



# THE Reclaimer

## SEFA Set to Host 2-day Intensive Management BootCamp

MAY/JUNE, 2017  
VOLUME 16, NO. 3



SEFA'S MANAGEMENT BOOTCAMP IS SET FOR JULY 15 AND 16 IN ORLANDO, FL. THE PROGRAM WILL RUN FROM 9:00 TO 5:00 ON SATURDAY AND FROM 9:00 TO 3:00 ON SUNDAY.

The program, "How to Run a Drycleaning Plant Easily, Efficiently, and Profitably" is presented by Management Expert Don Desrosiers.

The course will explore the necessity of monitoring labor and production. Attendees will learn the basics of why you need to track information, and then will explore how to put that information to use. Included in the discussion will be calculating cost per piece,

boosting productivity, managing labor costs, and interpreting information.

Desrosiers will also include an introductory version of his proprietary tracking system, FlightPlan, to help attendees understand the impact changes in operation can have on productivity.

"We consistently hear from members the need for more management training," offered Peter Blake, SEFA Executive Director, "and we are excited to be able to bring this to our membership. This is a first of its kind program for our industry, and SEFA members are fortunate to have this opportunity. I think this program is critical for members who want to run a more efficient plant, and for those who want to increase their productivity and profitability. It is designed for owners, production managers, and supervisors. This is a perfect opportunity to invest in your staff -- and invest in your plant's future success."

The program will also delve into time management, problem solving, and organizational skills.

The cost of the program for members is \$200 for the first person from a plant, and \$100/each for additional people from the same member company. Non-members are \$300/person. Registration includes lunch each day.

For more information visit the events page on [www.sefa.org](http://www.sefa.org) where you will find links for both a registration form, as well as, a draft syllabus. Please call the SEFA Office at 877-707-7332 or e-mail us at [peter@sefa.org](mailto:peter@sefa.org) if you need assistance.

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## PRESIDENT'S MESSAGE...

# Looking Ahead

GREETINGS FROM THE HOT AND STICKY SETTING OF A DRYCLEANING PLANT. IF YOU ARE LIKE ME, THE DAYS CAN'T BE SHORT ENOUGH AND YOU'RE A LITTLE THANKFUL THAT THE NUMBER OF PIECES HAVE DROPPED FOR THE SEASON. BUT I DIGRESS. SUMMER COMES FOR ALL OF US AND IT SHOULDN'T BE A SURPRISE.

On a serious note, I want to introduce myself. My name is Don Holecek and I own a drycleaning plant called Crown Cleaners in Knoxville, TN along with two drop stores. I've been in the industry since 2000 and have been an owner of Crown since 2002.

I also happen to be the new President of SEFA, which in a way is a minor historic event. Historic because the state of Tennessee has been part of SEFA for several years now but has never had a sitting president. In reality, it just happened to be Tennessee's time in rotation for the presidency.

I would be remiss if I didn't mention my predecessor, Russ Bullard from South Carolina. Russ did a wonderful job steering SEFA for the last two years. There were many highlights during Russ' tenure such as the successful SDLS in Jacksonville, FL in June of 2016, numerous educational seminars throughout the footprint of SEFA and most importantly, a slow but steady increase in membership in SEFA. If I could do half of what Russ did, I think I'll be alright.

The SEFA board, which is made up of volunteers, has both drycleaning/laundry and allied trade members from each of the SEFA states: Tennessee, Florida, South Carolina, Georgia and Alabama. Our plans include a continued focus on educational aspects of our industry along with an emphasis on reaching out to members and prospective within the footprint of our association. As with any association, it's easy to be a member but a challenge to become active. Speaking of becoming active, our next meeting will be held the weekend of August 11-13 in beautiful Chattanooga, TN. SEFA board meetings are open to everyone and a seminar is planned for Saturday afternoon. As plans are finalized we will post information on [www.sefa.org](http://www.sefa.org) and include it in e-blasts. If you aren't receiving e-news from SEFA, call the office and make sure we have your information..

