

FALL 2016

A MESSAGE FROM STEVE WILSON, PRESIDENT & CEO



Team,

As the first few days of Fall arrive it provides an opportunity for me to reflect back on our year so far. We kicked off our Summer season by gathering our Operations leaders together in Las Vegas for 3 days of exchanging best practices and learning new processes and procedures. One of the highlights of the Summit is announcing our Manager, Supervisor and Employee of the Year winners. Congratulations to Hander, Kali, Antonio, Randall and Jean and thank you for your service!

We have also been very active in acquiring new companies to join our team. We have added both Drake Staffing out of Atlanta and Majesty Staffing, based in Dallas, to our Acrobat Staffing division. This makes us the largest provider of trained Food and Beverage staff in the nation...and we are not done yet! Expect to see some additional acquisitions in the near future.

We are very fortunate to have added a long list of new accounts, which you can read more about on pages 3-5. Our opening teams have set the stage for us to be successful in all of these properties. We have many more very close to signing so expect to continue our momentum!

As most of you have seen, we continue to make investments in technology that should make all of your jobs easier. I can't thank our Finance and Human Resources teams enough for all the effort they put in to successfully launch our new HR system, Ceridian. There were countless hours spent in getting it prepared for you to use. We also recently purchased a new Customer Relationship Management (CRM) system and will be rolling that out to the field operators in the next 45 days, followed by a CPQ (proposal writer) to make it easier for all of us to prepare, complete and present proposals to new prospects. Expect to see more on both of these in the coming weeks.

I encourage all of you to continue to recognize your peers by reading and celebrating the Service. Above All recognitions that are shared with everyone throughout the month. Read these amazing examples of service to your teams, share ideas and strive to create more daily examples of Service. Above All. Let's also take the time to genuinely and personally thank our customers / partners for their business. Please find a way to show your appreciation this month and beyond. Nice ideas we have seen include offering some fun Fall treats, sending a personalized thank you card or video, and inviting them to your pre-shifts and recognizing them for something amazing they did, etc. Be genuine, heartfelt and have fun!

I can't be more excited about our growth and momentum and it all starts with you, and taking care of our accounts, every day and providing Service. Above All! Thanks for all of your efforts and see you in your hotel soon.



Steve Wilson

New Additions & Acquisitions

In the past few months, The Service Companies has acquired both Drake Staffing and Majesty Hospitality Staffing, bringing The Service Companies one step closer to realizing its vision to be the only nationwide provider for trained food and beverage professional staff.

Drake Staffing, based in Atlanta, Georgia, is one of the Southeast's fastest growing staffing firms, lending their expertise in sports stadiums and arenas, corporate catering providers, hospitals, major colleges and universities and banquet and culinary staff to luxury hotels and resorts, to The Service Companies' current base of premier customers throughout the Southeast region.

Majesty Hospitality Staffing, which is based in Houston and Dallas, Texas, has been brought under Acrobat Outsourcing. Together, Acrobat Outsourcing, which was acquired by The Service Companies in 2015, and Majesty Hospitality Staffing will offer a full range of hospitality staffing services to the Dallas, Austin and San Antonio markets.

As a result of The Service Companies' organic growth and strategic acquisitions, the company now spans 44 states with 10,000 associates.

Sales related:

Remember, if the property you work with is in need of trained banquet servers or culinary team members please refer them to either our Acrobat Outsourcing or Drake Staffing subsidiary, if they have an office in your market. If we do not currently have an office in your market, and there is sufficient volume to warrant it, we will open one! We have done this in San Antonio and it has been a huge success.



Veterans Night with Acrobat Outsourcing



On September 21st, our Acrobat Outsourcing team participated in Veterans Night at the Texas Rangers vs. Los Angeles Angels of Anaheim game at Globe Life Park in Dallas. Medal of Honor recipient, Doc Ballard, and Lee Greenwood, who sang the national anthem and God Bless America, threw out the first pitch.

Over 200 veterans were in attendance and veterans from sponsors Sodexo, Aramark, Compass Group, Legends, American Airlines, Anheuser-Busch and Allies in Service, a non-profit organization, were honored on the field. We are proud to honor those who have served our country and hope to expand this event in the coming years.



OPENINGS

Hotel & Resort in Woodlands, Texas



We have added a luxurious Hotel & Resort just outside of Houston, Texas. We manage turn-key Housekeeping, Public Areas, and Laundry operations.

