

SPRING 2017

A MESSAGE FROM STEVE WILSON, PRESIDENT & CEO



Team,

As with the beginning of any new calendar year, the first months of 2017 have been busy with new openings and strategic initiatives. One of our biggest strategic focuses of the year, which we announced in early February, is improving associate engagement and retention. Many you have already seen our Associate Success team, made up of Keith Gaines (Senior Vice President – Operations and Associate Engagement), Anjuli Ganguly (Vice President – Human Resources and Employee Engagement) and Teresa Agustin (Director of Training and Strategic Operations), in action at various customer properties. They have been busy visiting many of our locations, meeting with team members, analyzing our current processes and executing initiatives to increase retention among our associates. Some of these new initiatives include the Engagement Calendar and SHINE Campaign.

Another strategic initiative that we have already begun making progress on is TSC One, our unified, one company culture. In March, members of the leadership team convened in Las Vegas at our first ever Sales Council, an opportunity to bring our Heart of House Services, Acrobat Outsourcing and JRS International leaders together. What came of this meeting is TSC One. One piece of our objective with TSC One is educating our entire team of who The Service Companies is, the scope of services we offer, our three business segments and our unique capabilities. You will notice in this In-Brief edition that for the first time, we have sections dedicated to all of our business segments. This is our one company culture.

Over the course of 2017, we will be rolling out initiatives that will provide you and the rest of the team with more knowledge about who we are. This includes signage that will be hung at our customers' properties, videos and webinars on our company's history and more. It's a great time to be a member of The Service Companies and we want to make sure everyone recognizes that.

We also realize the tremendous amount of power at the associate level. Across our company, we have 10,000 associates servicing 750 managed and specialty services customers and over 1,000 staffing clients. With TSC One, we hope to leverage that power by encouraging and providing the resources to our associates to sell our services, and to be compensated for it. It's already been an exciting year and I am eager to see how the rest of the year plays out with this new direction we are taking. Thank you for your hard work and see you at your location soon.



OPENINGS

HEART OF HOUSE SERVICES

Luxury Casino Hotel in Shreveport, Louisiana



We have added a luxury casino hotel in Shreveport, Louisiana. We manage the turn-key Housekeeping operations of the property.

Legendary Hotel in Boca Raton, Florida



We have expanded our footprint in Boca Raton. This 356-acre property features renowned dining, a private village, two on-property golf courses, and an award-winning spa. We provide third shift cleaning services to this property.

Expansive Residential Resort in Orlando

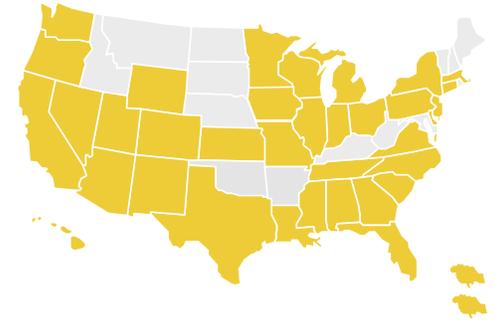


Heart of House Services has expanded its portfolio of customers in Orlando with the opening of a brand-new resort of 878 fully furnished two and three-bedroom residences. The property includes a full-service lobby, bars, restaurants, a spa, waterpark and pool. Our team is providing turn-key housekeeping, laundry, public area, third shift and window cleaning services to the property.

Encore Resort Homes at Reunion



Our residential resort segment has grown with the opening of Encore Resort Homes at Reunion, a resort



community located in Orlando. The resort features 5 to 13-bedroom single family vacation rental homes with amenities that include a club, an AquaPark, several restaurants and free shuttles to Orlando's biggest theme parks, just five miles away. Our Heart of House Services team provides turn-key housekeeping, pool cleaning, and trash services.



ACROBAT OUTSOURCING UPDATE

Acrobat Is Now In Orlando!

In April, Acrobat Outsourcing opened its first office in Orlando, Florida, expanding our footprint to Florida. We welcome Liz King, Branch Manager, who will be overseeing the office and operations of our team there.



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@acrobatoutsourcing.com.