Finally, as with all the members of SEFA, please contact us with any questions or concerns. We've helped fellow members with questions on social media, spotting, the many benefits of DLI, and numerous other topics. My email is [don@crowncleaners.com](mailto:don@crowncleaners.com) and my phone number is 865.584.7464. Call me. It will give me a chance to sit down.



*Russ Bullard passes the gavel to Don Holecek at SEFA Annual Meeting*

*Don Holecek*

*Crown Cleaners*

*(865) 584-7464 / [Don@crowncleaners.com](mailto:Don@crowncleaners.com)*

# Making the Most of your Membership

Written by Peter Blake, SEFA Executive Director



**ARE YOU PUTTING YOUR MEMBERSHIP TO GOOD USE? ARE YOU MAXIMIZING YOUR RETURN ON INVESTMENT FOR YOUR MEMBERSHIP DOLLAR?**

I sincerely hope you are, but if you are like many members you get too

busy and things seem to slip through the cracks and before you know it a year has passed and you haven't used your membership as much as you intended. This is the first in a new series of articles developed to make sure you get the most from your membership. Six times a year we will highlight one member service for you to use this month. Don't wait -- take advantage of it now.

## CERTIFICATION ENHANCES PROFESSIONALISM

**Premier: 3 Free, Gold: 2 Free, Silver: 1 Free**

The marketplace is becoming more and more competitive and you need to keep staying a step ahead of your competition. You need to be able to differentiate yourself and let your customers (and potential customers) know why you are the best choice. DLI's Professional Certification helps you do that. It signifies you have taken the extra steps to ensure you are properly trained and that you keep current with a changing industry. Certification helps improve your expertise, builds customer confidence, and prepares you to better handle the continuing demands of our industry.

To successfully complete the Certification process a successful candidate must achieve a satisfactory score on a multiple-choice examination. Depending on which Certification you are testing for, subjects range from business management, customer service, fibers and fabrics, stain removal, environmental regulations, proper waste handling, safe operating procedures, the drycleaning and wetcleaning processes.

When you register for the Certification Exam, you are given online access to specially designed self-study guides to assist in preparation. However, certification exams are designed not only to test an individual's ability to read and memorize DLI materials, but also aimed at testing knowledge gained through work experience. Therefore, it is recommended an individual have a minimum of three years of experience in the drycleaning industry before taking an exam. For details on the topics covered in each exam, you can view or download the Certification Handbook.

Once you have successfully completed the process and passed the exam, you are granted the right to use the industry-endorsed titles: Certified Professional Drycleaner (CPD), Certified Professional Wetcleaner (CPW), and Certified Environmental Cleaner (CED),

and Certified Garment Care Professional (CGCP).

All certifications are valid for a term of three (3) years. At the end of the term, individuals must renew to maintain their certified status.

## DO IT NOW-- HERE'S HOW!

Don't wait and let this program be one of the ones "you were going to get to". Log into [www.dlionline.org](http://www.dlionline.org) with your member number. Go to the Education drop down menu and select Certification, and then click on register.

Silver members -- you can do one each year and then renew one each year so in the next 3 years you can have 3 designations, and keep them renewed.

Gold and Premier you can have yourselves fully certified and even include some of you managers over time and it is already included in your membership.

Now is the perfect time to get your certifications and put them to use. The next exam period is August 5 - 13, and the deadline to register is July 28.



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## Clean Show Exceeds Lofty Expectations

WITH ALMOST 13,000 ATTENDEES SPANNING THE GLOBE, CLEAN SHOW 2017 EXCEEDED ALL EXPECTATIONS. WITH MORE EXHIBIT SPACE SOLD THAN THE LAST 6-YEARS, AND MORE INDIVIDUAL EXHIBITORS THE SHOW WAS A HUGE SUCCESS.

Throughout the trade show floor, exhibitors were pulling out all stops to enhance the excitement and the experience of the attendees. From free refreshments, to even free beer and wine, to custom drawn caped hanger caricatures there was enough variety to entice even the casual attendee to explore every aisleway of the exhibit. Right from the crowd gathering at the opening ceremony you could tell the show was going to be special.

