

America's Best Cleaners Holds Their Biggest Fall Affiliate Meeting Yet

September 22th, 2019: America's Best Cleaners Affiliates all over the globe make sure their calendars are clear every September. That's when ABC holds their annual Fall Affiliate Meeting, one of the most powerful dry cleaning industry events of the entire year. It's not to be missed. The 2019 meeting was held at the Landing at Rivers Casino hotel in Albany, New York, from September 11th through the 13th, and hosted by titans of the industry Best Cleaners. The theme was relevant to every single company on the face of the earth - labor - and the knowledge on display was universally important to anyone in any business, not just dry cleaning. Suffice to say, the value presented to those in attendance was incalculable.

Excitement descended upon the East Coast as each Affiliate arrived in Albany. America's Best Cleaners are pros at constructing the perfect ice breaker for each meeting, and this year was no different, as Affiliates were greeted with a trip to Mad Jacks Brewing Company for an extended beer tasting, as well as a Q&A panel with the brewery owners. It was a great way to kick off the events of the next several days.

Day two started bright and early with a trolley trip to the headquarters and plant of Fall Affiliate Meeting host Best Cleaners. Affiliates were walked through every step of their cleaning philosophy and soaked in their hard-earned knowledge. After the tour was complete, the group headed back to the hotel conference room for a thorough recap, and to closely examine Best Cleaners new plant design. It's insider information like this that sets Affiliates on the path to the forefront of the dry cleaning industry.

For Immediate Release

After a lunch break, the thinking caps went on and the Affiliates dug in for several informative sessions led by ABC partners and vendors. First up was ABC Technical Trainer Liz Davies, teaching the Affiliates the importance of quality with her presentation 'Benchmarking Production and Quality'. Following her lead was Paulo Rocha of Miele, earning a round of applause with his speech 'Washing Technology for Labor, Energy, and Production Efficiencies.' What followed was a trifecta in regards to the meeting theme of labor, with Richard Fitzpatrick of Kreussler Inc speaking on 'Chemistry to Reduce Labor and Improve Quality', Bill Odorizzi & Wesley Nelson of Sankosha challenging the audience with their presentation 'Finishing Technology and Labor Savings', and Metalprogetti USA's Nathaniel Dubasik bringing a close to the day with 'IAB & Material Handling Technology and Labor Savings'.

After a wonderful dinner at Cornell's in Little Italy, the Affiliates departed for what was billed as a 'surprise event'. It turned out to be a sidesplitting improv show in which the Affiliates were encouraged to participate and show off their comedy chops. It was a hilarious and fulfilling way to end the second day of the Fall Affiliate Meeting.

The third and final day opened with a group breakfast at the Landing Lobby before the informative sessions commenced once more. Mark Jones and Toran Brown of SPOT Business Systems opened with their mic drop moment entitled 'Client to Technician Communication to Quality Control and PPOH'. It was so packed with actionable knowledge that a fifteen-minute recess was granted immediately after to allow Affiliates to catch up on their notes and let the information soak in. From there it was rapid fire, to ensure each Affiliate got the most value out of the last day of the Fall Affiliate Meeting. Dave Troemel of marketing powerhouses BeCreative360 delivered the goods as usual, educating the audience on the power of customer reviews. After lunch, America's Best Cleaners Executive Directors Catherine McCann and Chris White took the stage to finish the meeting strong. Ms. McCann delivered her thesis on organizational structure, incentives, and KPIs entitled 'Management for the Future', while Mr. White educated the

crowd on workstation staffing and quality control with his presentation 'Production Management – Forecasting and MBE'. The day then wrapped with an open forum that allowed Affiliates to take the stage for five minutes at a time to present new marketing, production, management, financial, programs and to open a conversation around a challenge they're facing. Several Affiliates answered the call, exemplifying the sense of community that comes with being an ABC Affiliate.

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America's Best Cleaners is proud to be a company that puts such a focus on their community of Affiliates with events such as the Fall Affiliate Meeting. It's one of many reasons why being an ABC Affiliate enables a dry cleaner to be at the apex of the dry cleaning industry.

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America's Best Cleaners is a certification agency and an industry leading team of consultants who assist owners, managers, and team members to realize their full potential while striving for continued personal and professional success. For more information on America's Best Cleaners and its affiliates, visit <http://www.americasbestcleaners.com>

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