

SPRING / SUMMER 2018

## A MESSAGE FROM STEVE WILSON, PRESIDENT & CEO



Team,

We are past the half way point in 2018, which always coincides with our busiest time of year across our portfolio. Our operations and talent acquisition teams forge ahead as occupancy and demand at our Heart of House Services, Acrobat Outsourcing, JRS International, and Engineering Services' customer locations increase. We are also in the midst of a period of massive growth, driven by our sales teams and our recent acquisition by Gridiron Capital. As you will see in the coming pages (and in the next issue in the coming months), we are opening multiple accounts each month, both in new and established markets. Just for the Heart of House Services team, the summer brings the addition of over 10 new properties.

As you all know, we were acquired by investment firm Gridiron Capital, LLC, in late June. This partnership has paved the way for new and exciting opportunities for The Service Companies. With an aggressive growth plan, our first order of business was the acquisition of MCR Facility Services, which has become our Engineering Services division. Through our latest acquisition, I am pleased to welcome Mike Latham as the Executive Chairman at The Service Companies. Founder and President of MCR Facility Services, Mr. Latham has over 22 years of experience in the facility service industry. He was previously President of both the Engineering and Facility Services companies for ABM and held executive roles at Ford Land, Aramark Corporation and ISS Facility Services. Mike will be working closely with all of us in driving The Service Companies' growth strategy as we continue to realize our vision to be the one-stop-shop for services to the hospitality and gaming industry.

With this growth come many open positions throughout the Heart of House Services, Acrobat Outsourcing, JRS International, and Engineering Services segments. If you or someone you know is interested in a position at one of our new or more established properties, we welcome you to reach out to our Human Resources team. Career growth opportunities like these are benefits that we are proud to provide you as you grow your careers in the hospitality industry, as well as with The Service Companies.

While I reference our growth, it is as important as ever to run our current properties efficiently and successfully. We can accomplish this through taking accountability for your property's performance and through collaboration. As our leaders communicated our last edition of In-Brief, distributed in March, our companywide theme is Collaboration Creates Continuity. So far, I have seen our teams make tremendous strides that have stemmed from new collaborative approaches and projects. However, there are still areas we can improve upon. With just 5 months left in the year, take a look at your own properties and roles and consider what small changes may create a positive impact on our business, as well as on our client relationships and their guests' experiences on property.

It is an exciting time at The Service Companies, and I thank you all for your hard work so far this year. I look forward to what the next five months bring. Let's shine!

See you at your location soon.

Steve



## OPENINGS

### HEART OF HOUSE SERVICES

#### Beach Resort in Key West, Florida



This spring, we began providing services to our newest property in Key West, Florida. The property is a luxury vacation ownership resort right on the ocean. This new addition increases our footprint in the Keys to seven properties. Our team, led by Michael Woodbury, is providing our signature turn-key housekeeping services.

#### Luxury Hotel Resort in Clearwater Beach, Florida



In March, we announced our newest property in Clearwater Beach, Florida! Our fifth on the Gulf Coast of Florida, the resort features dining, a spa, 24-hour fitness facilities and over 32,000 square feet of indoor and outdoor event space. Our hardworking team, led by Chip Parmelee, is providing overnight and kitchen cleaning services.

#### Hotel Casino Property in Prior Lake, Minnesota



We began providing staffing services to a luxury casino hotel property in Prior Lake, Minnesota this spring. The hotel features 766 rooms and suites, making it one of the largest hotel properties in the Twin Cities. The casino is the largest in Minnesota, and features 11 bars and restaurants, a fitness center, and beautiful lake views.

#### Dallas Fort Worth Luxury Hotel



We are excited to announce the opening of our newest luxury hotel property in Dallas Fort Worth, Texas! Led by Area Vice President of Operations Jimmy Rakowski and in collaboration with the Acrobat Outsourcing Dallas office, our Heart of House Services team is now providing overnight public area and kitchen cleaning services.

