

Franchisee Satisfaction **AWARDS**

The 19th annual Franchisee Satisfaction Awards is North America's only program honoring franchise brands for achieving excellence in franchisee satisfaction.

2024

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!

There are additional awards deadlines throughout the year honoring the top franchises in various sectors.

JANUARY 31

Top Low-Cost Brands
Top Franchises for Women
Best Franchise Culture

MARCH 31

Top Recession-Proof Franchises
Most Profitable Franchises
Franchise Rock Stars

JUNE 30

Top Franchises for Veterans
Top Food Franchises
Most Innovative Franchises

SEPTEMBER 30

Best of the Best:
Top Franchises for 2025

Register at: 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."

Thomas Kasbohm, Director of Franchising, Snap-on Tools, Client Since 2007

To identify the 2024 Top Franchises, Franchise Business Review surveyed more than 35,000 franchisees from over 375 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. Kona Ice | 26. Weichert Real Estate |
| 2. NextHome | 27. Dave's Hot Chicken |
| 3. Cruise Planners | 28. Fish Window Cleaning Services |
| 4. Christian Brothers Automotive | 29. Sotheby's International Realty |
| 5. Visiting Angels | 30. Budget Blinds |
| 6. Fibrenew | 31. Kitchen Tune-Up |
| 7. Dream Vacations-CruiseOne | 32. A Place At Home |
| 8. FASTSIGNS | 33. Right at Home |
| 9. Rhea Lana's | 34. Anago Cleaning Systems Master Franchise |
| 10. Weed Man | 35. GrassRoots Turf |
| 11. The Learning Experience | 36. Our Town America |
| 12. Culver's | 37. The Coder School |
| 13. Keller Williams | 38. Soccer Shots |
| 14. TWO MEN AND A TRUCK | 39. Fit4Mom |
| 15. Auto Appraisal Network | 40. Tropical Smoothie Cafe |
| 16. Aire-Master of America | 41. Conserva |
| 17. FocalPoint Coaching | 42. Safari Kid |
| 18. New Again Houses | 43. Surface Specialists Systems |
| 19. DreamMaker Bath & Kitchen | 44. Kampgrounds of America |
| 20. Express Employment Professionals | 45. Engel & Voelkers |
| 21. Premier Pools & Spas | 46. SYNERGY HomeCare |
| 22. Wild Birds Unlimited | 47. Wetzels Pretzels |
| 23. Spherion Staffing | 48. Oasis Senior Advisors |
| 24. We Sell Restaurants | 49. Orkin |
| 25. Pinch A Penny | 50. Mathnasium Learning Centers |

"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

(380+ Units)

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



"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

(160-379 Units)

1. Christian Brothers Automotive
2. Fibrenew
3. Weed Man
4. The Learning Experience
5. FocalPoint Coaching
6. Wild Birds Unlimited
7. Spherion Staffing
8. Pinch A Penny
9. Fish Window Cleaning Services
10. Kitchen Tune-Up
11. Soccer Shots
12. Fit4Mom
13. Engel & Voelkers
14. Wetzel's Pretzels
15. Slim Chickens
16. Miracle Method Surface Refinishing
17. Mr. Handyman
18. Penn Station
19. MY SALON Suite
20. Real Property Management
21. School of Rock
22. TSS Photography
23. Complete Weddings and Events
24. Expedia Cruises
25. Sandler
26. Estrella Insurance
27. Mr. Appliance
28. Stretch Zone
29. Alphagraphics
30. Freedom Boat Club
31. Dogtopia
32. Better Homes and Gardens Real Estate
33. BIGGBY COFFEE
34. Assisting Hands
35. Good Feet Worldwide
36. Any Lab Test Now
37. Painting with a Twist
38. Just Between Friends
39. Mr. Electric
40. Skyhawks Sports Academy
41. Glass Doctor
42. EverLine Coatings and Services
43. Mosquito Squad
44. CarePatrol
45. Five Star Painting
46. Griswold Home Care
47. Beavertails Pastry
48. RNR Tire Express
49. Mr. Rooter Plumbing
50. Truly Nolen of America

"The quality of FBR's leads is phenomenal. We find the candidates coming to us are already educated about the importance of franchisee satisfaction when they choose to engage with Wild Birds Unlimited. We recently awarded a franchise to a candidate who had never set foot in one of our stores before we engaged with them, but contacted us through FBR because of our high franchisee satisfaction rating."

