

# Franchisee Satisfaction **AWARDS**

**The 18th annual Franchisee Satisfaction Awards** is North America's only program honoring franchise brands for excellence in achieving franchisee satisfaction.

**2023**

# 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  
Franchise Rock Stars

**Deadline: March 31**

### OCTOBER

#### Features:

Veterans in Franchising  
Most Profitable Franchises  
Most Innovative Franchises

**Deadline: June 30**

### JANUARY 2024

#### Features:

Top Franchises for 2024

**Deadline: September 30**

**Register at:** [GoFBR.com/awards/](https://GoFBR.com/awards/)



Dream Vacations: Client Since 2010



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 2023 Top Franchises, Franchise Business Review surveyed over 38,000 franchisees from over 360 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. Kona Ice
3. Christian Brothers Automotive
4. TWO MEN AND A TRUCK
5. Visiting Angels
6. Fibrenew
7. Cruise Planners
8. Premier Pools & Spas
9. FASTSIGNS
10. Rhea Lana's
11. Keller Williams
12. Express Employment Professionals
13. American Poolplayers Association
14. Weed Man
15. Dream Vacations-CruiseOne
16. Culver's
17. Spoiled Rotten Photography
18. Singers Company
19. Auto Appraisal Network
20. The N2 Company
21. The Learning Experience
22. Realty ONE Group
23. Pinch A Penny
24. New Again Houses
25. We Sell Restaurants
26. DreamMaker Bath & Kitchen
27. Card My Yard
28. Payroll Vault
29. 100% Chiropractic
30. Fastest Labs
31. A Place At Home
32. Fish Window Cleaning Services
33. Spherion Staffing
34. Weichert Real Estate
35. Sotheby's International Realty
36. Soccer Shots
37. Wetzel's Pretzels
38. ActionCOACH
39. Pizza Ranch
40. Wild Birds Unlimited
41. CertaPro Painters
42. Skyhawks Sports Academy
43. Snap-on Tools
44. Anago Cleaning Systems Master Franchise
45. GrassRoots Turf
46. Aire-Master of America
47. 360clean
48. Sandler Training
49. Surface Specialists Systems
50. The Coder School

*"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

(400+ Units)

1. NextHome
2. Kona Ice
3. TWO MEN AND A TRUCK
4. Visiting Angels
5. Cruise Planners
6. FASTSIGNS
7. Keller Williams
8. Express Employment Professionals
9. Dream Vacations-CruiseOne
10. Culver's
11. The N2 Company
12. Card My Yard
13. Weichert Real Estate
14. Sotheby's International Realty
15. ActionCOACH
16. Snap-on Tools
17. Anago Cleaning Systems Master Franchise
18. Nothing Bundt Cakes
19. SYNERGY HomeCare
20. Kampgrounds of America
21. FYZICAL Therapy & Balance Centers
22. Right at Home
23. The Goddard School
24. Tropical Smoothie Cafe
25. Planet Fitness
26. Palm Beach Tan
27. Pet Supplies Plus
28. The Wendy's Company
29. A&W Restaurants
30. JFE Franchising
31. TGI Fridays
32. Orangetheory Fitness
33. The Joint
34. Mathnasium Learning Centers
35. Coldwell Banker
36. United Country Real Estate
37. Century 21 Real Estate
38. Wingstop
39. Checkers & Rally's
40. Molly Maid
41. HomeVestors of America
42. Wireless Zone
43. ERA
44. The Haagen-Dazs Shoppe
45. Sola Salons
46. Zaxby's
47. Ben & Jerry's
48. The Maids
49. InXpress
50. PIRTEK USA



*“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

(170-399 Units)

1. Christian Brothers Automotive
2. Fibrenew
3. American Poolplayers Association
4. Weed Man
5. The Learning Experience
6. Realty ONE Group
7. Pinch A Penny
8. Fish Window Cleaning Services
9. Soccer Shots
10. Wetzel's Pretzels
11. Pizza Ranch
12. Wild Birds Unlimited
13. CertaPro Painters
14. Skyhawks Sports Academy
15. Sandler Training
16. Dogtopia
17. Freedom Boat Club
18. Better Homes and Gardens Real Estate
19. Engel & Voelkers
20. Penn Station
21. Mr. Handyman
22. Miracle Method Surface Refinishing
23. Unishippers
24. Complete Weddings and Events
25. TeamLogic IT
26. We Insure
27. Assisting Hands
28. PuroClean
29. ACE Handyman Services/Handyman Matters
30. Any Lab Test Now
31. Good Feet Worldwide
32. Stretch Zone
33. School of Rock
34. Huntington Learning Center
35. BIGGBY COFFEE
36. British Swim School
37. Glass Doctor
38. Real Property Management
39. College Hunks Hauling Junk & Moving
40. AlphaGraphics
41. Green Home Solutions
42. Ziebart
43. Truly Nolen of America
44. Chicken Salad Chick
45. Mr. Appliance
46. Griswold Home Care
47. Streamline Brands
48. Mr. Electric
49. Your CBD Store
50. Mr. Rooter Plumbing

