

# Cut out all the dirty work. Join the Rolls Royce of cleaners.

Looking for a new and exciting business opportunity where all the groundwork has already been done for you?

Prestige Home Groomers offers you the chance to be your own boss and profit from our success.



# An invitation to Prestige Home Groomers

Prestige Home Groomers is a very special business and we are looking for special people to join us on our journey to introduce our services throughout New Zealand.

We are proud of our brand and the quality of service that we deliver to many builders, building companies and the like within New Zealand. We are especially proud of the reputation that we have established amongst clients who have trusted our service for many years. They have come to know and expect that the service that we will provide them will always be of the same consistent and reliable standard.

As a Prestige Home Groomers franchisee you are responsible for providing the same service, to the same standard, every time. You are responsible for maintaining and building strong customer relationships and helping to promote the brand to ensure continued growth within your area.

*Prestige Home Groomers are committed to providing a premium home cleaning service to the building industry that sets a new standard in professionalism and workmanship.*



# About Prestige Home Groomers

Prestige Home Groomers is a New Zealand owned business and was started in 2000.

The company's success has been built on our values and the commitment to providing a consistently reliable and professional standard of workmanship to our clients.

The business started as a company that assisted local builders prepare the homes that they had built for their new clients. As awareness grew of the specialised service that we were able to provide, so did our business and also so did the geographical area in which we have been asked to provide our service. We have grown to the extent that we now require people with the same vision and goals, commitment and reliability to join our team. We personally select our franchisees and staff who we know to be hard working, fastidious and dedicated.

## Who are we?

Managing Directors Paul and Kim Buttery have been grooming new homes since 2000. Previously involved in the building industry, they established a home grooming business after experiencing firsthand the need for a specialised service.

Years of experience have resulted in extensive product knowledge. Having tested many different cleaning products and types of equipment, Paul and Kim know what works and what doesn't.

## What am I Buying?

You are purchasing the rights to an exclusive territory in which you are able to operate under the banner of Prestige Home Groomers.

We provide you with everything you need to get started...

- A brand built on integrity and customer satisfaction
- A totally unique point of difference
- Fully developed training programmes
- Ongoing support
- Full equipment and product package
- A Prestige Home Groomers full uniform
- Business cards, stationery and promotional material
- Detailed Operations Manual
- An Occupational Health and Safety Manual
- A Prestige Home Groomers Training Manual
- Supported franchisee networking

Best of all, your reputation precedes you before you even sign up. Prestige Home Groomers is highly regarded in the building industry and carries the endorsement of major home building firms.

Going into business can be daunting – we would like to change that. We are only a phone call away for expert advice, continuing support and guidance however the success of your business will largely be determined by your own efforts and commitment.

# Is a Prestige Home Groomers franchise right for you?

Prestige Home Groomers is a cleaning business with a difference, we are the Rolls Royce of cleaners. We predominately clean only new homes and premises cutting out all the dirty work; the worst mess you will have to contend with is sawdust shavings and dusty windows. There is no need for weekend or evening work; you will finish your day when other cleaners are commencing theirs!

You will be responsible for cleaning and presenting the homes and premises that builders, building companies and construction firms have built for their new owners. You will be given training to provide you with the skills that you will need to do this and our ongoing support to assist you grow your business and develop the brand within your area. You will be an ambassador for the Prestige Home Groomers brand and must uphold its values in everything that you do. A strong customer service ethic is important to enable you to build trusted relationships with your clients. You will be given keys and alarm codes to the premises that you will be required to clean so maturity, honesty and responsibility are vital ingredients in the people that we choose, a pre acceptance police check is compulsory, you will also require a clean and current drivers licence.

We also look for people with an entrepreneurial attitude; people with the confidence, ability and drive to promote their business, people that are able to capitalise on new opportunities. You will need to be reliable, organised and committed to growing your business. You will receive training in our accounting and office systems and we can provide the facility, at a cost, to process your accounts if you prefer.



# Understanding what franchising entails.

At Prestige Home Groomers we have invested considerable time and money in developing a system that is designed to help you succeed. As a potential franchise owner, you will have an entirely independently owned and operated business however you will be required to follow our proven systems, not only in your own interests but in the interests of all other franchisees to ensure the consistency of the service that we have promised to our clients.

To make a success of a franchise you must be comfortable with the answers to the following questions:

## **Am I able to operate my business using someone else's guidelines and systems?**

As a franchisee you will be working with a clearly defined set of procedures and codes of practice. We have set the standards, rules, operating procedures and guidelines and although you may have a degree of input in to these, it is the franchisor who ultimately defines the operating systems. You will receive a full and complete Operations Manual and will receive ongoing support and training as required. You will own your own business however you will be subject to run it following the Franchisor's rules and systems which have been developed to benefit the entire chain of franchisees and the business.

