



Dear Friend:

Governor Crist made improving customer service one of the top priorities of his administration, and we at the Department of Business and Professional Regulation have been working diligently to improve the way we serve you. You have probably already heard about the significant improvements in our call center where we've reduced average hold times to 1.5 minutes and about the decrease in e-mail response times from 40 days to 48 hours. But that's just the beginning.

We're now working to make write-able forms available online, and we're also working to streamline all of our application processes and eliminate forms wherever possible. Even more important, we're reducing fees wherever we can. To help us in the effort to keep fees low, please renew your license online. We've made it easier than ever, and it will save us all time, trees and stamps.

In order to communicate better with you, we've upgraded our website and recently added a new search function to make it even more user-friendly. We've launched a weekly e-newsletter, *The Bottom Line*, and if you'd like to subscribe, sign up <http://www.myflorida.com/dbpr/os/newsletters/subscribe.html>. We're making professional newsletters available online, too, and if you would like to subscribe, sign up <http://www.myflorida.com/dbpr/os/newsletters/subscribe.html>.

This issue of *BusinessWorks* focuses on some of Florida's successful chain restaurants. In 2006, 83.9 million visitors came to Florida and had a combined economic impact of \$65 billion. Most of those visitors stayed an average of 5.0 nights and ate breakfast, lunch and dinner in Florida's restaurants. These restaurants are an important part of Florida's tourism economy. In addition, this edition contains articles on our professions, our businesses, improved customer service and more.

The table of contents is below, and you can click on the link below to read the entire edition.

As always, it is an honor serving you, and I hope you will continue to let us know how we can serve you better.

Sincerely,

A handwritten signature in black ink that reads "Hollie Benner".

Inside the Fall 2007 issue:

Board Talk: Walkable Communities

Florida's Management of Growth Through Walkable Historic and/or Infill Communities

Partnerships: DBPR's eCareer Fair

A Resource for Florida's Students

A Place in the Sun 2:

Highlighting the Sunshine State's Restaurants

Division Spotlight: Alcoholic Beverages and Tobacco

ABT, Football and Tailgating

Frequently Asked Questions:

DBPR's New Website

One in a Million:

Meet one of our licensed professionals