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



TOP 50: MIDSIZE

(71-159 Units)

1. Rhea Lana's
2. Aire-Master of America
3. Premier Pools & Spas
4. Dave's Hot Chicken
5. Conserva
6. Oasis Senior Advisors
7. Archadeck
8. 100% Chiropractic
9. Outdoor Lighting Perspectives
10. MassageLuXe
11. Amazing Athletes
12. The Entrepreneur's Source
13. Pizza Factory
14. TAPinto.net
15. Aqua-Tots
16. Supporting Strategies
17. Goldfish Swim School
18. Gotcha Covered
19. YESCO
20. Singers Company
21. Senior Care Authority
22. Wayback Burgers
23. 30 Minute Hit
24. Yogi Bear's Jellystone Park™ Camp
Resorts
25. USA Insulation
26. The Corcoran Group
27. Amada Senior Care
28. Stratus Building Solutions
29. Precision Door Service
30. HomeWell Care Services
31. Pool Scouts
32. Moran Family of Brands
33. Wings Etc.
34. AtWork Group
35. Office Pride Commercial Cleaning Services
36. Tint World
37. Window Genie
38. Junkluggers
39. Aroma Joe's
40. The Human Bean
41. Dog Training Elite
42. The Brothers that just do Gutters
43. The Glass Guru
44. PropertyGuys.com
45. LIME Painting
46. Teriyaki Madness
47. Two Maids
48. Jan-Pro (master franchisors)
49. Discovery Map International
50. PatchMaster



“Winning the FBR franchisee satisfaction award means the world to us. It's telling us how we're doing for our franchisees, where they think we're excelling, and where they think we need work. To get that type of feedback directly from your franchisees is huge.”

Danny Horboyчук, President, The Brothers that just do Gutters, Client Since 2016

TOP 50: SMALL

(70 Units and Under)

1. Auto Appraisal Network
2. New Again Houses
3. DreamMaker Bath & Kitchen
4. We Sell Restaurants
5. A Place At Home
6. GrassRoots Turf
7. Our Town America
8. The Coder School
9. Safari Kid
10. Surface Specialists Systems
11. 360clean
12. Superior Fence & Rail
13. Creative World School
14. Spoiled Rotten Photography
15. Ideal Siding
16. New Creations
17. Kitchen Solvers
18. Zoom Drain
19. Foxy Box Wax Bar
20. LaRosa's Pizzeria
21. Image One
22. Cousins Maine Lobster
23. Payroll Vault
24. Granite Garage Floors
25. JPAR - Real Estate
26. Scenthound
27. Premier Pool Service
28. Prime IV Hydration & Wellness
29. Family Financial Centers
30. Ellianos Coffee Company
31. Driverseat Inc.
32. Central Bark
33. Hammer & Nails
34. Mobility Plus
35. Caring Senior Service
36. FRSTeam
37. LearningRx
38. Young Rembrandts
39. East Coast Wings + Grill
40. Clean EatZ
41. Verlo Mattress Factory Store
42. TGA Premier Sports
43. Class 101
44. K9 Resorts Luxury Pet Hotel
45. Lightbridge Academy
46. United Water Restoration Group
47. WP Creations
48. Eggs Up Grill
49. Acai Express
50. Bath Tune-Up

"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

Our Town America

TAPinto

Discovery Map International

(Business Services continued)

YESCO

PostNet

AtWork Group

InXpress

AUTOMOTIVE

Christian Brothers Automotive

Auto Appraisal Network

Snap-on Tools

Moran Family of Brands

Tint World

Ziebart

RNR Tire Express

CHILD SERVICES

Soccer Shots

Spoiled Rotten Photography

TSS Photography

Amazing Athletes

Singers Company

Young Rembrandts

TGA Premier Sports

BUSINESS SERVICES

FASTSIGNS

FocalPoint Coaching

Express Employment Professionals

Spherion Staffing

We Sell Restaurants

ActionCOACH

Unishippers

Sandler Training

The Entrepreneur's Source

Supporting Strategies

AlphaGraphics

CLEANING & MAINTENANCE

Aire-Master of America

Anago Cleaning Systems Master Franchise

360clean

PuroClean

Molly Maid

Heaven's Best Carpet Cleaning

Image One

Stratus Building Solutions

Office Pride Commercial Cleaning Services

Two Maids

Jan-Pro



"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 Learning Experience

The Coder School
Safari Kid
Mathnasium Learning Centers
Creative World School
School of Rock
The Goddard School
LearningRx
Class 101
Lightbridge Academy

FINANCIAL & TAX

Estrella Insurance

Payroll Vault
Family Financial Centers

FITNESS

Fit4Mom

Planet Fitness
30 Minute Hit

FOOD

Kona Ice

Culver's
Dave's Hot Chicken
Tropical Smoothie Cafe
Wetzel's Pretzels
The Wendy's Company

(Food continued)

Slim Chickens
Penn Station
A&W Restaurants
Nothing Bundt Cakes
Wingstop
Donatos Pizza
JFE Franchising
Smoothie King
Pizza Factory
Ben & Jerry's
LaRosa's Pizzeria
Cousins Maine Lobster
BIGGBY COFFEE
The Häagen-Dazs Shoppe Company
Checkers & Rally's
Wayback Burgers
Ellianos Coffee Company
Wings Etc.
Aroma Joe's
The Human Bean
Beavertails Pastry
East Coast Wings + Grill
Clean EatZ
Teriyaki Madness
Hissho Sushi
Eggs Up Grill
Acai Express

