

Licensing Information



IMPERIAL MAID SERVICE

*“Bringing A Touch of English Class
To Homes Across America”*

www.ImperialMaidService.com

Embark on a Life-Changing Journey

We are Henry and Carol Twyman, the founders of Imperial Maid Service.

Originally from Surrey in the UK we embarked on a new, life changing, journey when we moved to Florida in 2003 to purchase a franchised maid service.

After running a successful maid service in Florida for several years, we decided to take a new opportunity offered to us in Texas. We sold our business and moved in 2009.

The new opportunity contract expired in 2013 and so we decided to open a new maid service in our home town of Lewisville, Texas.

This meant obtaining a new E2 visa. So armed with a strong business plan, together with our experience, the visa consulate at the London Embassy issued us a 5 year visa.

We opened our new, independent office in October 2013 and now employ 11 staff, have over 150 recurring customers and 5 vehicles. We work Monday to Friday 8am – 5:30pm.

So with that background you now have an idea of the experience that we have along with the additional levels of support that we uniquely offer. We know this can be a very lucrative business for the right owners.

Let us take you through some additional pages of information that will help you see the benefits of purchasing an Imperial Maid Service license.

Please do not hesitate to contact us if you have any further questions.

Warmest wishes,

Henry and Carol Twyman

Henry & Carol Twyman



*“Owning and operating
our own business has been
an incredible experience.”*

Achieve Your Dream

We have far exceeded the entrepreneurial dream that we set out to achieve when we first opened our office. From the first day we opened our doors we have delivered a unique experience in support to both our customers and employees alike. We are excited to help others achieve their dreams with our unique business opportunity and support mechanism.

Imperial Maid Service is not a franchise it is a license to operate a maid service.

We thought long and hard about a franchise vs a license and decided that the license would give business owners more freedom to keep their hard earned money, and not be working to pay someone else in royalty fees. We want you to put your money and time into your business to make it successful. Having said that, we do charge a low cost, perpetual, annual fee for the ongoing support and use of name. This is a set amount and will not inflate during your years as an owner and is not connected to a percentage of your sales.

The uncomplicated business model allows you the freedom of evenings and weekends to be spent with your family doing the things you love to do. How? Because Imperial Maid Service is typically open for business during the hours of 8am – 5:30pm weekdays.

The vast majority of sales come from repeat customers who fill your schedule with re-occurring appointments and therefore create an ongoing, predictable source of revenue. Of course, as with any business, there is no fast route to success. However, what we have to offer is a unique support package and proven approach that will help you build a successful business.

We believe our success depends on the success of our business owners, therefore we are selective when choosing our future owners to ensure they are a right fit for our company.

We invite you to visit our Texas office where you will see a fully functional Imperial Maid Service.

www.ImperialMaidService.com



*We believe our success depends on
the success of our business owners.*

Unique Points of Imperial Maid Service

- Manageable hours: Work Monday to Friday, enjoy your evenings and weekends off.
- Unique Support: No one has the unique, personalized support package we offer.
- Low Investment: No expensive equipment, no real estate purchase, we even supply the equipment and products needed for your first team.
- Positive cash flow: Recurring customers enables you to predict and plan expenditures.
- Unique infrastructure: Planning is important before opening a business, we have that covered with selected demographic areas based on zip codes which ensures you have a territory with a minimum of 45,000 qualifying households.*
- Comprehensive training: We will give you the knowledge, the skills and the technology to enable you to run an efficient and profitable business.

- **Mission Statement:**

Our Mission: We aim to build a strong and profitable maid service by delivering to our customers a professional service that is always fair, efficient, helpful and responsive.

- **Our Values:**

Customers: We are committed to building the loyalty of our customers and ensuring that the satisfaction of their needs is central to everything we do.

Employees: We are committed to creating an environment where we can take pride in ourselves, our colleagues and our company.

Licensees: We are committed to creating a connected community, ensuring that the strong, credible brand is seen as a valuable asset to each business owner.



