

FALL 2017

A MESSAGE FROM STEVE WILSON, PRESIDENT & CEO



Team,

When I think about our company and culture, the word that always comes to mind is 'family'. This has never been truer than in the last two months, during which our associates across the company nationwide faced severe adversity. Hurricanes Harvey, Irma and Maria devastated parts of Texas, Florida and Puerto Rico, and the tragic shooting in Las Vegas hit very close to home for our team. Our teams worked hard to get our customer properties cleaned up and opened as quickly as possible, while most of them were dealing with personal issues themselves. While our communities were shaken, I want to commend our leaders and team members for their leadership and strength and for ensuring the safety and comfort of our colleagues during that time.

I also want to recognize the rest of the team as well. When our colleagues were most in need, you selflessly stepped up and donated what you were able to the Hurricane Relief Fund. Thank you for your generosity! The company raised over \$30,000, which we have begun distributing to our associates most in need in Florida, Texas and Puerto Rico. I am incredibly proud to be a part of and lead this team that embraces each other and lifts others up when they need help.

In the last issue of In-Brief, we introduced TSC One, our unified, one company culture. Since then, we have released our TSC One video, which details our 30-year history, and have enhanced our communications to ensure all associates are aware of what is taking place throughout the company. In the coming months, you should expect to see more tools coming your way as we look to further educate you on our services and unique capabilities. As I mentioned in May, it is an exciting time to be a member of our team and we want to make sure everyone recognizes that.

In this issue of In-Brief, we continue to highlight the accomplishments of our Heart of House Services, Acrobat Outsourcing and JRS International teams. It's been a busy summer and fall, complete with a new Executive Team member, a number of openings for the Heart of House Services and JRS International teams, team celebrations and competitions, and a successful launch of Acrobat Culinary Academy. Congratulations to all and thank you for your hard work. See you at your location soon.



OPENINGS

HEART OF HOUSE SERVICES

Five Star Luxury Resort in South Beach, Miami



We have expanded our footprint in South Beach with the opening of a five star luxury resort, where we are providing third shift cleaning and stewarding services, and where there is potential to expand our service offering. This beachfront resort features four pools, a spa, a fitness center and seven restaurants, bars and lounges headed by critically acclaimed chefs.

Casino in Reno



We have expanded our partnership with a casino hotel in Reno, Nevada. Our team is providing guest room deep cleaning services in addition to the turn-key housekeeping, EVS, and stewarding services we already provide.

Historic Casino Hotel in Downtown Las Vegas



Heart of House Services has expanded its portfolio of customers to include a casino hotel in the heart of Las Vegas. We are providing carpet care to the property, which features a 35,000-square-foot, five-story hotel tower and a large casino floor, which was recently remodeled and expanded. This property is an important one as there is potential for growth.

Casino in New England



In October, our Heart of House team began providing stewarding services to a casino and hotel complex in New England. This opening is our largest stewarding account, with our department totaling over 130 associates. The property offers over 35

dining venues and over 25 kitchens.

Brand-New Hotel in Washington DC



In October, we opened a brand-new luxury hotel in Washington, DC. The hotel, with nearly 300 rooms, is located on the waterfront of the newly developed wharf. Our Heart of House Services team is providing stewarding and turn-key housekeeping services.

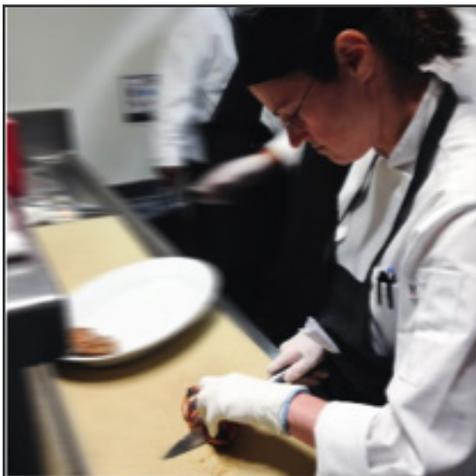


ACROBAT OUTSOURCING UPDATE

First Acrobat Culinary Academy a Tremendous Success!

Acrobat Outsourcing has completed their first Culinary Academy with remarkable success. Working with our Corporate Partners at Bon Appetit, we graduated five new student chefs into the world of professional cooking. The class was held at a brand new 70,000 square-foot facility in South San Francisco. All the latest cooking techniques and state-of-the-art equipment were used to train these talented new chefs.