*"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."*



## TOP 50: MIDSIZE

(80-169 Units)

1. Premier Pools & Spas
2. Rhea Lana's
3. 100% Chiropractic
4. Spherion Staffing
5. Aire-Master of America
6. The Brothers that Just Do Gutters
7. Crestcom International
8. Network in Action
9. Amazing Athletes
10. Pizza Factory
11. Oasis Senior Advisors
12. The Glass Guru
13. Orkin
14. Supporting Strategies
15. Gotcha Covered
16. HomeSmart International
17. Bahama Buck's
18. Estrella Insurance
19. Tint World
20. 30 Minute Hit
21. Office Pride Commercial Cleaning Services
22. Goldfish Swim School
23. Aqua-Tots
24. Learning Express
25. Junk King
26. YESCO
27. Slim Chickens
28. Critter Control
29. The Entrepreneur's Source
30. CarePatrol
31. Aroma Joe's
32. Junkluggers
33. Wayback Burgers
34. Epcon Communities
35. Concrete Craft
36. Moran Industries, Inc.
37. PropertyGuys.com
38. TAPinto
39. Wings Etc.
40. Kolache Factory
41. ATAX Franchise
42. AtWork Group
43. RNR Tire Express
44. The Human Bean
45. HomeWell Care Services
46. Just Between Friends
47. NaturaLawn of America
48. Teriyaki Madness
49. Donatos Pizza
50. Go Mini's
51. Discovery Map International



*"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 80 Units)

1. Spoiled Rotten Photography
2. Singers Company
3. Auto Appraisal Network
4. New Again Houses
5. We Sell Restaurants
6. DreamMaker Bath & Kitchen
7. Payroll Vault
8. Fastest Labs
9. A Place At Home
10. GrassRoots Turf
11. 360clean
12. Surface Specialists Systems
13. The Coder School
14. EverLine Coatings and Services
15. Our Town America
16. New Creations
17. Dryer Vent Squad
18. Kitchen Solvers
19. LIME Painting
20. LaRosa's Pizzeria
21. Image One
22. Creative World School
23. JPAR - Real Estate
24. Hounds Town USA
25. Granite Garage Floors
26. Ellianos Coffee Company
27. QC Kinetix
28. NEXTAFF
29. K9 Resorts Luxury Pet Hotel
30. Senior Care Authority
31. WOW 1 DAY PAINTING
32. USA Insulation
33. Yogi Bear's Jellystone Park™ Camp  
Resorts
34. Acai Express
35. Hammer & Nails
36. Verlo Mattress Factory Store
37. FranNet
38. Walk-On's Sports Bistreaux
39. Premier Pool Service
40. Mobility Plus
41. Town Money Saver
42. East Coast Wings + Grill
43. Storm Guard Roofing & Construction
44. Young Rembrandts
45. Caring Senior Service
46. Stratus Building Solutions
47. TGA Premier Sports
48. Scenthound
49. Blo Blow Dry Bar

*"This survey has been a great foundation for us for conversations with our franchise partners, an impetus for improving. It's also been something that we've been able to celebrate."*

Justin Bredeman, CEO, Soccer Shots, Client Since 2012





## TOP CATEGORIES

### ADVERTISING & SALES

#### The N2 Company

Our Town America

TAPinto

Town Money Saver

Discovery Map International

### AUTOMOTIVE

#### Christian Brothers Automotive

Auto Appraisal Network

Snap-on Tools

Tint World

Ziebart

Moran Industries, Inc.

