
Crunch Fitness  
30 Minute Hit

## FOOD

### Nothing Bundt Cakes

Kona Ice  
A&W Restaurants

Tropical Smoothie Cafe

Wingstop

Pizza Factory

Donatos Pizza

Pizza Ranch

Fazoli's Restaurants

The Wendy's Company

Checkers & Rally's

BIGGBY COFFEE

Walk-On's Bistreaux

Chicken Salad Chick

Captain D's

LaRosa's Pizzeria

Teriyaki Madness

Qdoba

Lennys Grill & Subs

Cousins Subs

Simple Simon's Pizza

Capriotti's

Bruster's Real Ice Cream

Wings Etc.

The Haagen-Dazs Shoppe

PJ's Coffee

East Coast Wings + Grill

Happy & Healthy Products

Taziki's Mediterranean Cafe

Frios Gourmet Pops

Straw Hat Pizza

Nathan's Famous

## HEALTH & PERSONAL SERVICES

### Fastest Labs

The Joint  
FYZICAL Therapy & Balance Centers  
Palm Beach Tan  
MY SALON Suite  
Sola Salon Studios  
Any Lab Test Now  
Drybar  
Miracle-Ear  
101 Mobility  
The Woodhouse Day Spas  
Spavia Day Spa  
Blo Blow Dry Bar

## HOME SERVICES

### DreamMaker Bath & Kitchen

Mr. Handyman  
Mr. Appliance  
HouseMaster  
Surface Specialists Systems  
Kitchen Solvers  
Color World House Painting

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*"Our experience with Franchise Business Review has been great – everything from the staff that has walked us through every step of the way to the lead generation to the advertising – it's been great."*

Tim Conn, President, Image One Facility Solutions, Client Since 2015



## TOP CATEGORIES

### HOME SERVICES (CONTINUED)

Aire Serv  
House Doctors Handyman Services  
The Patch Boys  
Miracle Method Surface Refinishing  
TruBlue Total House Care  
The Grout Doctor  
HandyPro Senior Modifications & Handyman  
Bloomin' Blinds  
ShelfGenie

### PET SERVICES

#### **Pet Supplies Plus**

Dogtopia  
In Home Pet Services

### REAL ESTATE

#### **NextHome**

Keller Williams  
Sotheby's International Realty  
Weichert Real Estate  
Better Homes and Gardens Real Estate  
United Country Real Estate  
Showhomes Home Staging  
JPAR Real Estate  
Help-U-Sell Real Estate

### RETAIL

#### **Wild Birds Unlimited**

Pinch A Penny  
Rhea Lana's  
Just Between Friends  
Dash in Food Stores

### SENIOR CARE

#### **Visiting Angels**

Home Instead Senior Care  
Senior Care Authority  
Assisting Hands  
Right at Home  
FirstLight Home Care  
BrightStar Care  
Home Care Assistance  
Amada Senior Care  
Oasis Senior Advisors  
Home Helpers Home Care  
CarePatrol



*"It is very hard to address unhappy or unengaged franchisees when you don't understand the underlying causes! Implementing surveys like FBR can go a long way in getting to root issues and allow you to address and shift in a meaningful way. There is a direct correlation between disillusioned and unengaged franchisees and their results."*

Christina Chambers, Executive Vice President, Franchise Development, InXpress Americas, Client Since 2010

## SERVICES

### Weed Man

TWO MEN AND A TRUCK

Fibrenew

Precision Concrete Cutting

Fish Window Cleaning Services

Bin There Dump That

Mosquito Shield

Critter Control

Precision Door Service

Mr. Electric

Window Genie

Property Damage Appraisers

The Glass Guru

Mosquito Joe

Mr. Rooter Plumbing

PuroClean

Signal 88 Security

NaturaLawn of America

Green Home Solutions

Grasons Co.

Junk King

HOODZ

Glass Doctor

Pirtek USA

MarbleLife

Clean Air Lawn Care

Creative Colors International

Boulder Designs

Truly Nolen of America

Service Team of Professionals

Border Magic

DUCTZ

Tide Cleaners

College Hunks Hauling Junk & Moving

## SPORTS & RECREATION

### Kampgrounds of America

Freedom Boat Club

Monster Mini Golf

American Poolplayers Association

Yogi Bear's Jellystone Park Resorts

British Swim School

Goldfish Swim School

Streamline Brands

## TECHNOLOGY

### TeamLogic IT

NerdsToGo

## TRAVEL SERVICES

### Cruise Planners

Dream Vacations

Expedia Cruises

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*"Our franchisees are very candid in sharing information with us, and as we then use that data in the candidate validation process, candidates see the credibility of the data."*

Mark Jameson, EVP of Franchise Support & Development, FASTSIGNS, Client Since 2006



