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FOR IMMEDIATE RELEASE

LEE'S SUMMIT CLEANERS VOTED BEST DRY CLEANER IN KANSAS CITY
LSC Goes Head-to-Head with Rival Giants and
Wins on Quality, Customer Service & Convenience.

KMBC Channel 9 reports today that their viewers have selected Lee's Summit Cleaners as the Best Dry Cleaner in Kansas City. During the previous month, viewers visiting their website (www.kmbc.cityvoter.com/home) were asked to select their favorite businesses throughout the metro area.

When contacted with the news, owner Steve Gregory, was very pleased with the results. "To beat other dry cleaners that may have more geographic exposure than my company in Lee's Summit is very gratifying," said Gregory. "The community of Lee's Summit is very loyal to their local businesses and I think their vote demonstrates this."

Gregory purchased the company in September, 2006 and quickly put his stamp on the business. "LSC already had a long-standing reputation for quality and customer service," Gregory comments. "In fact, my family was a loyal customer for 10 years prior to my purchasing the business." The quality was coming at a high cost, however, because of the old equipment that came with the sale. "We invested more than \$200,000 in new equipment within the first 12 months," Gregory pointed out. "The cost of repairs and maintenance on the old equipment was huge," admitted Gregory. "We purchased two state-of-the-art dry cleaning machines with 18 different computer programs that allow us to clean virtually any dry-clean garment," said Gregory. "Before that, we were using machines that had only two programs, laughed Gregory. "One was *on* and the other was *off*."

When asked why he thinks LSC was chosen number one in Kansas City, Gregory was quick to point to his Mission Statement, *Trust – Quality – Service – Convenience*. "When you think about it," said Gregory, "our customers place a great deal of trust in us that we will handle their garment with the greatest of care and return it looking better than new. They trust that when they unpack their suitcase in a far-away hotel that their clothes will look great. Trust me, I have been there when I discovered at midnight that the suit I picked up from the cleaners was not mine or the shirt still had the stains I asked them to treat. Everyone in our organization realizes that our

customers may be getting ready to make a huge sales presentation or in a career-making interview. If they show up not looking their best, they may not be as successful as they hoped to be. We take this part of our work very seriously.”

“There is a country song with a line that goes something like, *I was country before country was cool*,” says Gregory. Similarly, LSC looked to becoming friendlier to the environment well before the current trend. “Like most dry cleaners, LSC used perchlorethylene solvent in their dry cleaning machines. The original owner, however, had the foresight to stop using this hazardous chemical and converted 15 years ago to a solvent that has better cleaning power than silicone or CO2 solvents, has no smell, doesn’t melt beads or cause color run, and does not require a hazardous waste license to operate. When you consider that we also recycle hangers, use biodegradable plastics and will soon be converting our fleet of delivery vehicles to natural gas, we are very comfortable with our level of *greenness*.”

Gregory went on to say, “Given that we are so well known for our quality and have a solid reputation for paying attention to how we operate in the environment, I think we have a great chance for repeating our number one ranking next year, too!”

About Lee’s Summit Cleaners

Lee’s Summit Cleaners was established in 1954. In addition to their dry cleaning and laundry services, LSC offers expert cleaning of household furnishings (e.g., comforters, drapes, tablecloths, rugs, etc), leathers and special care garments (e.g., formal gowns, silk, linen, rayon, etc). Wedding gowns are professionally cleaned and preserved for a lifetime of memories. They provide free residential and corporate delivery service and offer special pricing to schools and churches for their marching band uniforms, cheerleading uniforms, choir robes and other religious garments.

Lee’s Summit Cleaners are located in downtown Lee’s Summit (316 SE Douglas), north Lee’s Summit (805 NE Lakewood Blvd), south Lee’s Summit (3548 SW Market) and west Lee’s Summit (458 SW Ward Rd).

Their website address is www.lscleaners.com

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