RNR Tire Express

### BUSINESS SERVICES

#### FASTSIGNS

Express Employment Professionals

We Sell Restaurants

Spherion Staffing

ActionCOACH

Sandler Training

Crestcom International

Network in Action

Unishippers

Supporting Strategies

NEXTAFF

YESCO

The Entrepreneur's Source

AlphaGraphics

FranNet

AtWork Group

InXpress

### CHILD SERVICES

#### Spoiled Rotten Photography

Singers Company

Soccer Shots

Skyhawks Sports Academy

Amazing Athletes

Young Rembrandts

TGA Premier Sports

### CLEANING & MAINTENANCE

#### Anago Cleaning Systems Master Franchise

Aire-Master of America

360clean

PuroClean

Image One

Molly Maid

Office Pride Commercial Cleaning Services

Green Home Solutions

The Maids



*"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



Stratus Building Solutions

## **EDUCATION**

### **The Learning Experience**

The Coder School

The Goddard School

Mathnasium Learning Centers

Creative World School

School of Rock

Huntington Learning Center

## **FINANCIAL & TAX**

### **Payroll Vault**

We Insure

Estrella Insurance

ATAX Franchise

## **FITNESS**

### **Planet Fitness**

Orangetheory Fitness

30 Minute Hit

## **FOOD**

### **Kona Ice**

Culver's

Wetzel's Pretzels

Pizza Ranch

Nothing Bundt Cakes

Penn Station

Tropical Smoothie Cafe

The Wendy's Company

A&W Restaurants

Pizza Factory

JFE Franchising

TGI Fridays

Bahama Buck's

Wingstop

LaRosa's Pizzeria

BIGGBY COFFEE

Ellianos Coffee Company

Checkers & Rally's

The Haagen-Dazs Shoppe

Slim Chickens

Zaxby's

Ben & Jerry's

Aroma Joe's

Acai Express

Chicken Salad Chick

Wayback Burgers

Wings Etc.

Kolache Factory

Walk-On's Sports Bistreaux

The Human Bean

East Coast Wings + Grill

Teriyaki Madness

Donatos Pizza

## **HEALTH & PERSONAL SERVICES**

### **100% Chiropractic**

Fastest Labs

FYZICAL Therapy & Balance

Centers

Palm Beach Tan

The Joint

Any Lab Test Now

Stretch Zone

QC Kinetix

Sola Salons

Hammer & Nails

Blo Blow Dry Bar

## **HOME SERVICES**

### **Premier Pools & Spas**

DreamMaker Bath & Kitchen

CertaPro Painters

Surface Specialists Systems

Mr. Handyman

Miracle Method Surface

Refinishing

Dryer Vent Squad

The Brothers that Just Do Gutters

Kitchen Solvers

*"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)

ACE Handyman Services/Handyman Matters  
Gotcha Covered  
Granite Garage Floors  
WOW 1 DAY PAINTING  
USA Insulation  
Mr. Appliance  
Mr. Electric  
Premier Pool Service  
Storm Guard Roofing & Construction  
Mr. Rooter Plumbing  
Go Mini's

### PET SERVICES

#### Dogtopia

Pet Supplies Plus  
Hounds Town USA  
K9 Resorts Luxury Pet Hotel  
Scenthound

### REAL ESTATE

#### NextHome

Keller Williams  
Realty ONE Group  
New Again Houses  
Weichert Real Estate  
Sotheby's International Realty

Better Homes and Gardens Real Estate  
Engel & Voelkers  
Coldwell Banker  
United Country Real Estate  
Century 21 Real Estate  
HomeSmart International  
JPAR - Real Estate  
HomeVestors of America  
ERA  
Real Property Management  
Epcn Communities  
PropertyGuys.com

### RETAIL

#### Rhea Lana's

Pinch A Penny  
Wild Birds Unlimited  
Good Feet Worldwide  
Learning Express  
Verlo Mattress Factory Store  
Your CBD Store  
Just Between Friends

### SENIOR CARE

#### Visiting Angels

A Place At Home  
SYNERGY HomeCare



*"We truly value the research that FBR's recruitment programs provide, serving as a great resource to franchisors but also to prospective franchisees. If a lead source comes in to us through FBR, we know that lead will be a qualified one – someone who did their homework and clearly cares about aligning with a system that produces a high degree of franchisee satisfaction, like PuroClean."*

Tim Courtney, VP of Franchise Development, PuroClean, Client Since 2018

Right at Home  
Oasis Senior Advisors  
Assisting Hands  
Senior Care Authority  
CarePatrol  
Griswold Home Care  
HomeWell Care Services  
Caring Senior Service