### PRESS-TON THE HIT OF THE SHOW

DLI introduced Press-ton to the audience at packed opening session on Monday morning. Rolling through the center aisle, introducing the technological changes DLI has embraced and highlighting DLI's progressive view of the industry and its member services.

While many didn't know what to make of Press-ton at first, the crowds quickly embraced him at the DLI Booth. Dancing with attendees, attracting crowds, and even speaking 7 languages fluently he was an international sensation.

### DLI UNVEILS NEW ENCYCLOPEDIA APP

Since unveiling its Stain Removal App at the Clean Show in Atlanta in 2015, DLI has now introduced their third DLI App which features the Institutes's Encyclopedia of Drycleaning.

The new version of the Encyclopedia offers a complete redesign as well as a mobile app version, allowing DLI members to access this wealth of information more conveniently than ever before.

One of the key updates is the search capabilities. As the technology has gotten more advanced, some of the search capabilities struggled to keep up. Now with the new redesign and the mobile app -- searches are quicker, easier and more refined.

TABS, Not in Vogue, Counter Sense, Marketing Methods, Management Matters, exhaustive reports and advice on topics such as wetcleaning, drycleaning, finishing, shirt procedures, counter service, insurance, regulations, and more are all packed into the Encyclopedia. It's an indispensable resource for anyone and everyone involved in fabricare.



The DLI Team with Press-ton at the Member Reception, Brian Johnson reunites with classmates from his very first DLI class, Press-Ton (the hit of the show) dances with a young admirer, Executive Director gets a caricature from the M & B Hanger Booth --see results below.



### NEW MEMBERSHIP MARKETING PROGRAM

DLI also announced the development of a new social media marketing program for its members. If you are in the Silver membership category or higher, you can opt into the service at no additional cost. DLI will populate your company's Facebook page with a minimum of one post per week.

The posts will be targeted to consumers and will highlight storage tips, garment care advice, garment alerts, and other information. The posts may also include interesting pictures and other engaging content. You can enroll in the program by calling the DLI Office.

With the success of Las Vegas already behind us, sights are now set for New Orleans in 2019! We aren't sure what new advances or technology will be unveiled, but according to Press-ton, DLI is on the right track and helping our members compete in today's technological society!



## SEFA Board Heads to Chattanooga, TN



**SEFA'S SUMMER BOARD MEETING WILL BE HELD ON SATURDAY, AUGUST 12 AT THE CHATTANOOGAN HOTEL, IN CHATTANOOGA, TN.**

SEFA will hold its Committee Meetings from 8:30am - 11:00am. The official board meeting will be held from 11:00am - 12:00 noon. All SEFA members are encouraged to attend any and all Committee meetings and the Board meeting.

“This is an excellent opportunity for Tennessee members to learn more about SEFA,” offered President Don Holecek, “and a great way to get involved. The more involvement you have with your association, the more membership will help you and your business. I can’t even begin to tell you how much benefit I have gotten over the years from participating in the meetings, the SEFA events, and from all the discussions with other drycleaners throughout the weekend.”

SEFA has arranged for a very special rate of only \$139/night. Reservations can be made by calling the hotel directly and asking for the SEFA Rate: 800-619-0018.

### WEEKEND EVENTS

SEFA is in the process of developing a Saturday afternoon workshop. Details will be published on [www.sefa.org](http://www.sefa.org) as they are finalized.

The SEFA Board will also be planning a group dinner event for Saturday Evening. All members are invited to participate, and attendees will be billed for their portion of the dinner cost.

“I find these dinners to be as beneficial as the meetings themselves,” offered Holecek, “and I learn so much from my peers about ways to solve problems, learning what challenges they face, and just understanding that I am not alone -- we all have similar pressures facing us. I really hope to see Tennessee members come out and take advantage of this opportunity.”

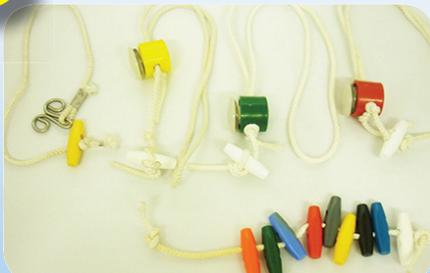
SEFA currently has vacancies on the SEFA Board for TN members. If you would like to learn more about becoming involved, contact Don Holecek at (865) 584-7464 or you can email him at [Don@crowncleaners.com](mailto:Don@crowncleaners.com).