#### Luxury Hotel in South Beach, Miami

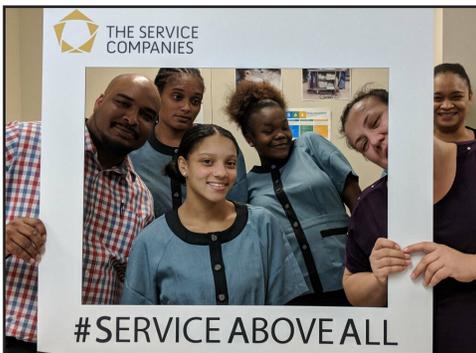
Our team, led by Chip Parmelee and Chris Caussade, is now providing our signature turn-key housekeeping services to one of our newest properties in South Beach, Miami. This luxury resort hotel offers everything from top-notch restaurants with renowned chefs to a span of white sand beach right on the ocean.



## OPENINGS

### Luxury Hotel in Pittsburgh, Pennsylvania

In June, we announced a new luxury hotel property in Pittsburgh, PA! Our first property in the area features a 24-hour suite shop and a complimentary breakfast. The hotel is conveniently located 15 miles from downtown Pittsburgh and just a few minutes from the airport. Our hardworking team, led by Laurie Katinos, is now providing housekeeping services.



### Luxury Hotel Resort in Nassau, Bahamas



We began providing turn-key housekeeping staffing services to a new luxury property in late June. Led by Keith Gaines, this resort hotel in Nassau, Bahamas features a 100,000 ft. casino, an 18 hole golf course, and six pools. This is our first property in the Bahamas and is located minutes from the airport. We extend a special thank you to our Heart of House Services team for another great opening!



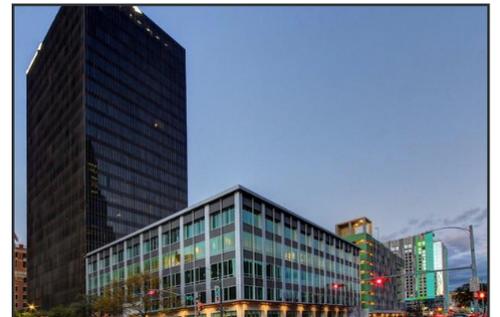
## ACROBAT OUTSOURCING

### Luxury Hotel in Austin, Texas



In March, Acrobat Outsourcing began staffing a luxury hotel in Austin, Texas. The team staffs over 30 associates, and this number is expected to grow.

### New Office Space in Downtown Austin



Also in March, Acrobat filled over 20 ongoing positions at a brand new, high-end office space for a renowned company. Associates have filled positions including Specialty Cooks, Prep Cooks, Dishwashers and Baristas.

## TEAM SPOTLIGHTS

### Nashville Owner's Meeting

In April, our luxury hotel housekeeping team in downtown Nashville successfully hosted a large hospitality customer's conference of franchise owners. The team, alongside our in-house and visiting leadership team, did a fantastic job making the property shine for these important guests.



### ACROBAT OUTSOURCING

#### Bring Your Child to Work Day



On April 26th, 2018, Acrobat Outsourcing participated in Bring Your Kids To Work Day.

Children, from five Acrobat offices across the country, spent the day learning all about Acrobat's place in the hospitality staffing world by taking part in fun activities like decorating aprons and a scavenger hunt!



### SCHOLARSHIP PROGRAM 2018

The Service Companies' annual Scholarship Award Program is here once again. We are excited to receive submissions from you or your child! We will be awarding two scholarships for \$2,000 each. Scholarships will apply towards, but not limited to tuition, books, supplies, and even computers!

To be eligible, the scholarship recipient must be an hourly team member, or a child of an hourly team member, who has been with The Service Companies for a minimum of 1 year. The Applicant must have been accepted into a 2-year or 4-year college / university. Proof of enrollment is required.

For more information, reach out to your Project Manager for an application and full Scholarship Program details! Make sure you act fast- we are only accepting applications until 8/17/2018!