## **SERVICES**

### **TWO MEN AND A TRUCK**

Fibrenew  
Weed Man  
Card My Yard  
Fish Window Cleaning Services  
GrassRoots Turf  
EverLine Coatings and Services  
New Creations  
Complete Weddings and Events  
LIME Painting  
The Glass Guru  
Orkin  
Glass Doctor  
Junk King  
Critter Control  
College Hunks Hauling Junk & Moving  
Junkluggers

Truly Nolen of America  
Concrete Craft  
Mobility Plus  
PIRTEK USA  
NaturaLawn of America

## **SPORTS & RECREATION**

### **American Poolplayers Association**

Freedom Boat Club  
Kampgrounds of America  
British Swim School  
Goldfish Swim School  
Aqua-Tots  
Yogi Bear's Jellystone Park™ Camp Resorts  
Streamline Brands

## **TECHNOLOGY**

### **TeamLogic IT**

Wireless Zone

## **TRAVEL SERVICES**

### **Cruise Planners, an American Express**

### **Travel Representative**

Dream Vacations-CruiseOne

*“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, Chief Development Officer, 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



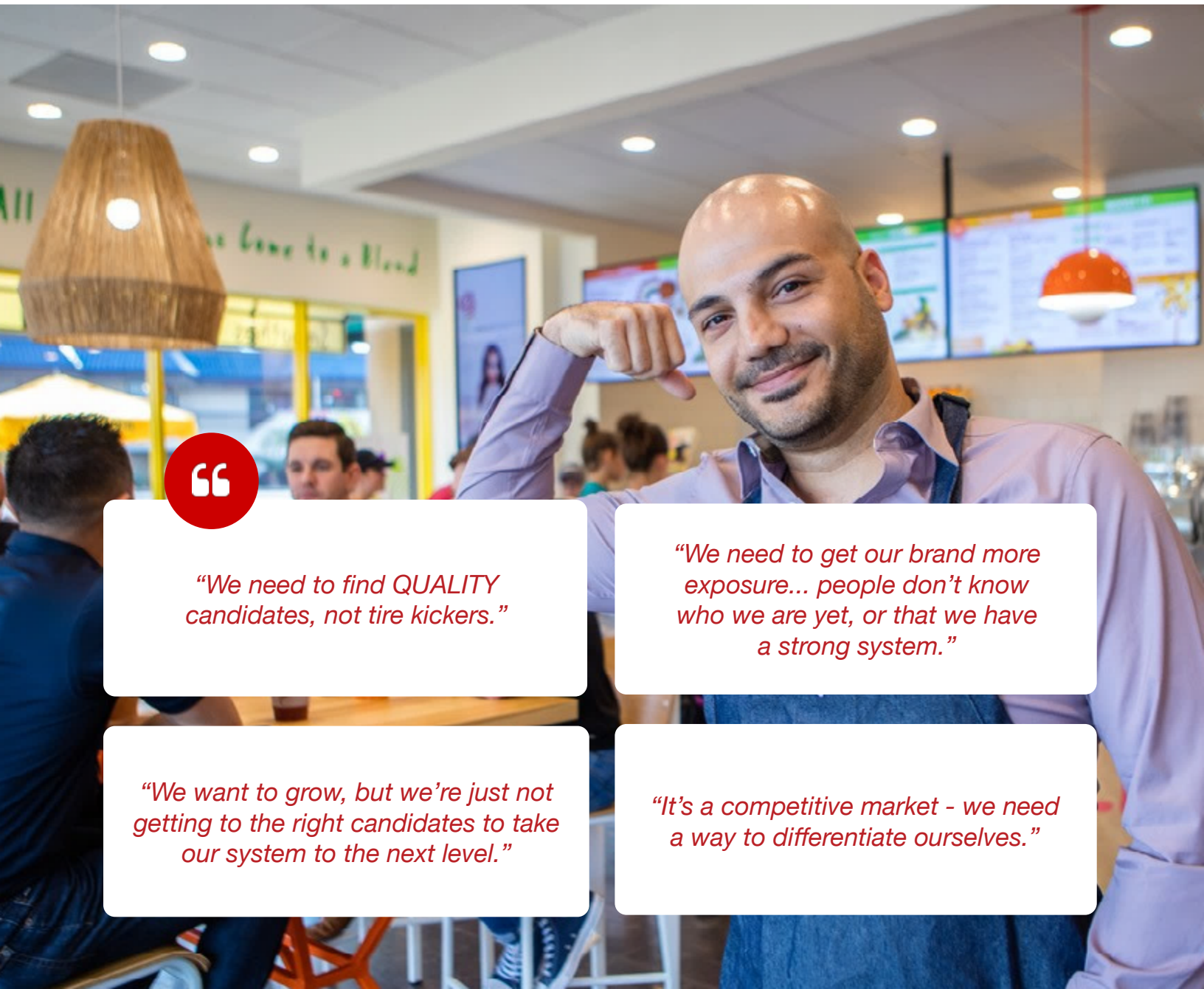
Generate **qualified leads**



**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.”*

Adam Heflin, 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

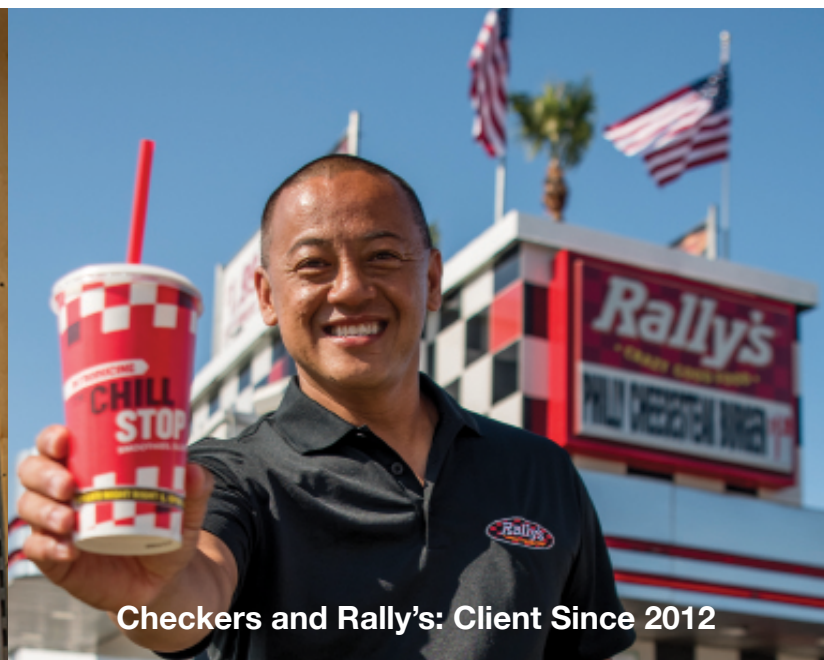


*“We continue to find that the FBR process is a great investment for 360clean and the franchise owners in our system. The feedback is awesome to receive and it’s great to be able to use this feedback to support our claims of being a very supportive and trustworthy franchisor.”*

