

*An enquirer for the available Port Elizabeth franchise mailed our franchisees asking whether or not Rent A Maid was a sound investment. He forwarded their responses to our office:*

## **Franchisee Testimonials**

"It is a brilliant franchise to own. It is, as with most companies, a business in which you have to give it 100%. The harder I work at it, the more the rewards come in. When my son bought the franchise, it was turning over about R21 000 per month. Within a year it trebled and this month I have already invoiced for R150 000! It also has the potential to expand by starting training courses for maids, carpet cleaning, window cleaning etc. etc. I can honestly recommend that you go for it!"

**Marissa Nozaic (Rent A Maid Edenvale)**

"The investment is worthwhile but you are going to have to spend money in order to make money. By that I mean you have to advertise, then you need to get stuff for spring cleaning. I have now been in the Rent A Maid business for 2 months and it has been quite an experience but it is definitely worth it."

**Salina Pillai (Rent A Maid Midrand)**

"WOW is the best word I can use. Basically what you put in is what you get out. I totally LOVE my 21 ladies who work for me. They are all so unique. I cannot see myself doing anything else. Customer service is EXTREMELY important. A happy customer = happy cleaner = happy Chantel. To find good service these days is really hard. So that is our focus in the Nellies team. Definitely worth the investment, I have not looked back 1 day and missed my old job."

**Chantel Janse van Rensburg (Rent A Maid Nelspruit)**

"I believe it is a worthwhile investment. It's pretty much like baking a cake - what you put in is what you're going to get out. If you're wanting more specific questions answered please don't hesitate to contact me."

**Jacqui Koopman (Rent A Maid Roodepoort)**

"It really is about pushing volumes and meeting the expectations of the customers...because there is a lot of competition (in Durban). It's easy enough to manage & doesn't take up too much time, although each day is different from the next. The staff drive your business so a firm hand is necessary. There is HUGE potential, so I'm still brimming with excitement!"

**Andiswa Sidwaba (Rent A Maid Umhlanga)**

"John (*Franchisor*) must have given you all the projections. If you commit sincerely and do lots of advertising it's bound to grow rapidly. It is worth the investment."

**Indira Maniram (Rent A Maid Central Durban branch manager)**

"For us it has been a little tough as I have a fishing shop and I'm an accountant in my spare time. So as you can imagine I struggle to get around to everything, so our marketing has been a bit slack which I'm going to address ASAP. Due to getting dual incomes from other business's it gives me a chance to slowly get on my feet which

I'm happy about and not rushing it. If you planning on just doing this business just be aware that it does take a month or two to get started and get customers. So you need to ensure that you don't stretch yourself too thin when purchasing as you won't be getting a sustainable income in the first few months.

As for the business the idea is a very good one. In the current economic climate the days of having a full time maid are gone and this is where Rent A Maid fills the gap very nicely. Your expenses are minimal and once you are up and running your days become very flexible which is great. Be aware that you dealing with people and you need to be able to deal with the good and the bad that comes with providing a service.

All in all it's a great business with very good returns. I would definitely recommend that you come on board as I'm pretty sure you won't have any regrets."

**Andre' Whitfield (Rent A Maid White River)**

"Those first few weeks were tense, we sat waiting for the phone to ring or for the sound of an email ping, they were few and far between and we would jump on the first sound. During this time we applied ourselves fully into marketing Rent a Maid Centurion. It was tough work but very soon we were beginning to see the benefits of our efforts. The number of enquiries started increasing and continued to gain momentum as our marketing campaign rolled out. It became almost self-feeding, once we had a bit of a client base and we even soon started hearing from family, friends and colleagues.

I smile when I think back to those first few weeks, these days it is a case of customers at the door, two phones ringing and the e-mails streaming in."

**Kevin O' Neill (Rent A Maid Centurion)**

*(From Franchisor: Kevin started Centurion a few years back and sold for R350 000 after just 13 months. His family emigrated to the UK.)*

*Enquirers for new franchises should mail headoffice@rentamaid.co.za supplying your area of residence and contact number or call Rent A Maid Franchising on 031-765 8708. Meetings will be arranged with the province's franchise manager and thereafter with the franchisor in Durban at which info and projections will be supplied.*