Retail District in Las Vegas, Nevada



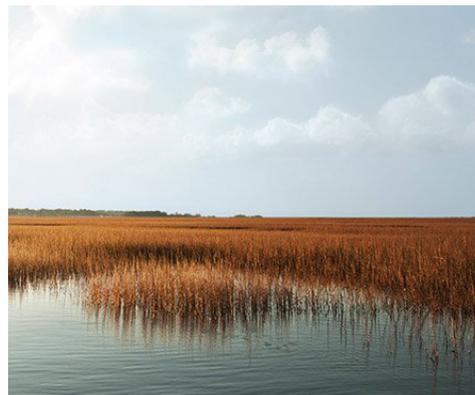
We have expanded our footprint on the Las Vegas strip. This account includes a high-end outdoor retail district offering an array of shops, restaurants and bars. In addition, has the world's tallest observation wheel. Our team manages the entire Public Area operation.

A Luxury Casino Hotel in East Chicago, Indiana

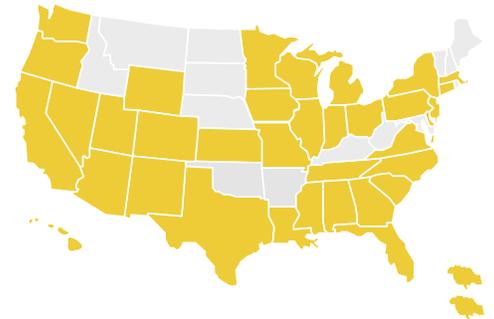


We have recently starting managing turn-key Housekeeping and Laundry operations at a luxury casino hotel with 288 guest rooms and one of the largest selections of casino games in Northwest, Indiana.

Resort Destination in Sea Island, Georgia



This is one of the premier resort destinations in the country having several 5-Diamond/5-Star resorts, renowned Spa facilities and 3 world-class golf courses. Our team services Public Area and Kitchen operations.



New Luxury Hotel in Downtown Miami, Florida



This luxury hotel offers 129 rooms and luxury suites with spectacular views of the Bay and Miami skyline. We service the Housekeeping and Public Area operations.

Luxury Hotel in the Heart of Manhattan



A stunning new property in the heart of New York City, with over 300 guest rooms and suites. We provide our signature turn-key Housekeeping and Public Area services.

OPENINGS

New Luxury Residential Resort in Las Vegas



This brand-new vacation ownership resort, just one mile from the Las Vegas Strip, features an 18-story building with luxury accommodations. The addition of this property to our portfolio is particularly important as it expands our footprint in Las Vegas and in the vacation ownership segment. We provide turn-key Housekeeping services.

Oceanfront Resort and Spa in Huntington Beach, California



This premier resort located in “Surf City USA” is overlooking the beautiful beaches of the Pacific Ocean. We provide Housekeeping services for the resort which has over 500 guestrooms and luxurious suites.

Laundry Facility in Santa Rosa Beach, Florida



Our Resort Laundry Services Division opened a new laundry facility in Santa Rosa Beach, Florida. This is owned and operated by The Service Companies, servicing the Santa Rosa Beach, Destin, Fort Walton Beach and Seaside areas. The facility is 65,000 sq. ft. and services over 1 million pounds of linen annually and growing!

Residential Services in Santa Rosa Beach, Florida



In addition to Residential Cleaning Services, we have taken over three divisions in Santa Rosa Beach to include: Public Areas, Pool Maintenance and Sanitation. The Service Companies' Residential Division provides daily pick-up and disposal of refuse and recyclables for this 500 acre property with 700+ homes.

Premier Country Club in Boca Raton, Florida



This premier country club offers residential living with world-class resort amenities, six dining venues, an 18-hole championship golf course and a 20 court tennis complex, 38,000 square foot fitness complex and lagoon-style swimming pool. We service the entire Public Area operation, kitchen cleaning, golf club, pool, fitness, spa and the kids club too!

A Luxury Casino and Hotel in Vinton, Louisiana



This casino hotel is the premier destination for Louisiana horse racing and features over 200 guestrooms. We are managing the Housekeeping and Laundry operations.

OPENINGS

Luxury Resort Homes in Central Florida



This private community spans over 300 acres and is located in one of Central Florida's most popular resort destinations, minutes away from Orlando's world-famous theme parks. The luxury homes offer 5 to 13 bedrooms, resort amenities, 24-hour concierge services, a 15,000 ft. clubhouse, restaurant, fitness center and much more. In addition to Turnkey Housekeeping, we provide Pool Maintenance and service the Public Areas.