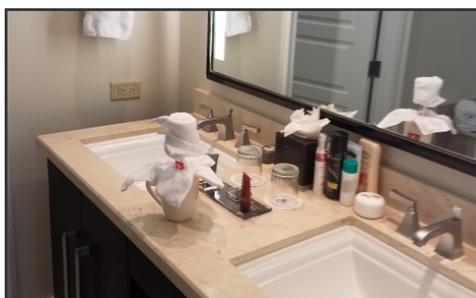
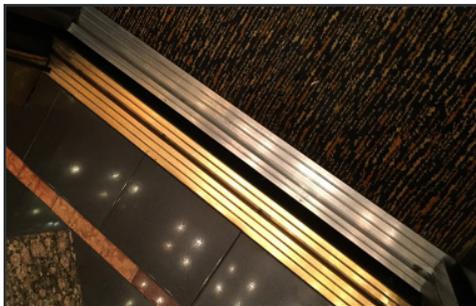


## HEART OF HOUSE SERVICES UPDATES

### Spring Cleaning Event



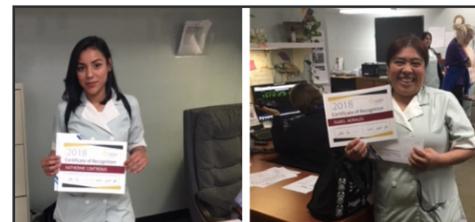
In April, Heart of House Services held their annual Spring Cleaning Event, which helps our teams across the country prepare for the busy spring and summer seasons. We focused on inventory, organizational projects, and cleaning our Back of House and storage areas. This is a time when we ensure we have the staff and supplies needed to successfully take on the increase in volume over the coming months. Our staff had a great time with the event, and took many photos throughout their projects!



### Capture the WOW Event



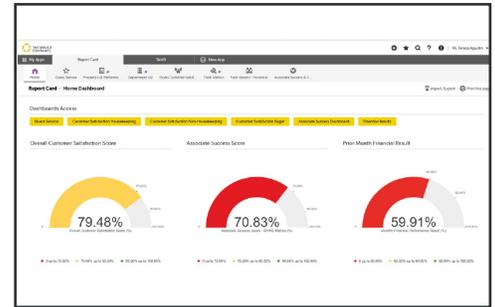
In May, the Heart of House Services team held another nationwide event entitled, "Capture the WOW". This event encouraged our housekeeping departments to go above and beyond for our clients' guests. The event focused on stay over practices, including room organization for guests who have not checked out yet and finding ways to make each guest's stay special. However, our teams know how to "WOW" guests in all areas of our hotels and casinos, so our stewarding and public area teams participated as well. The teams really brought the "WOW" factor!



### Report Card

Also in May, the Heart of House Services team developed a new app called the Report Card. The app is designed to allow managers to view and evaluate the performance of their properties by measuring Customer Satisfaction, Associate Success and Financial Success. Report card allows

our operations teams to visualize where they stand and be proactive in fine-tuning areas that might need work.



### SHINE Ambassadors

Our new SHINE Ambassadors act as leaders in our associate engagement initiatives to aid in our efforts in retention and associate success. These leaders have been identified for their eagerness in making their teams SHINE! The new ambassadors include Ferdinand Rodriguez (Area VP of Operations), Osiris Dreikosen (Talent Acquisition Partner), Ebonye Beene (Project Manager), Amanda Pascoe (Project Director), Tamara McGaunn (Field Operations Supervisor), and Michael Woodbury (Area VP of Operations).



## ASSOCIATE SUCCESS

### PARTNERS IN SHINE

Our training program is pivotal to the success of our associates. We place a strong emphasis on the comprehensive training and development of our teams across the country. If we provide the tools they need to succeed, we can all deliver on our company promise to our clients and their guests. We are always looking for ways to engage, encourage and support our current associates and comprehensively train our new associates.

Part of our on boarding process includes the Partner in SHINE initiative, which partners new employees with a seasoned team member. This enables newcomers to openly ask questions, feel more comfortable, and become a part of the team seamlessly.



### Breonna Landor



"As a Partner in SHINE, I am the first impression our new team members have about our company. It's important to let the new hires see the best way to approach the task at hand without making them feel overwhelmed."