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## Respass Establishes “Dry Cleaning Advisors”

### DRY CLEANING ADVISORS

WASH RESPESS OF  
SOUTHSIDE CLEANERS  
IN LAKELAND,  
FL AND SEFA BOARD  
MEMBER HAS ESTAB-  
LISHED A NEW CON-

SULTING COMPANY: “DRY CLEANING ADVISORS”.

Coupling his technological background with his extensive experience in the drycleaning and laundry industry, Respass is well positioned to help drycleaners become more successful.

“I am approaching things in a very different manner,” offered Respass, “and I know there are ways we can help drycleaners be more successful and more profitable. This is not the usual ‘cost group’ approach, but rather a systematic look at a business, and developing strategies to help individual companies. From developing Apps to assisting in establishing Advisory Boards -- there are tools we can use to help the industry.”

Respass recently became the first Certified Compassmax Expert.

He completed training and is now available to conduct site visits to help maximize usage of the Compassmax system. He has been an active beta-tester for Compassmax at Southside Cleaners-Laundrerers, a 4 store and 6 home delivery van operation in Lakeland and Plant City, Florida, since 2002.

Wash is a current board member and former President of the South Eastern Fabricare Association. He is a Certified Garment Care Professional and has completed numerous training programs including the Advanced Dry Cleaning course at DLI. Prior to his 15 years in the retail dry cleaning industry, Wash worked for an animal biotechnology company in Athens, Georgia, as a Research Scientist responsible for producing cloned cattle and pigs. Degrees include an AAS in Chemistry, BS in Biochemistry and Molecular Biology, and a MS in Animal Physiology.

With 15 years of industry experience, Wash is ready to help drycleaners build their businesses. For more information on Dry Cleaning Advisors visit [www.drycleanadvisors.com](http://www.drycleanadvisors.com) or contact Wash Respass at (863) 904-1122. You can also reach him by email at [wash@drycleaningadvisors.com](mailto:wash@drycleaningadvisors.com).



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# Dealing with Drugs and Alcohol in the Workplace

Written By Raleigh F. "Sandy" Seay, Jr., PHD, Chairman of The Seay Management Consulting Firm



SANDY HAS OFTEN REMARKED, "IN HR, IT'S NOT SO MUCH WHAT YOU DO, AS HOW YOU DO IT." UNDER MOST EXISTING REGULATIONS, EMPLOYERS HAVE THE RIGHT TO REQUIRE A DRUG TEST WHENEVER, IN THE OPINION OF MANAGEMENT, THIS IS NECES-

SARY. IN MOST CASES, THIS MEANS THAT EMPLOYERS HAVE REASONABLE SUSPICION THAT AN EMPLOYEE IS COMING TO WORK UNDER THE INFLUENCE OF ILLEGAL DRUGS.

Reasonable suspicion can mean glassy eyes, slurred speech, difficulty in maintaining balance, frequent unexplained absences during the day, or numerous trips to the rest room. You should always have some other person drive the employee to the testing laboratory, in order to avoid the possibility of an accident and to maintain the "chain of custody" of the test.

## EMPLOYER RIGHTS

Employers have the right to prohibit employees from coming to work under the influence of illegal drugs and from bringing illegal drugs into the workplace or from dealing in illegal drugs at work. Employers should have a written policy in the employee handbook that covers these points. Employers have the right to discipline or dismiss employees who come to work under the influence of illegal drugs (whether that's the best alternative is another question – we should always discuss the alternatives ahead of time).

However, a couple of new wrinkles have made their way into the workplace and employers need to know about them when developing drug policy. One wrinkle is that some states have legalized or de-criminalized the use of marijuana in certain amounts. Colorado and Massachusetts are examples.

The second wrinkle is that some states like California, Michigan, Maine and Montana have legalized medical marijuana. Florida is on the verge of doing so, as soon as the legislature finalizes the regulations, and a number of other states are lining up to follow suit.

