

## WA Franchising Awards recognise business excellence

19 July 2019

He may have been told by his high school teachers that he was a lazy student and would never get anywhere, but Warren D'cruz of Auto Masters has certainly proved them wrong.

Warren left school at 15 and became a mechanic when he was 17. He bought into the Auto Masters franchise in WA in 2006, then bought another store in 2009. In 2014, Warren bought a third store in SA, and then then bought another in SA in 2015.

After building the first SA store's turnover to over 150% he sold it in 2018 and bought another store in WA for which he has increased the turnover by 62.5%.

This week, Warren was among high achieving small business owners in Western Australia recognised by the Franchise Council of Australia at the FCA's 2019 WA Excellence in Franchising Awards.

### **2019 State Franchise Excellence Awards Winners - WA**

#### **Multi-Unit Franchisee of the Year**

Warren D'cruz, Auto Masters, Malaga, Ellenbrook & Midland

#### **Single Unit Franchisee of the Year, two or more staff**

Soon Aun Khoo & Chin Wei Ming, Chatime, Carousel

#### **Franchise Woman of the Year**

Bianca Panozzo, Express Retail Group

#### **Field Manager of the Year**

Marc Moniz, San Churro Chocolateria

#### **Franchisee Community Responsibility and Contribution**

Bendigo Bank, North Perth

Congratulating the winners, FCA CEO Mary Aldred said "The outstanding effort by the franchisees who took out the awards, and their contribution as successful small to medium business operators, shows the positive impact franchising can have on employment, the economy and community".

"The businesses run by these franchise owners are fantastic examples of small to medium businesses achieving in a tough environment and setting the benchmark for franchising in Western Australia", said Mary Aldred.

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FRANCHISE COUNCIL OF AUSTRALIA

# Franchise Council of Australia Media Release

Soon Aun Khoo & Chin Wei Ming took over the Carousel Chatime store in August 2017 and since then sales have grown by 113%, making it one of the top performing Chatime stores in Australia. They love being a part of the Chatime network and in 2018, Soon was voted to join the Chatime Influencer group to represent franchisees. In 2019 he was nominated to be the Chairman of the group and was also selected to be a founding member of the FCA Franchisee Advisory Council.

Bianca Panozzo of Express Retail Group always has been driven to better herself, from winning NSW Trainee of the Year in 2006, her first professional accolade, to co-owning and running ERG. Bianca has forged a focused career combining marketing, management and her passion for hairdressing. Now strongly represented in franchising, she has an ongoing commitment to expansion of ERG. She is committed to sustainable, ethical business and the ongoing support to create opportunities for the women around her, and is a role model for all women in business.

Marc Moniz of San Churro Chocolateria has demonstrated his skills in the hospitality industry from an early age. From establishing an award-winning Fish and Chip shop in Western Australia in his early twenties, he then went on to open the first two San Churro stores in South Australia. Besides his personal successes, Marc became a Business Development Manager for San Churro, responsible for overseeing operations in WA and SA.

Following their success, the WA state winners have qualified as finalists for the MYOB FCA National Excellence in Franchising Awards.

The Gala Awards Dinner will be the closing event of the 2019 National Franchise Convention on the Gold Coast on Tuesday 22nd October.

*The Franchise Council of Australia is the peak body for the \$182billion franchise business segment, which includes 1,314 networks, with 80,000+ individual franchised outlets, employing 594,500 Australians across the nation.*

[www.franchise.org.au](http://www.franchise.org.au)

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