### Angel Ebeirus



"I love being a partner in SHINE because it allows me to get to know each new team member and introduce them to the department with so much positivity. During training, I don't just tell, I make sure that I also demonstrate how things are done to our standards and expectations. My experience

with being a Partner in SHINE has been great, and I enjoy building relationships with our new hires. This also helps improve performance and attendance."

### Roberto Hernandez



"I am proud of the recognition I have received for the work that I do. Now that that I am a Partner in SHINE, I can share my acquired skills with our new hires. It's important that our new team members do not feel overwhelmed and that they always feel comfortable asking questions and in their new environment. I have learned so many skills from The Service Companies, and I am thankful to also be able to work with great people."

## EMERGING LEADERS PROGRAM

### SPOTLIGHT: SHELLY SAUSEDA

The Service Companies' Emerging Leaders Program was developed to give individuals within our team the opportunity for growth by providing comprehensive management and leadership training. As a result, we have a number of tenured associates who have risen through the ranks from Kitchen Cleaners or EVS Attendants to Vice Presidents.

One of our associates who is currently participating in this program, Shelly Sauseda, recently reached her one year anniversary with us as an EVS Attendant in Bossier City. During Shelly's first year, her manager noticed great potential and an eagerness to learn more, and urged Shelly to apply to our Emerging Leaders Program. She is currently halfway through the six month management training program, which includes learning about the housekeeping and stewarding functions and departments, including rooms cleaning, office dispatch, room inspections, floor care, kitchens,



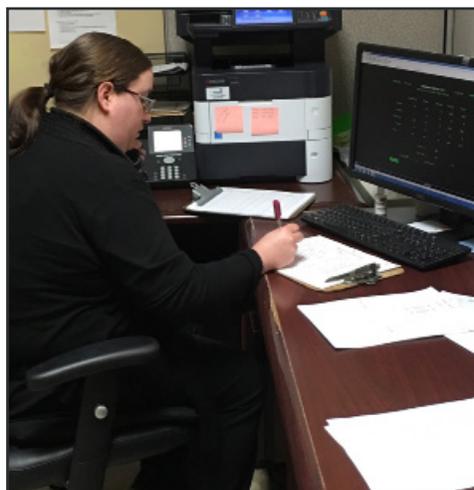
human resources and project management.

We were able to speak with Shelly and learn more about her and her experience in the program.

Shelly joined The Service Companies in March 2017 as a Restroom Attendant at one of our properties in Bossier City. She learned about the opportunity from Dekindra Thomas, her Project Manager. Shelly was interested in developing her leadership skills and being an example for other associates.

As part of her training, Shelly spends time at different properties learning the ins and outs of each department. She began this process by learning about the housekeeping department, from top to bottom.

At first, Shelly learned room cleaning procedures and how to make beds. After mastering those tasks, she learned the roles of dispatch, room inspections and



houseman responsibilities.

Shelly then transitioned to the next stage of her training in the stewarding department. She learned how to detail and deep clean the kitchens and all about floor care, including polishing and waxing.

When asked what advice she would give to someone who is interested in the Emerging Leaders Program, Shelly says, "Be strong. Never give up. Push yourself to accomplish the new tasks that come with your position. It's not always easy, but the outcome will be worth it."

Ask your Project Manager if you are interested in learning more about the about the Emerging Leaders program!

## TOP SHINE ON YOU

### Denise Edwards



Denise has been with The Service Companies for several years at one of our casino properties in Cincinnati, Ohio, and has been an exemplary employee. She always interacts with the guests, so much so that a number of guests know her by name. The guests can even tell the days that she is off, by how her usual assigned area is kept. Denise was unknowingly approached by a Secret Shopper; she greeted the Secret Shopper with a smile, eye contact and "Hi, how are you doing?" The Secret Shopper asked a few questions, which were all answered appropriately and in a friendly and informative manner. When Denise and the Secret Shopper ended their conversation; Denise ended with "Have a good night, and good luck!" Denise scored a 100%. Keep up the great work, Denise!