Acrobat Culinary Academy

We are coming up on the start of a session of classes at the Acrobat Culinary Academy. Our first classes will begin this summer at Bon Appetit's Corporate Dining Facility in San Jose and South San Francisco, California. This amazing opportunity is for determined candidates with no culinary background, but an earnest desire to break into the world of professional cooking by completing this 3-day paid training. The curriculum will cover the fundamentals of cooking, food safety, sanitation, knife skills, ingredient cooking, etc. Graduates will be assigned to a full-time prep cook position with Acrobat Outsourcing at Bon Appetit kitchen, with competitive pay, for a temp-to perm or ongoing opportunity. If you or someone you know is interested in applying to attend the Academy, contact Paul Rickett at paul@acrobatoutsourcing.com.

BON APPÉTIT
MANAGEMENT COMPANY

food service for a sustainable future®

Highlights

Acrobat Outsourcing has had quite an exciting start to the year! We signed new agreements with six large corporations and organizations. We have been awarded preferred vendor status from for a food services company's California division, which should set us up for a number of jobs in the region.

We continue to provide staffing at major sporting events. With the opening

of the 2017 MLB baseball season, we are providing staff to the arenas of three West Coast teams. We are also staffing a Major League Soccer stadium in the Midwest and provided staff for the Rose Bowl for the fifth consecutive year.

One last exciting highlight is the launch of our brand-new Acrobat Academy. Acrobat Academy will focus on training and will be offered nationwide.

Acrobat Goes Digital

Acrobat has joined forces with MyTimeStation.com to deploy digital time clock devices to our client locations nationwide. Furnished by Acrobat, these Apple or Android devices are securely mounted to our client's wall, connect to the internet via WiFi and are always on. Employees use a 4-digit PIN or barcode scanners to clock in/out from work. The shift times are then automatically uploaded to Acrobat at the end of each week. No more paper timesheets!



OPENINGS

JRS INTERNATIONAL

Luxury Hotel in Denver



JRS International has added a luxury hotel in Denver to its illustrious client list. Our team provides window & chandelier cleaning services.

Boutique Hotel in Alabama



JRS International expanded its window & chandelier cleaning services to Alabama, at a luxury boutique property in Birmingham.

Casino in Louisiana



We are now providing window & chandelier cleaning services to a large casino in Kinder, Louisiana.

Hotels in Austin, Texas



We have opened two new accounts in Austin, Texas, where JRS International is providing window & chandelier cleaning.

Hotels in New York



We are now providing window & chandelier cleaning to a hotel in Westchester County, New York, as well as a brand-new hotel in Brooklyn.

Hotel/Casino Complex in the Bahamas



JRS International has expanded its footprint to the Bahamas at a brand-new hotel and casino complex. Our team is providing pressure washing and window and chandelier cleaning services.

CLEAN THE WORLD

In October 2016, one of our housekeepers from Lake Tahoe, Florence Agbigay, was selected to travel to Chicago for the Clean The World employee trip! Florence, Holly Harris (Talent Acquisition Specialist) and Laurie Katinos (Corporate Director of Operations) spent four days assembling 1,500 hygiene kits and distributing them to underserved youth in the Chicagoland area. Along with all of our housekeepers at properties that partner with Clean The World, she plays a vital role in collecting partially used amenities to be repurposed. This trip gave Florence the opportunity to see how her efforts directly impact others' lives.

For many of our team members participating with the Clean the World efforts at your properties, we appreciate all you do and for your dedication to helping communities in need!



STARS OF THE INDUSTRY AWARDS GALA



In mid-October, Regional Director of Operations - Western Division, Max Gallac, was nominated as the Management Professional of the Year at the Nevada Hotel and Lodging Association's Stars of the Industry event. Max is an integral member of our team, working to ensure we consistently provide a high level of service to our customers in the region for the past ten years. Congratulations to Max on this impressive recognition.

Also in attendance at the gala were Michele Kline (Regional Vice President of Operations - Western,) Ana Rodriguez (Director of Housekeeping and EVS Operations) and Alan Ching (Assistant Director of Operations).



THE SERVICE COMPANIES UPDATES

Human Resources Update

Being nearly half way through the year, the Human Resources team would like to remind you that if you have any changes in terms of our residence or mailing address, please make sure this change is reflected in Ceridian. To do this, log into your Ceridian account and update your account details.

