



What our Franchise Owners said about the support they received during the COVID-19 pandemic.....

"I wouldn't have known where to start without the regular updates from Support Office. Very grateful for all the help and advice. This is a very scary time for all of us. This unprecedented time has been made much easier due to the tireless work of Support Office. Thank you all so much." **Louise Bain, Chester**

"I have really appreciated the daily memos - fantastic leadership and guidance through this challenging time." **Janine Symondson, Thame**

I appreciate the Business Advisors have been on hand and given their full support, but from the calls, mails and daily updates it is your true leadership and positivity that have and continue to pull us through. You have gone above and beyond what I would have thought and whilst we are still very new to this business it is incredibly reassuring to know the support and guidance we have which more than ever confirms that we made the right decision to take on a Molly Maid business. **Marcus & Caroline Oriel, St Albans**

"I know I have said this before, as have many others, but I am really am so grateful for all the support I have received from Janice over the last 3 weeks. And an upfront thank you to her for any help and advice I'm going to need for the foreseeable future **Margaret King, Benfleet**

"Well here goes. How do I put into words how much the Molly Maid family means to me. The concern and support from all has made me realise the special place we all hold within this circle and would be envied by many other businesses at this time. **Denise Walker, Berwick**

"It is indeed very comforting and heart-warming to receive such great support from both franchisees, our business adviser and support office. Having ran a business on our own and knowing how hard it is to have it all on your shoulders we appreciate having other people to help us through this unprecedented situation even more. Thanks again for all your help and like Denise we do feel very fortunate that we are part of a strong network and franchisees." **Glenn Sunman, Teesside**

"I would just like to say that I have more faith in Molly Maid for their hard work, determination and clear planning than I have for some members of our Government. Thank you, Molly Maid Support Office. You are stars!! **Imogen Fawcett, Cheltenham**

"Before the working day is officially over, I would just like to thank Jonathan and Janice for their support this week and at no point have I felt that I am 'one of many' clambering for their help." **Sandra Redmond**

We have had magnificent support and we are quite fortunate in that respect - I would not wish to be on my own to face all these challenges." **Jim Emery, Eversley**