Legendary Hotel in New York City



Located in the heart of Times Square, this hotel is the first luxury hotel in the area. A legendary New York landmark that has hosted countless celebrities and features a restaurant by Charlie Palmer, this property expands our footprint in New York City. We provide Third Shift and Kitchen Cleaning services.

Thank you to our corporate team for making these openings a success!



HOUSEKEEPING OLYMPICS



On August 10th, the housekeeping department at one of our luxury casino resorts in Las Vegas competed in the annual IEHA Housekeeping Olympics at Mandalay Bay, where competitions included a vacuum race, bed making competition and a spirit competition. Competing against 20 other casino and hotel departments, The Service Companies placed 2nd overall. As this competition is the largest housekeeping event in Las Vegas that draws hundreds of spectators, taking second place is a testament to our outstanding employees and managers, and their drive, service and pride in what they do! Congratulations to the team!



HUMAN RESOURCES

Talent Acquisition and Human Resources Update

In the past months, our Human Resources team has been re-developing and rolling out a comprehensive training component for our new members as well as existing staff. This includes the development of new positions and teams: a Director of Training and Compensation, a Director of Benefits, a Director of Employee Relations, an Audit, Compliance and Opening Team, Field Human Resources Directors and traveling Human Resources Team Members.

With these new roles, we will be launching new programs with the objective of standardizing our processes and ensure full alignment and understanding of new processes across our properties nationwide.

Our brand-new Talent Acquisition Team, which was created in May, is also in the process of redefining our recruiting approach with a plan that adapts to the dynamic nature of the labor market. We will continue to utilize J1's and H2B's and will start looking at other outside sources.

Welcome, Teresa



Welcome to Teresa Agustin, our new Director of Training and Compensation. In this role, Teresa will lead all training programs, standardize best practices for our team, assure successful transitions during new acquisitions, and create policies and procedures for job evaluations, job classification and compensation structure for the company.

Having worked in the gaming industry for approximately 10 years, Teresa held multiple roles at MGM Resorts International for over six years and was promoted into several positions within hotel operations, loyalty marketing, and training prior to joining The Service Companies.

During her spare time, Teresa enjoys spending time with her son, Jacob, and husband, Leo, who she met in college.

If you have any employee training and development requirements in your area or simply need assistance with reengineering operational processes, please reach out to her directly at teresa.agustin@theservicecompanies.com.

Welcome, Sara



Welcome to Sara Piper, our new Director of Employee Relations. Sara will oversee labor relations and the company engagement program as well as manage turnover and provide strategic direction for Human Resources processes. She will be partnering with the regional Human Resource Directors to ensure we have an aligned employee relations culture.

Prior to joining The Service Companies, Sara worked at the Venetian | Palazzo - Las Vegas where she was part of the Leadership Development Program. She has a strong Human Resources background with expertise in team member relations, employee engagement, FMLA and employment law.

Sara is originally from Hopkins, South Carolina. She attended the University of South Carolina, where she received her Bachelor's degree in Hospitality Management. In her spare time, Sara enjoys spending time with her family, traveling, and shopping. Sara can be reached at sara.piper@theservicecompanies.com.

2016 PRESIDENTS' AWARDS

Manager of the Year



Hander Alvarez, Area Manager
Williamsburg, Virginia

Supervisor of the Year



Kali Johnson, Floor Supervisor
Las Vegas, Nevada

Employee of the Year - Eastern Division



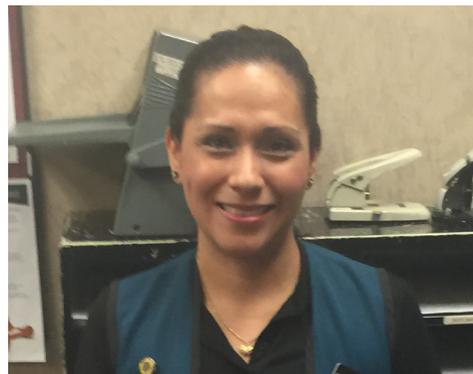
Jean Alteus, Kitchen Attendant
Asheville, North Carolina

Manager of the Year Nominee



Tony Cervantes, Project Manager
Reno, Nevada

Supervisor of the Year Nominee



Lilia Cruz, Housekeeping Supervisor
Laughlin, Nevada

Employee of the Year - Central Division



Randall Bolden, Public Area
Attendant
Shreveport, Louisiana

Manager of the Year Nominee



Annie Sampson, Director of
Housekeeping
Lake Tahoe, Nevada

Supervisor of the Year Nominee



Nikki Thomas, EVS Supervisor
Bossier City, Louisiana

Employee of the Year - Western Division



J. Antonio Garcia-Becerra, House
Attendant
Lake Tahoe, Nevada

TOP SERVICE. ABOVE ALL

Cincinnati - Helen Siemers

While Helen was cleaning the High Limits slots section she found a \$5,000 casino chip laying under a chair, she immediately stood next to it and notified a Slot Supervisor nearby. The guest who actually lost that chip notified the casino and while investigating the situation the Security Manager explained that he was AMAZED by the simple fact that there was no one around her at the time and still she did the right thing without one bit of hesitation.