The 3-day crash course was very hands-on. With five student chefs and two chef instructors, much attention was paid to each student's learning by providing one-on-one teaching in both a classroom and a production kitchen. Acrobat's Chef Instructor, Tim Grable, has his Masters in Public Education and is the former President of Le Cordon Bleu at the California Culinary Academy. Chef Tim worked alongside Executive Chef Bob Clark of Bon Appetit to give our students the best possible education. Together, they brought five decades of knowledge and experience to the Acrobat Culinary Academy. The



student chefs learned all of the culinary fundamentals including, following a recipe, using commercial appliances, cold prep, food storage and labeling, as well as knife skills.

They are now using their new skills working as professional cooks for Acrobat's esteemed clients. For more information about upcoming Acrobat Culinary Academy classes, please reach out to Paul Rickett by emailing paul@acrobatoutsourcing.com.



BON APPÉTIT
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Ramping Up for the Busy Season

Judging by the landscape in most of our offices around the country, some would argue that we are already fully in the thick of the busy season, but Acrobat expects to get even busier throughout the rest of the calendar year. To prepare, offices around the nation have been stepping up their recruiting efforts. There's a good chance you'll find an Acrobat display like this one at a job fair near you!



As good as our recruiting efforts are, we have learned from experience that recruiting alone is not going to fill all the jobs we'll have available this season. In order to fulfill our clients' needs and ensure they continue to receive the quality of employees they are accustomed to receiving from Acrobat, we have to get more creative and proactive. That's why branches throughout the country have been holding Acrobat Academies in recent weeks.



ACROBAT OUTSOURCING UPDATE

Ramping Up for the Busy Season (Cont'd)

Acrobat Academies allow us to provide our less-experienced staff with the necessary training and preparation they need to be successful at their assignments. Not only does this allow us to increase our talent pool without the expense of having to recruit and onboard brand-new employees, but it also allows us to offer growth opportunities to our staff that show potential but have never been given the opportunity to work in the hospitality industry. It's a win-win! Here are some of our most recent graduates, eager to start picking up shifts and demonstrate their newly-learned skills!



Resiliency in Houston

Houston became Acrobat's second Texas home in early 2014. Since then, our local team has worked tirelessly to grow that market and overcome countless staffing challenges. None of that, however, compares to the challenges they faced recently in the wake of Hurricane Harvey. Neither words, nor images, can do justice to the devastation this natural disaster caused.

Despite dealing with all the challenges brought on by the hurricane, including being forced to evacuate their homes unsure of what had become of their families and loved ones, not to mention all their worldly possessions, our team never stopped being there for their clients and employees. Even amidst the worst of the rain and flooding, our Houston team remained in contact with their clients and even managed to staff the few employees capable of reporting to assignments. Sheysa, our Operations Manager, even braved the flooded streets of Houston to make it to the office on Friday so our employees could pick up the pay they so desperately needed now more than ever.

The damage from Hurricane Harvey was terrible, but from it we have seen countless stories of bravery and compassion. People all over the state of Texas were out there doing everything in their power to help those in need. These ladies in Houston are just one more example of the courage and resiliency that will help this great state recover.

Hiring Opportunities

Acrobat Outsourcing is currently gearing up for the busy Social Catering Season to come and are hiring **Servers** and **Bartenders**. If you or someone you know is interested in these opportunities, please send your name and resume to recruiting@acrobotoutsourcing.com.



HEART OF HOUSE SERVICES UPDATES

Welcome to Our Newest Executive Team Member



Aimeereneé Layton, MBA has been appointed Chief Human Resources Officer. Aimeereneé has over 15 years of human resources and process change management experience in geographically and culturally diverse organizations. Prior to joining our team, Aimeereneé served as Vice President, Global Human Resources at Carnival Corporation & plc, where she provided global strategic and business leadership for the global human resources function for the world's largest travel leisure company. Some of her professional milestones include establishing a Global Human Resources department for Carnival from the ground up, and establishing and leading cross-functional, global synergy teams in the areas of training and development, compensation, recruitment and talent management. She also held Senior Director, Global Human Resources; Director, Global Human Resources and management roles at Carnival.

Aimeereneé received her MBA in Finance from Georgia State University's J. Mack Robinson College of Business and her Bachelor of Science from Clayton State University. She resides in Miami.