HEALTH & PERSONAL SERVICES

100% Chiropractic

FYZICAL Therapy & Balance Centers
MassageLuXe
Stretch Zone
Foxy Box Wax Bar
Sport Clips
Any Lab Test Now
Palm Beach Tan
Prime IV Hydration & Wellness
Hammer & Nails

HOME SERVICES

DreamMaker Bath & Kitchen

Premier Pools & Spas
Budget Blinds
Kitchen Tune-Up
Surface Specialists Systems
Miracle Method Surface
Refinishing
Archadeck
Mr. Handyman
Ideal Siding
Outdoor Lighting Perspectives
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)

Mr. Appliance
Gotcha Covered
Granite Garage Floors
USA Insulation
Premier Pool Service
Mr. Electric
Precision Door Service
Pool Scouts
The Brothers that just do Gutters
Mr. Rooter Plumbing
Bath Tune-Up
PatchMaster

PET SERVICES

Dogtopia

Scenthound
Central Bark
Dog Training Elite
K9 Resorts Luxury Pet Hotel

REAL ESTATE

NextHome

Keller Williams
New Again Houses
Weichert Real Estate
Sotheby's International Realty
Engel & Voelkers

(Real Estate continued)

MY SALON Suite
Real Property Management
Sola Salons
Better Homes and Gardens Real Estate
JPAR - Real Estate
The Corcoran Group
United Country Real Estate
PropertyGuys.com

RECREATION

Kampgrounds of America

Aqua-Tots
Goldfish Swim School
Freedom Boat Club
Painting with a Twist
Yogi Bear's Jellystone Park™ Camp Resorts
Skyhawks Sports Academy

RETAIL

Rhea Lana's

Wild Birds Unlimited
Pinch A Penny
Good Feet Worldwide
Just Between Friends
Verlo Mattress Factory Store
WP Creations



"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

SENIOR CARE

Visiting Angels

A Place At Home
Right at Home
SYNERGY HomeCare
Oasis Senior Advisors
Assisting Hands
Senior Care Authority
Amada Senior Care
HomeWell Care Services
CarePatrol
Caring Senior Service
Griswold Home Care

SERVICES

Fibrenew

Weed Man
TWO MEN AND A TRUCK
Fish Window Cleaning Services
GrassRoots Turf
Conserva
Orkin
Superior Fence & Rail
Complete Weddings and Events
New Creations
Zoom Drain

(Services continued)

Card My Yard
Glass Doctor
EverLine Coatings and Services
Mosquito Squad
Five Star Painting
Mobility Plus
Window Genie
Junkluggers
FRSTeam
PIRTEK USA
The Glass Guru
LIME Painting
United Water Restoration Group
Truly Nolen of America

TECHNOLOGY

Wireless Zone

TRAVEL SERVICES

Cruise Planners

Dream Vacations-CruiseOne
Expedia Cruises
Driverseat Inc.

“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 1,200 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

GET THE RECOGNITION YOU DESERVE!

2024 FRANCHISING AT 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 at 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

DEADLINE
May 31, 2024

Franchising at Work

Employee Engagement Survey



CONGRATULATIONS TO OUR 2023 WINNERS!

Large Class: 100+ employees

Jason's Deli – GOLD
Kona Ice – SILVER
Realty ONE Group – BRONZE

Medium Class: 25 to 99 employees

School of Rock – GOLD
Safari Kid – SILVER
Wetzel's Pretzels – BRONZE

Small Class: Under 25 employees

Oasis Senior Advisors – GOLD
Mobility Plus – SILVER
JPAR - Real Estate – BRONZE

Suppliers

Curious Jane Marketing – GOLD
serviceminder – SILVER
Franchise Marketing Systems – BRONZE

Unit-Level

Jason's Deli (Columbia, MD) – GOLD
Mathnasium (San Diego, Dallas, Phoenix) – SILVER
Poolwerx (Greenville, SC) – BRONZE

2023 Finalists:

Bloomin' Blinds | British Swim School | Buzz
Franchise Brands | Clean Franchise Brands |
DreamMaker Bath & Kitchen | Epcon
Communities | FYZICAL Therapy & Balance
Centers | Launch Trampoline Park |
Lightbridge Academy | LIME Painting |
NEXTAFF | Painting with a Twist | Payroll
Vault | Right at Home | Supporting Strategies
| TransBlue | Weichert Real Estate | Wireless
Zone | 919 Marketing | All Points Public
Relations | Big Sky Franchise | Citrin
Cooperman & Company, LLP | International
Franchise Professionals Group (IFPG)