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



Wild Birds Unlimited: Client Since 2006



TWO MEN AND A TRUCK: Client Since 2014



PRESENTING...

## 2023 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

## ENTER TODAY

**REGISTER YOUR COMPANY NOW:**  
[GoFBR.com/franchising-at-work](https://GoFBR.com/franchising-at-work)

**DEADLINE:**  
March 31st

franchising@WORK

Employee Engagement & Compensation Survey



## CONGRATULATIONS TO OUR 2022 WINNERS!

### Large Class: 100+ employees

Realty ONE Group – GOLD

Wireless Zone – SILVER

Jason's Deli – BRONZE

### Medium Class: 25 to 99 employees

School of Rock – GOLD

FYZICAL Therapy & Balance Centers – SILVER

Wetzel's Pretzels – BRONZE

### Small Class: Under 25 employees

The Mosquito Authority – GOLD

British Swim School – SILVER

Payroll Vault – BRONZE

### Suppliers

Curious Jane Marketing – GOLD

Big Sky Franchise – SILVER

UMI Turn-Key Marketing Solutions – BRONZE

### 2022 Finalists:

Alpha Graphics & PostNet | Altitude

Trampoline Park | Clean Juice | DreamMaker

Bath & Kitchen | Epcon Communities | Green

Home Solutions | Griswold Home Care | Junk

King | Launch Trampoline Park | Lightbridge

Academy | LIME Painting | NEXTAFF | Oasis

Senior Advisors | Supporting Strategies | Unity

Road | USA Insulation | Wild Birds Unlimited |

919 Marketing | All Points Public Relations |

Citrin Cooperman & Company, LLP | Franchise

Marketing Systems | FranFund | Hot Dish

Advertising | IFPG | Raintree Franchise Group