Retention & Associate Success Update

In February, we announced our strategic initiative to focus on retention and employee engagement and formed our Retention and Associate Success team. This team, comprised of Keith Gaines, Anjuli Ganguly, and Teresa Agustin have been laser-focused on engaging and retaining our employees, with the ultimate goal of improving upon the employment experience and increase retention rates (or reduce turnover) company-wide.

We've received feedback from the team and integrated it into our strategic approach to retention and employee engagement. As a result, our focus on retention has evolved and grown over the last few months, and we have come to know it as the SHINE Campaign. As you may have noticed, many of the solutions and tools that have been developed to help mitigate the problems that drive turnover contain the acronym SHINE (Smile, Humility, Integrity, Navigate, Excellence) within their name. This recurring theme is intentional and has come to serve as the backbone for the cultural shift we are starting to see throughout our organization.

SHINE on Board

SHINE on Board launched early this spring. This tool is a structured onboarding program that ensures all of our new hires get a consistent experience while navigating their new hire experience. As a part of SHINE on Board, our new hires receive a Welcome Training Packet with information that is unique to the location that they will be

working at.

As a part of SHINE on Board, our new hires are also greeted with a welcome sign and a warm welcome from their new team members during pre-shift, after which point in time they are assigned a Partner in SHINE, a trusted and influential member of the team who serves as a sounding board and confidant. Our Partners in SHINE eat lunch with our new team members, serve as an active support system, and promote a positive environment full of camaraderie. As our new team members navigate the first days of employment with the guidance and support of their Partner in SHINE, they also go through a comprehensive and standardized 10-day training program, which has been tailored specifically to their new role with us. Each month, with the help of the SHINE Calendar activities, we celebrate our new associates who have completed the SHINE on Board process.

Jimmy Rakowski (pictured below) added a personal touch to SHINE on Board for our summer J-1s in Colorado and made sure he had their Welcome Training Packets handy when the participants were picked up from the airport. Mike Montalvo also made a nice addition to the process by giving our new hires a welcome breakfast and a reusable water bottle. These small additions make for a memorable first day.



SHINE Calendar

In March of this year, we launched the SHINE Calendar for all of our team members. The SHINE Calendar is an engagement calendar with unique monthly themes and fun activities for our team members to enjoy together each month. The activities are meant to build team camaraderie and celebrate the hard work that our associates do each month. Around the country, we are celebrating our new associates that have completed or celebrated SHINE on Board, birthdays, work anniversaries, outstanding performance, and SHINE on You Recognitions. Stay tuned for results October's Pumpkin Craft Competition!



SHINE on You

Early this summer we renamed our Service. Above All employee recognition program to SHINE on You. The purpose for transitioning from Service. Above All to SHINE on You was to reflect our new-found focus on employee retention and engagement, along with the launch of the SHINE Campaign. Our SHINE Campaign contains the acronym SHINE, which embodies our culture and promotes good behavior towards our internal and external guests. SHINE on You will allow us to not only recognize our associates for delivering excellent service or outstanding performance

but also for demonstrating the I part of SHINE: Integrity. SHINE on You allows us celebrate our employees for doing the right thing, even when no one is watching.

See page 8 for a handful of SHINE on You recognitions submitted within the last couple of months.

SHINE Campaign Training and SHINE Quiz

Early this spring we launched a SHINE Campaign training webinar to educate our leaders on the dynamic and multi-faceted approach we are taking to address retention issues and engage our employees. Through this training and other platforms such as SHINE on Shift, we have shared a lot of information with you, from your account-specific goals and results, to the four cohorts and their corresponding solutions. We firmly believe in the importance of the information we have shared with you, and the cultural shift that is occurring as each of you has begun to embrace these changes.

Since we have shared so much with you in such a short amount of time, we want to give you all the best chance at internalizing this information. Research indicates that taking a quiz or test enhances learning and slows the forgetting process of the information you have learned. Due to this known phenomenon, we quizzed each our leaders to help them retain the knowledge we have shared about retention!

The participation in both the SHINE Campaign Training and the SHINE Quiz

has been strong and the discussions that stemmed from them has been encouraging. We have been truly excited to witness so many of you embrace these changes with an open mind. If you are interested in taking the SHINE Campaign training, please reach out to teresa.agustin@theservicecompanies.com or anjuli.ganguly@theservicecompanies.com for additional details and instructions. You are encouraged to take the training whenever you feel like you might want a refresher on the SHINE Campaign.



HOUSEKEEPING OLYMPICS

On September 13th, the Housekeeping department at one of our luxury casino properties 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. Our team competed against over 15 other casino and hotel departments and took home third place for the vacuum race. Congratulations to our team members who competed at the event, the largest housekeeping event in Las Vegas that draws hundreds of spectators.