## 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



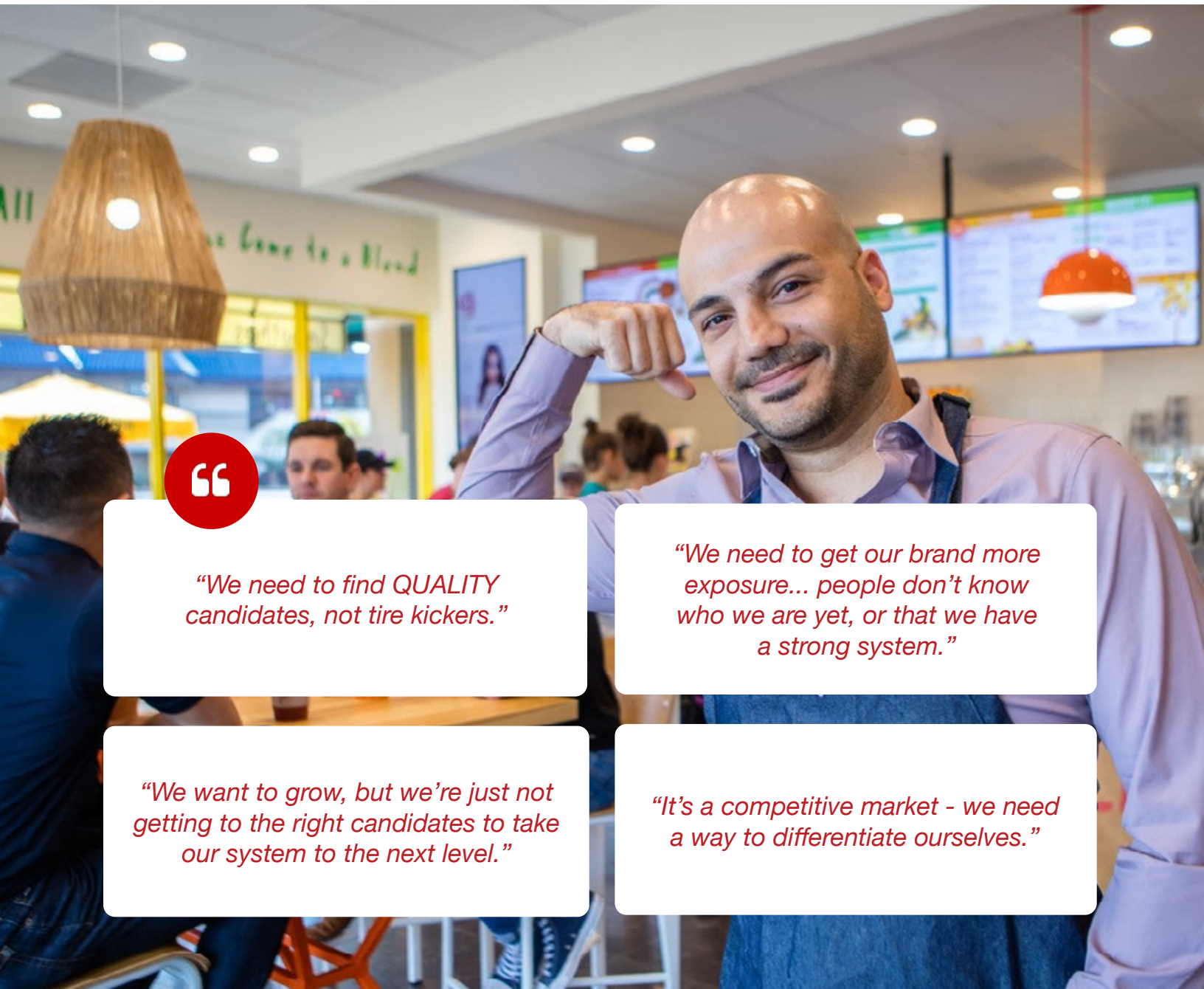
Generate **qualified leads**



**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.”*

*“FBR has been such a valuable third party source because you all are doing your own extensive research and obtaining information from real franchisees, which is really key for prospective candidates.”*

Michael Arrowsmith, Chief Development Officer, Pinch A Penny, Client Since 2013



*“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, Client Since 2011



*“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, Client Since 2018



*“We continue to find that the FBR process is a great investment for 360clean and the franchise owners in our system. The feedback is awesome to receive and it’s great to be able to use this feedback to support our claims of being a very supportive and trustworthy franchisor.”*

Barry Bodiford, Founder & Visionary, 360clean, Client Since 2014



**TWO MEN AND A TRUCK: Client Since 2006**



**Checkers and Rally's: Client Since 2012**

# 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

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Wild Birds Unlimited: Client Since 2006



Firehouse Subs: Client Since 2011

PRESENTING...

# 2021 FRANCHISING@WORK AWARDS

Love where you work? If you 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.

## Who Should Apply?

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

## Awards Categories

These awards recognize the best franchise company cultures based on feedback from employees themselves. Winners from each segment will be named in these categories:

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

### Plus:

- **BEST LAW FIRM**
- **BEST FINANCIAL SERVICES FIRM**
- **BEST MARKETING/PR FIRM**
- **AND MORE**

franchising@WORK

Employee Engagement & Compensation Survey



## CONGRATULATIONS TO OUR PAST WINNERS!

### Best Culture

Jason's Deli

### Best Bosses

Burn Boot Camp

### Best Leadership

Firehouse Subs

### Best Compensation & Benefits

Sport Clips

### Best Overall Satisfaction

Burn Boot Camp

### 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 TODAY

REGISTER YOUR COMPANY NOW:  
[tour.franchisebusinessreview.com/  
franchising-at-work](http://tour.franchisebusinessreview.com/franchising-at-work)

### DEADLINE:

March 31st