

5 Entrepreneurial Cinderella Stories That Inspire

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Kristi Mailloux

When Kristi Mailloux was named president of the maid service franchise [Molly Maid](#) in 2006, it represented the culmination of a journey she had started 20 years earlier when she joined the company fresh out of college. Kristi started as a receptionist, but as a new employee in a still-growing business her responsibilities were not limited simply to the front desk.

"I did everything in the receptionist role — cleaned toilets, answered the phones, entered data, greeted guests and made coffee," Mailloux said. "There were only 40 franchises then. I was the seventh home office employee; now we have more than 60."

For Mailloux, the position was supposed to be temporary. She was preparing to go back to school to get a master's degree in social work. Mailloux, however, agreed to stay with the company for one year after an owner promised to pay for her tuition. That decision has paid dividends as she now heads up the 450 franchises of Molly Maid as president.

"Getting in early with a small, growing company allowed me to work with some great mentors and gave me the opportunity to serve in many different roles with different companies with Service Brands International [which owns Molly Maid]," Mailloux said. "I attribute much of my success to those mentors."

While this unlikely story of receptionist-turned-president has several important lessons for others, Mailloux believes the most important lesson for others is to master all the tasks presented to you so that you can continue to move up into other positions.

"No task should ever be beneath you," Mailloux said. "When I first began at Molly Maid, I was the receptionist and I had to clean the bathrooms!"

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