HURRICANE RELIEF FUND

This summer and fall, we had a number of associates and family members across The Service Companies affected and displaced by Hurricanes Harvey, Irma and Maria. Our entire team came together and made contributions to our Hurricane Relief Fund. We raised a total of \$5,000 with the company donating an additional \$25,000 of financial assistance. All of the funds are currently in the process of being distributed to our team members that have been displaced or affected by the storms and to local charities that provide support to the local communities in which we serve.

KAIZEN TRAINING

In September, members of our team at one of our luxury casino properties in Lake Charles completed Kaizen Training to receive their yellow belts. Congratulations on these accolades! Pictured are two of our yellow belt recipients, Giovanni Hale and Rodney Williams (below).



TOP SHINE ON YOU

Housekeeping Team in Las Vegas

Congratulations to the Housekeeping department at one of our luxury casino resorts on the Las Vegas Strip for winning the Heavyweight award for the first three quarters of the year! This award highlights the housekeeping department for having the biggest improvement in scores compared to last year at the same time. The team competes with other departments at the property that receive the most scores including table games, front desk, and security, among others. Amazing effort, team!



Robert Knowles

Robert Knowles recently celebrated his 70th birthday. Not only is he our most seasoned associates (over 10 years at our luxury casino property in Bossier City), but he is an example of what perfect attendance, excellent customer service and teamwork mean. Thank you for your service, Robert, and we are lucky to have you on our team!

Oswaldo Licea

Oswaldo, a Guest Room Attendant at a luxury hotel property in Palm Beach, Florida, found a wallet while checking departed guest rooms. The guest called 10 minutes after Oswaldo came down to the office with the wallet and was so appreciative that he gave Oswaldo a nice tip and candy. Thank you, Oswaldo, for your honesty!



Black Hawk, Colorado Team

We would like to congratulate and thank our housekeeping team in Black Hawk, Colorado, led by Corey McCool, for maintaining their customer's AAA Four Diamond ranking following a recent inspection. AAA showed up, unannounced, for the annual inspection and, after touring five guest rooms, gave the hotel its ranking. Congratulations to the team on their continued dedication and focus to driving quality cleanliness



Williamsburg, Virginia Team

We would like to congratulate our team at a Williamsburg property for great QA scores in this year's audit. They received 93.30 points in Rooms & 96.48 points in Overall Experience, which gave them the qualification of OUTSTANDING. Through the years, their hard work and dedication has built a reputation with our customer that makes them confident in the capability of the team and our brand. Great job!



INTERNATIONAL HOUSEKEEPING WEEK



Social Media Highlights

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The Service Companies
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This Team Member Tuesday, we recognize **Kimberly Eichelberger**, the Project Director at one of our large luxury casino properties in Lake Charles, Louisiana. Kim is our most recent feature in our "Leaders in Service" blog series. She recently celebrated her 10 year anniversary with The Service Companies; during that time she's had the opportunity to travel and work at over 10 of our properties, including vacation ownership resorts, across the country. Read our "Leaders in Service" post to hear from Kim about her memorable moments, what her role entails, how she motivates her team and more. <http://theservicecompanies.com/.../leaders-in-service-kim-eh.../>

Leaders in Service: Kim Eichelberger
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Our next feature in our Leaders in Service feature is Kim Eichelberger, Project Director for a luxury casino...

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THE SERVICE COMPANIES

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theservicecompanies Our associate success strategic initiative is in full swing, with our Executive and Associate Success and Retention teams traveling to our properties nationwide to increase retention of hourly associates. On a recent visit to our luxury casino property in Tunica, David Jones, a Housekeeping Supervisor, made such an impression on our Executive Team that he was named "CEO" - Chief Energy Officer. In his new role, he will be solely focusing on engagement at the property. Congratulations, David on a job well done!

#engagement #employeeretention #casino #service #shermelania

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This Team Member Tuesday we recognize **Oswaldo Licea**, a Guest Room Attendant at one of our luxury hotel properties in Palm Beach, Florida. During his routine inspections, Oswaldo discovered and turned in a wallet a guest had left behind. The guest was so appreciative of Oswaldo's honesty that he decided to reward him with \$60 and candy. Oswaldo is a credit to our organization, and we value his integrity and demonstrating Service. Above All. Thank you, Oswaldo!

THE SERVICE COMPANIES

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