## **Do I realise that the franchisor is not responsible for my success?**

You must realise that you are neither a partner nor involved in a joint venture with us, the Franchisor. It is your business and although you will receive a great deal of support from Head Office and the support team, your success will be largely determined by your own efforts and commitment to the business.

## **Am I fully committed to the highest level of service to my clients?**

You will only succeed as a Prestige Home Groomers franchisee if you are truly committed to customer service and will undertake the responsibility of providing a premium service to your clients. You will need to have a fastidious eye for detail and be committed to our core values. Our entire business is based on our systems, the quality of them and meeting our client's needs – they rely on you to deliver the promise of a consistently reliable service every time you work for them.



# The benefits of the Prestige Home Groomers franchise package

**Proven Business Model** Prestige Home Groomers is a very successful business with systems that have been tried, perfected and proven since 2000.

**Profitability** The business model that has been designed is one that has the potential to generate a sound income for franchisees.

**Flexible Working Hours** You chose the hours that you work to best suit your territory and your lifestyle, there is no evening or weekend work.

**Support** Being a member of the Prestige Home Groomers network entitles the franchise owners to full support from Head Office.

**Ownership** You will own and operate your own business while enjoying the advantages of a mutual support network where we will actively encourage and support you to succeed within your business.

**Initial Training** Our training is designed so you commence your business fully prepared and ready to go! Following the systems that we have put in place helps you to avoid problems or mistakes that you may otherwise encounter.

**Creation of a Valuable Asset** Over time the value of goodwill grows in proportion to your earnings, creating a valuable asset that can be sold at some future time.

**Satisfaction** Prestige Home Groomers provides a rewarding service to its clients, we help them achieve their objectives and meet their needs.

**Community Involvement** You can develop a high profile and enjoy being an active part of your community through your business promotion activities.

## The Offer

The opportunity to become part of the Prestige Home Groomers franchise system is available in many areas throughout New Zealand. With increasing opportunities we are seeking new franchisees to help meet market demand. We offer establishment assistance and extensive initial training and ongoing support to get our franchisees off to a great start. Our support office is always available to advise and support you.

You will receive a fully documented Operations Manual which will give you all the information, guidance and systems to make a success of your Prestige Home Groomers franchise. You will also receive a Training Manual.

# Your Investment

Your initial investment will depend on the location of your chosen territory and the entry costs will generally be in the range of \$20,000 to \$40,000. In an established area with existing customers, your investment will include goodwill in addition to the standard franchise premium. Common costs will include the franchise premium, a vehicle meeting our specifications and standards, a computer and working capital. Everything else that is needed to commence operating your business is included in the initial purchase price.

More detailed financial information to enable you to establish your own business and financial projections will be provided to franchisees at a later stage.

# The Next Step

We believe to be successful in any business you need to exceed the customers' expectations. Prestige Home Groomers have achieved this with proven systems that work and have developed a reputation greater than we thought possible. Reputation is everything in business and we are very proud of ours.

If you think that a Prestige Home Groomers franchise may be the right business opportunity for you, please complete the enclosed "Expression of Interest" form and "Confidentiality Agreement" and return them to:

Kim Buttery  
Managing Director  
Prestige Home Groomers  
PO Box 3065  
Tauranga 3142  
Ph: 07-543 2090  
Fax: 07 543 2091  
Mb: 0274 901831  
kim@homegroomers.co.nz

We will initially telephone you for a preliminary discussion to clarify any concerns or queries and if there is mutual ongoing interest, we will then exchange more detailed information to allow us both to decide if we are right for each other!



PO Box 3065, Tauranga 3142  
Phone: 07 543 2090, Fax. 07 543 2091  
Kim Buttery Mob: 0274901831  
Paul Buttery Mob: 0274922095  
info@homegroomers.co.nz

# References



Prestige Home Groomers do an absolutely amazing job, they are totally professional, nothing is too much trouble and they go the extra mile particularly when the unexpected arises. We cannot fault the way in which they do the final clean and are always confident that the house will be immaculate for that all important handover to our clients.

We simply cannot speak highly enough of the work that they do.

Shane McConnell, Franchisee  
**GJ Gardner Homes**



Prestige Home Groomers have been cleaning our new homes for several years.

They have always provided us with a professional service to an exceptional standard.

They can be relied upon to assist at short notice and are more than happy to be flexible with booked cleaning dates when required.

I would recommend PHG to all building companies and would be pleased to provide reference of their performance.