*We give you the knowledge, skills and
technology to run a profitable business.*

Training and Support

When Henry and I first started as new business owners we had no residential cleaning experience whatsoever. There were times we tripped and fell, made mistakes and picked ourselves up. Therefore, we have very real, hands-on experience and have been able to put systems into place that you will be able to implement in your office and prevent the mistakes we made. The following training and support is included in your license fee.

Training:

- You will receive hands on practical training during your first week at your location. This will cover, but is not limited to Software training, Staff recruitment, Staff training, Practical job estimate training, and Introduction to vendors.
- A valuable operational manual that has everything you need to know about running a successful maid service.
- An employee handbook which will enable you to stay within the employment guidelines.
- Training on Plan for Success, a working document which will enable you to plan for the growth and development of your business.
- A marketing plan which includes a multi prong attack to ensure your town knows you have arrived.

Support:

- We have systems in place that will navigate you from your arrival to opening your business.
- On-site support is available after your initial training during your first year at 6 weeks, 20 weeks and 40 weeks. Thereafter, an annual, onsite visit will be available. All of these visits will be an onsite 2 day visit and give hands on assistance as required.
- A weekly support call as well as a 'Golden hour' call opportunity will be arranged for each office. This will allow each office to have some individual support and question time.
- There will be monthly webinars on topics related to the operation of your business.
- There will be a regional, one day workshop with an opportunity to meet other Imperial Maid Service licensees and share experiences on an annual basis.
- There will be a monthly e-newsletter to give you topical and practical information as well as inspiration.



*Benefit from our experience
in recruitment
and staff training.*

Frequently Asked Questions

There is no doubt, it is huge decision to make when thinking of moving never mind emigrating. Like you, we had questions that ran through our mind when we were thinking of moving to the USA. Hopefully we can answer some you may have not even thought of:

- **What visa do I need?**

An E2 visa is the most commonly used one for the start-up business. Check out the latest information on the Embassy website <http://london.usembassy.gov/niv/e.html>. We can recommend the services of an immigration consultant, the same one that we personally used in 2013 when we got our E2 visa.

- **What area will I be given?**

You will not be 'given' an area, your specific, protected, territory will be based on demographics to ensure that it contains a minimum of 45,000 qualifying households.*

- **Do I have to have experience?**

Regardless of your previous experience, our unique training and support package that includes staff recruitment, office management, developing your customer base and everything else you will need to operate a successful business.

- **What is the cost?**

Please contact us to get a breakdown of the initial investment requirements that the U.S. Embassy requires.

- **Where is the training?**

The training is hands-on, so we come to your office and do side-by-side training in the first few days to get you up and running, and confident in your early days of running your business.

*A qualified household is a household with an income in excess of \$65,000



*Providing you with everything you need
to operate a successful business.*

Grow your business in *the Land of Sunshine.*

Florida ranks as the second best place in the nation to do business. Few states can match Florida's unique combination of advantages: a favorable business climate, unique market opportunities, a large and talented workforce, and a quality of life that is second to none.

As a right-to-work state with a talent pool of more than 9.4 million workers, Florida offers a culturally diverse workforce that can help provide competitive advantages to employers in the marketplace. Florida's zero percent personal income tax, competitive cost structure and streamlined regulatory environment leave plenty of room for success and profit.

Florida offers a lot of advantages that you simply can't get access to living in other states.

Great Weather

Probably the best thing about living in Florida is the great weather all year long. Florida offers a beautiful landscape and a lush growing environment. If you love working in a flower garden, you can enjoy this pastime year-round.

Beautiful Beaches

Living in Florida puts you in close proximity to some of the very best beaches. You and your family will be able to enjoy the weekends sunbathing on the beach and playing water sports.

Imagine living and working in beautiful Florida. We can help you in picking the best place to set up your own Imperial Maid Service business. Join www.the-usa-forum.com to read more about people who have or are thinking of immigrating to the USA.

Please contact us if you are interested in joining the Imperial Maid Service family and we will give you a full breakdown of the kind of financial investment that the U.S. Embassy requires. We can recommend the services of an immigration consultant, for more information please email us at visa2thestates@googlemail.com. Having experienced everything ourselves, we can help you navigate your way to a better life.

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*Imagine living and working
in beautiful Florida.*