Further, there is such a thing as "synthetic marijuana." It's not real marijuana but it has a similar effect when consumed and, according to numerous reports, can be extremely dangerous.

So, while every situation is different, and while we would want

to consider all of the circumstances in each case, here are some thoughts about Scenes I, II and III.

## SCENE I

Absent extenuating circumstances, the employer would have a solid case for dismissal – (a) the employee came to work exhibiting irregular symptoms, (b) the employer had someone drive him to the laboratory for a drug screen, and (c) the drug screen came back positive. That's not to say that you should go out and "win one for the Gipper," but it is to say that, in most cases, the preponderance of information would support a dismissal, if that's what you choose to do. Even if marijuana is "legal" in your state, the employee still is not allowed to report to work under its influence.

## SCENE II

Even with a prescription for medical marijuana, the employee does not have the right to come to work under the influence of drugs. However, our recommendation is to handle this a bit more carefully. First, have the employee bring you a doctor's statement that the employee is able to perform the essential duties of his position, with or without accommodation. Second, remind the employee that, even with the prescription, he may not come to work under the influence of marijuana. Second, inform him that a subsequent incident could result in further disciplinary action that could include dismissal. I don't know that we can ask the employee to produce the prescription, as this raises a number of ADA, HIPAA and privacy issues. The important point is not so much that the employee has a prescription as it is that he is not allowed to report to work under the influence of marijuana, prescribed or otherwise.

## SCENE III

Synthetic marijuana produces a similar effect as organic marijuana and your drug policy can and should include a prohibition on possessing or dealing in synthetic marijuana at work. In this case, you should talk with the employee and, absent extenuating circumstances, you would have a strong case for dismissal on the basis of "possession." Most traditional drug screens have not been able to test for the presence of synthetic marijuana but this seems to be changing. We recommend that you inform the testing laboratory that you use that you want them to include synthetic marijuana.

## FOR FURTHER ASSISTANCE

Please contact Sandy or your Seay Management Consultant if you have any question about dealing with drugs and alcohol at work, and visit our web site at [www.seay.us](http://www.seay.us) for management advice and guidance on other employee issues.

Seay Management Consultants are under retainer by DLI to assist DLI/SEFA members in HR and Management issues. Members are invited to call 888-245-6272 when they have questions or need advise in dealing with employee relation issues. The cost of initial conversations are included as part of your membership!

# If You Don't Measure It, You Cannot Manage It

Written By Don Desrosiers, Tailwind Systems -- Management Consultant



**MANY MANAGERS HAVE HEARD THIS AND IT IS DIFFICULT TO ARGUE WITH THE NOTION: INSPECT WHAT YOU EXPECT. IT MAKES PERFECT SENSE, BUT WHAT IS HARD TO UNDERSTAND IS THAT FEW MANAGERS ACTUALLY LIVE BY THIS GOLDEN RULE.**

If you need to be convinced that you can't manage something if you don't measure it, consider this:

You want to improve the productivity (shirts pressed per hour) off your shirt unit. You consider it to be a problem primarily because you aren't getting orders completed on time. Your drivers wait every afternoon, for the shirt department. Perhaps you bark at the pressers in the shirt department. You aren't measuring anything, but you feel certain that if you press shirts more quickly, your problem will disappear. This seems logical. But it is inconclusive. This is called a correlation between  $x$  and  $y$ .  $x$  = poor production and  $y$  = delivery delays. The problem with a correlation is that you don't have all of the facts. Does  $x$  cause  $y$ ? Or does  $y$  cause  $x$ ? Or is it another factor,  $z$ , that is the culprit?

## CAUSE AND EFFECT

The conventional wisdom is that poor production breeds delivery delays – because it is “simple, convenient, comfortable and comforting – though not necessarily true.” We correlate poor production with delivery delays,  $x$  causes  $y$ , but this is wrong. Perhaps  $Z$  is the cause. But what =  $Z$ ? The only way to know is to have been measuring it. Maybe your delivery delays have nothing to do with pressing productivity at all. It is possible that the inspection/assembly area is a disaster; shirts get pressed quickly, but then they go into the black hole that is the assembly area.