Dean Follas, Project Manager  
**Signature Homes**



We have had the pleasure of having Prestige Home Groomers clean our houses ready for handover for several years. The quality we have been able to achieve due to their cleaning has been a delight. We have always been able to say with confidence to the client "you will be amazed at the transformation" I cannot speak highly enough of their attitude, quality of work and personal character.

I would refer to them as being home groomers, not house cleaners and would have no hesitation in recommending their services.

Mike Warren, Director  
**Jennian Homes**



I first met Kim and Paul of Prestige Home Groomers in 2002. As a result of our company expanding we were endeavouring to source new cleaning professionals, they were contracted to us and have done all of our residential homes and apartments, plus our commercial complimentary cleans at the end of construction.

We have been extremely pleased with their professionalism and have found them to be reliable, energetic, they have always gone the extra mile when asked. They have sometimes been requested at very short notice to go to some homes and not only managed to fit them in to their already busy schedule but have always done this cheerfully and willingly.

I can highly recommend Prestige Home Groomers and wish them every success.

Lorraine Oates, Sales and Marketing  
**Classic Builders**



We pride ourselves on building homes to the highest quality and build to the same high standard of finish that we show in our Show Homes.

Throughout the build process care & attention to detail is taken every step of the way and when completed its very important to us that the same level of care & attention to detail is taken in the final clean. When our home owners walk in they are impressed and excited to see their home finished and the final clean is vital to the presentation of the home when we hand over the keys.

We have found Prestige Home Groomers take the same pride in their work as we do and we are extremely pleased with the thorough and professional cleaning job that they do on our homes.

We highly recommend Prestige Home Groomers and find them excellent to work with.

Vicki Leopold  
**Ultimate Homes**





# Confidentiality Covenant

**To: Prestige Home Groomers (“the Company”), and its professional advisors**

In consideration of the Company and its professional advisors disclosing to the undersigned (the Applicant) certain confidential information, systems, techniques and procedures that are not generally known to the public pertaining to the promotion, marketing, operation and management of a Prestige Home Groomers business and the franchise systems of the company including but not limited to the information contained in the Disclosure Document, the Franchise Agreement and the Franchise Manuals (all such information and documentation collectively referred to as the “Proprietary Information”) for the purpose of enabling the Applicant to determine whether they wish to become a Franchisee under the Company’s franchise programme, the Applicant agrees to the Company and its professional advisors to take any and all steps necessary to preserve and protect the Proprietary Information from publication, communication or any other unauthorised disclosure.

The applicant further agrees that the Applicant shall not disclose any of the Proprietary Information, use it in any way, or assist any other person or entity including any employee or officer of the Applicant to use it either during the term of negotiations or at any time thereafter. In the event of any employee reasonably requiring to have access to the Proprietary Information then the Applicant shall first obtain the approval of the Company and if such approval is forthcoming shall arrange for such employees to sign a written and binding confidentiality undertaking comparable in scope and duration to this covenant and undertaking.

At any time upon the request of the company or its professional advisors the Applicant shall return to the Company the Proprietary Information disclosed to it and shall not keep any copies.

The Applicant will not obtain any proprietary rights of any kind to the proprietary information disclosed to them.

The Applicant acknowledges that the Proprietary Information is of commercial value to the Company and undertakes not to use any of the Proprietary Information in any way that would be harmful to the best interests of the Company.

The Applicant acknowledges that upon violation of any of these covenants, it will be difficult to determine the resulting damage to the Company or its professional advisors and, in addition to any other remedies it may have, the Company or its professional advisors shall be entitled to make application in a court of competent jurisdiction for temporary or permanent injunctive relief without the necessity of proving actual damages.

Signed by the Applicant this \_\_\_\_\_ day of \_\_\_\_\_ 20

Applicant’s name and address: \_\_\_\_\_

\_\_\_\_\_

Applicant’s signature: \_\_\_\_\_

Signed in the presence of:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Signature: \_\_\_\_\_

# Expressions of interest for a Prestige Home Groomers Franchise



I am writing to register my interest in becoming a Prestige Home Groomers franchisee,

My full name is: \_\_\_\_\_

My residential address is: \_\_\_\_\_

\_\_\_\_\_

My postal address is: \_\_\_\_\_  
(if different to above)

\_\_\_\_\_

My telephone numbers are: Home: \_\_\_\_\_

Business: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

The business or employment I am currently involved in is: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

My position: \_\_\_\_\_

The territory (or territories) that I am interested in: \_\_\_\_\_

\_\_\_\_\_

I understand in signing this form I am not legally obligated to purchase any franchise and that all information given to me will remain confidential.

Yours sincerely,

\_\_\_\_\_

Full name – print

\_\_\_\_\_

Signature

\_\_\_\_\_

Date