

## profile



Cathy and Rick Tichy didn't always dream of owning their own business. Like many in today's economy, Cathy found herself out of work after 30 years with a local company. Deciding it would be fun to do something together, Cathy and her husband, Rick, looked into opening their own franchise. Molly Maid seemed like a perfect fit.

Together in 2008, Cathy and Rick started Molly Maid of Central Omaha/Council Bluffs. "When we found Molly Maid, we knew we had found our niche," says Cathy. "We loved the people in the company, we loved the business model, and we knew that we could take our love of house and home and make it a career." After just two years of operation, Molly Maid has grown to include 14 employees and over 200 regular customers.

Molly Maid provides a thorough cleaning service for time-strapped clients and retired persons. "Having a house-cleaning service used to seem like a luxury but anymore everyone's schedule is so hectic having a cleaning service is more of a necessity." Unlike many cleaning services, Molly Maid does not use a rotational chore chart or a cookie-cutter approach to service; instead, employees clean everything every time, specifically tailoring their cleaning service to each client. "We strive to always excel at serving our customers—doing what is expected and a little bit more, keeping our promises and communicating as often as possible." Cathy and Rick believe excellent customer service is a keystone to the success of Molly Maid.

Molly Maid also prides itself on its contribution to Cleaning For A Reason, a non-profit company that networks cleaning services across America to provide free services to women receiving cancer treatment. "We have had the good fortune of helping over 10 women with their cleaning needs while they have their treatment and we look forward to helping many more in the years to come."

It's not all work, though. "We make sure that there is room for fun every day," says Cathy. Last summer, Molly Maid cleaned several Burlington Railroad train cars, including a dining car, an exercise car, a lounge car and several bedroom cars. Employees were even treated to lunch and dinner, with ice cream treats. "It was a great time for our employees that were assigned this work. Most of them had never been on a train before, so it was fun for them to take a train ride while they were cleaning!"



Cathy Tichy

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