Shaqia Bowen

We would like to thank and recognize Shaqia Bowens, who works at one of our luxury casino properties in Kansas City. She was complimented for her wonderful guest relations and professionalism: greeting guests with a smile and a positive attitude, as well as providing assistance to a guest in need. This guest was appreciative that Shaqia willingly went above and beyond for them. Great job, Shaqia, and thank you for your Service. Above All.



Tunica Team

We would like to thank our entire EVS team, some team members pictured, at our luxury casino property in Tunica, MS. For two months straight, the team has received a perfect score for their "Secret Shopper" inspection. The inspector noted all public areas were spotless and well maintained. We would like to congratulate Peggy Scaife, our Regional Project Director, along with our dedicated EVS employees who cover all three shifts to ensure that all areas are clean at all times.

Reno - Martin Sedano

Martin Sedano was stripping rooms for his assigned Room Attendants. During this time, he came across \$4,000 in cash that was hidden within the sheets of one of his rooms. Martin immediately notified his Supervisor and Security. The guest and property were extremely grateful that Martin handled the situation exactly like he was supposed to. The property also treated Martin with a dinner for two at the Steak House.



SUMMIT LEADERSHIP CONFERENCE 2016



INTERNATIONAL HOUSEKEEPING WEEK 2016



Social Media Highlights

Follow, Like & Share!

The best way to stay up to date with The Service Companies is to follow us on Social Media.

We are now on Snapchat! Follow us at TheServiceComp to view our story and share yours with us. Thank you to all who actively engage on our platforms!

- [@TheServiceComp](https://twitter.com/TheServiceComp)
- [linkedin.com/company/the-service-companies](https://www.linkedin.com/company/the-service-companies)
- [facebook.com/ServiceCompanies](https://www.facebook.com/ServiceCompanies)
- <http://instagram.com/thesevicecompanies>
- Snapchat: TheServiceComp

Don't forget to use **#serviceaboveall**



Facebook

The Service Companies added 19 new photos. July 7 at 11:00am · 🌐

Our annual leadership conference this year was so successful that we want to share even more great pictures from the event. Thank you to all of our amazing managers from across the country for making this year's Summit the best yet!



Twitter

TheServiceCompanies @TheServiceComp · May 26

We are thrilled to announce our newest luxury property in Boca Raton, FL!




Instagram



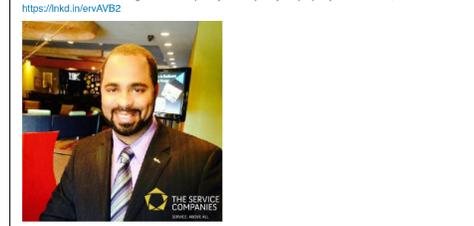
42 likes

theservicecompanies The Service Companies is one of very few managed service companies who can recruit, hire and place H2B and J1 students from across the world to assist us in providing Service Above All to our clients nationwide. Today, we would like to recognize our H2B team from one of our luxury casino properties in Lake Charles, Louisiana. Each team member has joined us from various regions of Jamaica including Kingston, Saint Elizabeth, Hanover, Saint James, Portland, Montego Bay, Negril, and Mandeville! Together, they have gone through training and continue to assist with various housekeeping tasks. Great job, team! #ServiceAboveAll



LinkedIn

The Service Companies This week's Team Member Tuesday goes to our new Director of Operations, Josh Toney! Josh recently joined The Service Companies and assisted with various Task Force projects before starting at his home property in Tunica, Mississippi this week! Bringing with him 13 years of hospitality experience, Josh has worked in all facets of the industry, including front office operations, revenue management and reservation management. He also holds industry certifications including Hilton R & I Management and Front Office Management. Welcome to the team, Josh! To learn more about how our teams' extensive background in hospitality can impact your property's bottom line, visit <https://lnkd.in/gvAVB2>



SOCIAL MEDIA STATS

FACEBOOK	2255	FOLLOWERS
LINKEDIN	3550	FOLLOWERS
TWITTER	435	FOLLOWERS
INSTAGRAM	3644	FOLLOWERS