



Contact: Mike Wickam  
Owner, Mr. Rooter® Plumbing of Minneapolis  
P: 612-716-7707  
E: mike@mrrooter.com  
[minneapolis.mrrooter.com](http://minneapolis.mrrooter.com)

## **Minneapolis Business Owner Honored with International Awards** *Mr. Rooter® Franchisee Earns Distinguished Awards at Annual International Conference*

MINNEAPOLIS (September 16, 2014) – Mike Wickam, owner of Mr. Rooter® Plumbing of Minneapolis, received the honor of being named *Rookie of the Year* from Mr. Rooter Plumbing corporate office during the 2014 International Convention in Orlando, Florida, September 7 – September 10. In addition, Jeff Strom, plumbing technician for Wickam’s shop, earned the designation of *Service Technician of the Year*.

Each year, Mr. Rooter Plumbing awards a rookie franchise owner with this honor as a way of acknowledging the hard work and dedication it takes to launch and maintain a successful business. The recipient of the *Rookie of the Year* award is a franchisee who has been in business less than 18 months, demonstrates outstanding performance in sales, is focused on building their organization and is committed to upholding the quality reputation of the Mr. Rooter Plumbing brand and system.

“Mike certainly deserves this coveted award,” said Mr. Rooter Plumbing President, Mary Kennedy Thompson. “He hit the ground running, assimilating the proven Mr. Rooter Plumbing system and has shown great promise for a highly successful future within the Mr. Rooter Plumbing family.” Wickam quickly hit numerous company benchmarks, while maintaining a positive consistency in customer service ratings.

Strom, one of the shop’s leading plumbing service technicians, was instrumental in helping Wickam earn *Rookie of the Year* and earned the designation of *Service Technician of the Year*.

The *Service Technician of the Year* award goes to the technician who best demonstrates a high level of technical expertise and is unwavering in providing great customer service. The Mr. Rooter Plumbing corporate office selected Strom out of approximately 1,500 technicians throughout North America.

“Jeff is a remarkable person in many ways,” said Wickam, who nominated him for the award. “He has an upbeat attitude and always has a smile on his face. I look forward to working with him every day. ”

Winning this award has been a humbling experience for Wickam. “My team and I have worked hard to ensure the business is a success,” he remarked. “I plan on continuing to offer unparalleled service to our customers and working hard to exceed their expectations.”

### **About Mr. Rooter®:**

Established in 1970, Mr. Rooter is an all-franchised, full-service plumbing and drain cleaning company with approximately 300 franchises worldwide. Recognized by Entrepreneur magazine among its “Franchise 500” and Franchise Times Top 200, Mr. Rooter franchisees provide services to both residential and commercial customers. Mr. Rooter began franchising in 1974 and is a subsidiary of The Dwyer Group, Inc. For more information or to find the location nearest you, please visit our website at [MrRooter.com](http://MrRooter.com)