

## 1-800-DryClean Signs Hearing Impaired Franchisee

**Ann Arbor, MI, July 20, 2009** – Shannon Toler, president of 1-800-DryClean, announced that Michael Shinabarger has joined the leading dry-clean delivery franchise as an owner serving the western suburbs of Orlando, Florida.

“Michael was born listening impaired, but the handicap hasn’t hindered his desire to live a full life or diminished his ambition to succeed in the business world,” said Toler. “We were able to combine Michael’s company knowledge with effective phone technology to create a seamless customer-service process.”

Michael is the son of Earl and Maria Shinabarger, owners of 1-800-DryClean of Northwest Detroit. The Shinabargers have been with 1-800-DryClean since 2000, and are based in Livonia, Michigan. During high school, Michael worked in all areas of the family business: customer marketing, driving the pick-up and delivery van, and helping with the tagging procedure.

After graduating with an associate degree in business from the Rochester Institute of Technology, Michael inquired about owning a 1-800-DryClean franchise. With blessings and support from mom and dad, Michael was awarded his Florida territory.

To overcome any communication issues, a phone system was installed that routed Orlando customer-service calls to the senior Shinabarger’s Michigan phone number. The caller ID identifies the calls from Florida so the phone can be answered “1-800-DryClean of Western Orlando.” Return calls from Michigan ID Michael’s local Florida number. Earl and Maria work the phone, which allows Michael to do what he knows best: marketing, driving the van, and tagging the clothes.

“Michael is on his own in Florida. We just support his business as if it were a branch of our Michigan operation,” said Earl. “We are extremely proud of what he’s been able to accomplish, and we are gratified by the support that we’ve received from 1-800-DryClean franchise.”

“This proves that with a turn-key business model, passionate people, and the right technology, anything is possible,” says Toler.

### **About 1-800-DryClean:**

The 1-800-DryClean franchise is a quality dry-cleaning and laundry pick-up and delivery service, serving both the residential and office markets. 1-800-DryClean is the world’s largest dry-cleaning delivery service franchise. *Entrepreneur* magazine has ranked the business opportunity number one in its category and a Top Home-Based Business. The company has franchised since 2000, and currently has more than 130 franchise units across the United States. 1-800-DryClean is a member of the Service Brands International family of brands. Customers interested in our office and home free pick up and delivery services need only go to, <http://www.1-800-dryclean.com>, to see videos presenting both options. They can also enter their zip code and find the nearest 1-800-DryClean franchise. 1-800-DryClean, 3948 Ranchero Dr., Ann Arbor, MI 48108. For franchise information, contact: Shannon Toler, president, 1-800-DryClean Franchise at 1-866-822-6115, or visit <http://www.1-800-dryclean.com>.