Doing this will ensure you receive your tax documents next year.

Retention & Associate Success Update

Since February, when we announced that we had made associate success a strategic initiative, the Associate Success team - comprised of Keith Gaines, Anjuli Ganguly and Teresa Agustin - have made significant progress. Here are some updates from the team.

Through our partnership with Navigate Corporation, we have created cohorts (a group in which associates fall depending on how long they have been with The

Service Companies) that coincide with the stages of a new hire's experience. We have analyzed why associates within each cohort leave, identified trends and customized solutions for each cohort.

In the last few months, we have been busy implementing these solutions, which you have seen or will be seeing at your location.

SHINE on Board

We have launched SHINE on Board, a new training and onboarding experience that creates consistency across all properties. The program includes a welcome process for new hires, a structured and robust training program, and a Partner in SHINE, a buddy/mentor system we are implementing for new hires.

Engagement Calendar

In March, we launched our monthly engagement calendar. The calendar creates guidelines, celebrations and themes for routine recognition of our

team members. In the past few months, our engagement calendars have focused on being green, spring cleaning, and The Service Companies' 30th anniversary.

In the next few weeks, we will be launching SHINE on Shift, a weekly email program that will go out to all of our Heart of House Services team members. SHINE on Shift will include pre-shift topics for the week, news from the company, information about open positions and more engagement activities to involve your associates.

Thank you to everyone that has already executed these programs on property. We have begun to see improvements in engagement across the company. Leaders at all levels are expected to actively participate in these tasks. If you have any questions about our program or would like SHINE Campaign training, please contact Anjuli Ganguly (anjuli.ganguly@theservicecompanies.com) or Teresa Agustin (teresa.agustin@theservicecompanies.com).

HOURLY EMPLOYEE BENEFITS

401k Plan

Earn a \$ for \$ match up to 4% effective one year from date of hire.

Tuition Reimbursement

Hourly employees must have one (1) year of service and meet all other criteria per the rules of the program.

College Scholarship Awards

Created for The Service Companies' associates and their children. Scholarship money is awarded each year. Available for both associates and their children who meet the criteria.

Hospitality Federal Credit Union

Provides a variety of personal loan options with competitive

rates and flexible repayment terms.

Contact your HR rep for more details and a complete list of benefits.

TOP SERVICE. ABOVE ALL

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 Q1 Heavyweight prize! 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. This is the team's 3rd win in the last 12 months - an impressive feat!



Yusel Cespedez and Rafael Veccino

Yusel and Rafael, JRS International team members in Miami, were recognized in a note from the property: "I want to express how grateful I am to work with Yusel and Rafael. This is the best team to work with. They always go out of their way to assist when needed and never leave anything behind. Please share this with management team and let them know how lucky they are to have these gentlemen at their company."

Tunica - Glenda Davis

We'd like to recognize Glenda Davis, an EVS Attendant in Tunica, MS for helping a casino customer's guest, a VIP who accidentally dropped a ring, given to her by her late husband, in the toilet. Glenda heard the woman crying in the restroom & stepped in to help. She was unable to get the ring herself, so she called Facilities and stayed with the guest until their arrival, at which point they were able to retrieve the ring. Glenda has been a member of The Service Companies since 2010. She always finds a way to help our guests and customers in ways that are impactful. Glenda continues to go beyond expected service!



Palm Beach Team

Our luxury resort property in Palm Beach, Florida hosted the 10th annual Palm Beach Food & Wine Festival, which 30 celebrity chefs attended. Our team, which provides window, pressure washing, third shift kitchen and public area cleaning services to the property, did an excellent job showing off how well-kept our kitchens and banquet space are. Congratulations to our entire overnight cleaning team and thank you to Norma Castaneda in making this event one of our biggest successes yet!



ENGAGEMENT CALENDAR 2017



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.

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



Twitter



Instagram



LinkedIn



SOCIAL MEDIA STATS

FACEBOOK	2441	FOLLOWERS
LINKEDIN	3789	FOLLOWERS
TWITTER	933	FOLLOWERS
INSTAGRAM	5603	FOLLOWERS