Its possible that pressing productivity exceeds your expectation and because of that, your inspection/assembly area is overwhelmed. That suggests that your barking about poor production may be causing the delivery delays! Maybe the problem is the person scanning barcodes. They are too slow. Or maybe it isn't the scanner (person) but rather the scanning device. Switching gears, if the drycleaning isn't getting out promptly, you may assume that pressing productivity is the culprit.

Measuring everything would have shown you that you can only clean 50 pounds per hour, but you have pressing equipment that can easily press twice that. Big problem. The pressers know that

they do not produce at maximum speed because they learned, a long time ago, that if they pressed clothes at their optimum rate, they would run out in 30 minutes. They may not be able to tell you, precisely, that you can only clean half as fast as they can press, but they know it in their hearts. You should be the answer man. Measure everything!

## INFORMATION: CRITICAL TO PROBLEM SOLVING

I was working for a client in Oregon years ago and I was asked to look at one of his other businesses. I didn't know anything about this business – it was a delivery service. I didn't know anything about the business but I understand business and productivity and goal-setting. One of the first things that I did was measure the time that the trucks went out. Something about it didn't seem right. Three vans, sparsely loaded, out for 8 hours. I knew that I didn't have a clue about the geography. It's possible that the drivers had hundreds of miles to cover. I didn't ask questions. I felt certain that if I did, the answers would be inaccurate. I asked the manager to look into driver/delivery time. It turns out that one of the drivers would come to work, load his truck and then go back home for 3 hours. He would then head out to begin his route after lunch!

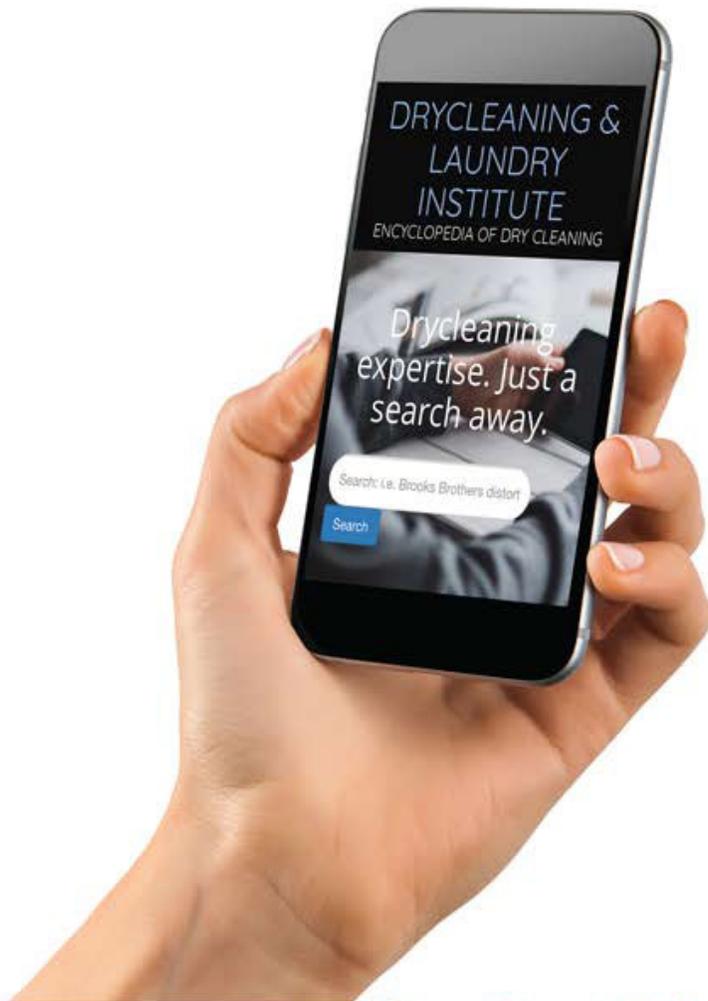
I mentioned to a client that I was suspicious about a presser that did starch pants and BDU's. This employee had been clocked in for 4 hours and had only pressed 20 pieces (I know this because I measured it). I was clear about my dissatisfaction with this productivity rate. “It's 12 noon and this guy has been here since eight. This is not acceptable!” The owner corrected me by saying that this presser only gets in at 11. I showed him the time card report that showed him clocked in at 8. Everyday. It turns out that someone in collusion with this dishonest employee, would clock him in every morning at 8. She was caught on video! They were both terminated that day, of course. But the real lesson is that you can't manage anything that you don't measure!

