



GLASS DOCTOR® COMMUNICATIONS

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FOR IMMEDIATE RELEASE

Glass Doctor® Opens Professional Training Center

WACO, Texas (Oct. 24, 2008) – Glass Doctor® celebrated the successful opening of the nation’s most comprehensive professional glass services training facility during a ceremony Tuesday in Waco.

The Glass Doctor University (GDU) Training Center began hosting monthly training sessions for new franchise owners and their staff in August. In September the first training sessions for flat glass service technicians and inside sales representatives were held. Now the GDU Training Center is ready to conduct training for auto glass service technicians and outside sales representatives, which completes the comprehensive GDU course schedule.

“With the Glass Doctor University Training Center now fully operational we can offer our franchise owners the most complete training in the glass industry,” President Mark Dawson said. “Our training includes everything a glass shop needs to be successful. Not only can our franchisees hone their own business skills and learn the *Glass Doctor* system, but they can also improve the technical and customer service skills of all of their team members.”



The Dwyer Group® Chairwoman and CEO Dina Dwyer-Owens helps Glass Doctor® President Mark Dawson and the Glass Doctor corporate team celebrate the opening of the GDU Training Center.

The GDU Training Center features two classrooms, a glass shop area with auto glass and flat glass equipment, and a break room. Also, Training Coordinator Shirley Witt and Technical Trainer Frank Levesque have offices at the 3,600-square-foot facility, which is located within a few miles of the *Glass Doctor* corporate headquarters.

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Glass Doctor Vice President Dan Mock (left) conducts an open house tour after the opening ceremony.

“A complete training center for glass shop managers, technicians and customer service representatives has been a dream of ours for years,” Vice President of Operations Dan Mock said. “At *Glass Doctor* we support programs that promote training and professionalism in the glass service industry, such as myglassclass.com and AGRSS registration. To have a central location to offer professional training for *Glass Doctor* franchisees is a great opportunity for them to grow and to raise the standards of excellence in our industry.”

For that reason, *Glass Doctor* recently added a second week of training to its initial week of training for new franchise owners. The initial week focuses on business skills and the *Glass Doctor* system, while the second week adds introductory technical skills training on both auto glass and flat glass. After three days of technical training, new franchisees visit one of the company’s largest franchises, *Glass Doctor* of North Texas, which serves the Dallas-Fort Worth area from its shop in Carrollton, Texas.

“New franchisees see how a large glass shop with multiple technicians, inside sales representatives and outside sales representatives operates as a team with the *Glass Doctor* system,” Mock said. “They can shadow people on the job during the day, which reinforces what they learned during the training. The technical training for new franchisees gives people who are new to the industry a basic understanding of the trade and hands-on experience with the latest tools and equipment. This helps them make well-informed purchasing decisions as they start up their new business.”



Technical Trainer Frank Levesque (left) works with a new franchisee, Bob Boogerd of Rock Valley, Iowa.

Glass Doctor has benefited from the support of their national vendors in stocking and supplying the GDU Training Center. Basco Shower Door, BTB, Burco, C.R. Laurence, Dow, Equalizer, Extractor, Fein, GlasWeld, Gold Glass Group, Irwin Industrial Tools, Pilkington, Pittsburgh Glass Works, Sika and Western Reflections have contributed time and materials to the GDU Training Center.

“We appreciate our vendors for sharing our commitment to professionalism and quality,” Dawson said. “In the challenging economic situation in our country, equipping our franchisees with the best training and resources available is imperative for their success. Getting jobs done right the first time helps our franchises operate cost-effectively and gives customers assurance that their money was well spent. Our goal is that every *Glass Doctor* team member who is trained at GDU learns something that will improve the service for the end customer. The *Glass Doctor* brand stands for quality and value for the customer.”

High resolution photos available upon request.

About Glass Doctor®:

Glass Doctor is the largest chain of full-service glass franchises in the nation. From windows to windshields to storefronts, *Glass Doctor* can handle any glass need. *Glass Doctor* also offers custom glass services, such as tub and shower enclosures, entry door glass and mirrors. Established in 1962 with one shop in Seattle, Wash., today *Glass Doctor* offers complete glass repair, replacement and services to the residential, automotive, and commercial markets at more than 375 locations in the United States. Today there are more than 165 *Glass Doctor* franchise owners across the United States and Canada. For further information or to find the location nearest you, visit www.glassdoctor.com.

About The Dwyer Group, Inc.:

Based in Waco, Texas, The Dwyer Group, Inc. is a holding company of six service-based franchise companies – Mr. Appliance®, Mr. Electric®, Mr. Rooter®, Aire Serv Heating and Air Conditioning®, Glass Doctor® and Rainbow International Restoration and Cleaning®. The franchise network of The Dwyer Group, Inc. consists of more than 1,400 independently owned and operated franchises. Each company provides high-quality residential and light commercial services to customers worldwide. The Dwyer Group, Inc. is a portfolio company of the Riverside Company. For more information, visit dwyergroup.com.

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