Measure everything! Even if you have no clue what the standard should be. And when you have no clue, it is amazing what you learn in 24 hours. I have numerous examples of measuring something for which there is no established benchmark, but learning within a day, that one day the cost is double what it is on the other day!

Measure everything and then go from there. Management will get much easier because undesirable statistics will be your manager's call to action!

## MANAGEMENT BOOTCAMP

Desrosiers is a nationally renowned expert in the industry and is an accomplished author. He will be presenting SEFA's 2-day Intensive bootcamp. For more information on the program visit [www.sefa.org](http://www.sefa.org).



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# Why Should You Embrace Social Media Marketing?

Written by Jennifer O'Keefe, Glikstorm LLC



**SOME BUSINESS OWNERS HAVE QUIETLY ADAPTED TO USING SOCIAL MEDIA AS A MARKETING STRATEGY. AS A RESULT, THEY'VE SEEN A SHIFT IN THEIR ADVERTISING COSTS, MORE LOYAL, REPEAT CUSTOMERS, AND ARE STEADILY ATTRACTING NEW CUSTOMERS.**

So why are they adapting quietly?

Because once they understand the benefits, they want to make strategic strides on social media before their competitors realize what's happening.

Social media is changing the way some businesses structure their advertising costs. Owners have realized that there are low-cost (and even free) ways to utilize social media effectively. We'll cover some of these free tools in a future article. Over the last several years, many businesses have started to move some of their print advertising budget toward online marketing. Online marketing costs include things like: Facebook advertisements, boosted social media posts, social media management software, online graphics/branding, and social media managers or staff. Many businesses have been able to actually reduce their advertising costs by utilizing social media.

## SOCIAL MEDIA INCREASES SALES

So, how exactly can social media create loyal, repeat customers for your business? The simple answer is that through your social media posts and interactions, your customers begin to form a special bond with you. They start to better know your brand, like you, and trust you. As a bonus, they also become more likely to recommend others to you and help extend your marketing reach by sharing your posts with their friends and families.

Reaching new potential customers with your social media messages seems to happen like magic once your social media strategy gets rolling. It doesn't happen overnight, but with the right strategy, within six months your business should start to notice an increase in new customers. These new customers will have likely heard about you from a friend of a friend, a Facebook advertisement, or from a positive social media post from one of your loyal, raving fans.

This all sounds fantastic, so there must be a catch—right? Well, there are actually three “catches” to social media success: it takes time, strategy and patience. You can't dabble in social media here and there when the mood strikes you; your message must be ever-present and consistent. Social media will take some of your precious time to run and maintain, unless you delegate the task to a

staff member or outside agency. You also can't just post pictures of your lunch and shoes (we've all seen this on social media before)...it takes a well-designed strategic plan. Your social media posts have to be well thought out, simply designed, and properly formatted for the different social media platforms.

And then there's patience. You can jump into social media with both feet, with the best strategy, with the best posts...and feel like you're just talking to yourself in the beginning. That's actually normal. But as your audience of followers grows, you'll soon start to reap the benefits. Then you'll smile and think to yourself...“I hope my competitors keep ignoring social media. Cha-ching!”

## FOR MORE INFORMATION

Need social media advice? If you are not sure how to get started, or if you need assistance, SEFA has arranged for members to receive Glikstorm services at a greatly reduced rate. This discount includes reduced fees on image creation and specially designed packages that include postings on Facebook, Twitter, and Google+.

For more information on Social media packages available for drycleaners, contact Jennifer O'Keefe at Glikstorm: (603) 943-6480 or by email: [info@glikstorm.com](mailto:info@glikstorm.com).

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