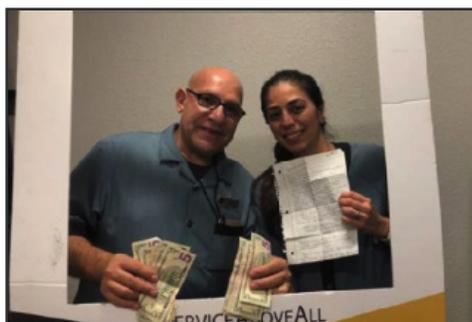
### Abou Diop

Recently, at one of our luxury casino properties in Tunica, Mississippi, a guest dropped three \$100 bills between the garage entrance and the poker room, and Abou turned them into security. Surveillance conducted a review and observed the guest dropping it, and they were able to return the money back to the guest. We are so proud and pleased about Abou's actions! Thank you very much.



### Manuel and Fabiola Mijares

We would like to say thank you to Manuel and Fabiola, who work at our luxury hotel property in Kissimmee, Florida. They have received numerous guest recognition notes. This is not the first time guests have recognized their great care and attention. Thank you for all of your hard work and setting such a great example for our team!



### Shreveport Overnight Kitchen Team



In April, led by Gilda Postigo, Shift Manager and Gary Brown, Kitchen Supervisor, the staff at our luxury casino property in Shreveport, Louisiana headed downtown to show support, respect and solidarity with the local community. They brought food water and other supplies to help out. The team says the reactions and gratitude they received were priceless, and that they are going to continue giving back.



## TIPS FROM THE FIELD

### BECKY BURROWS

The team at one of our casino resorts in Lake Charles, Louisiana, has consistently achieved excellent EcoSure scores, which measure the level of cleanliness of our kitchens. Recently their Stewarding Department, led by Executive Steward Becky Burrows, was able to increase their EcoSure score from 95% to 97%. We interviewed Becky to learn more about the secret to her team's success.

*What does an EcoSure inspection entail? What do they look for?*

EcoSure looks for the cleanliness of the kitchen as a whole. All dish rooms are inspected to ensure the water is at the right temperature and that the sanitizer is up to standard. The inspectors check that no food or debris is left anywhere, and that all equipment is wiped down and dusted.

*How were you able to achieve such excellent scores?*

Our team is well trained in what it takes to keep our kitchens and



dish rooms clean, and do this every shift. They clean, dust, sweep and mop everything from top to bottom continuously. We make sure each associate feels valued and a part of the team, so each shift works together to make sure our cleanliness is excellent.

*What is the largest event you and your team have supported?*

New Year's Eve is usually our largest – we have done two seatings of 800 people apiece. The Stewarding Department helps out the cooks in the kitchen often, especially during events. The team helps by plating the food, which is then run to tables by the serving team. During large events like this, we have employees who volunteer to stay over and help with everything. It's truly all about the teamwork. Huge events can be fun, because there is a thrill in working together and accomplishing something.

*How do you motivate your team?*

The team is like a big family. We treat each other as individuals and make sure we're training and then working with associates one-on-one. They truly care about their jobs and work hard to achieve consistently great scores. We also place importance on employee engagement events, and take time to listen to our employees and make sure they know they are valued. We have lots of team members who are far from home, from places including Haiti, so it's important that they feel like they have a

family here and are comfortable and involved.

*What would you recommend to a property that might be struggling to achieve high inspection scores in their Stewarding Department?*

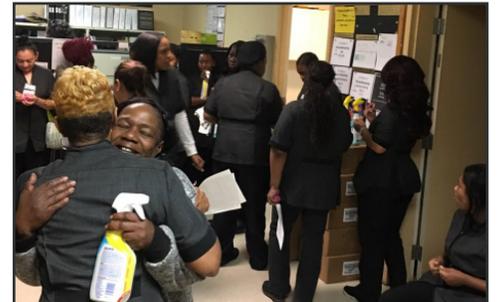
First, I would recommend that they check their teamwork. 1st, 2nd and 3rd shift all have to work together to ensure consistency in cleanliness. Standards need to be met all the time, not just before an inspection. I would tell the management team to listen to their associates, to see what they can do to help them achieve what's needed.

*What do you love most about your job, and the company?*

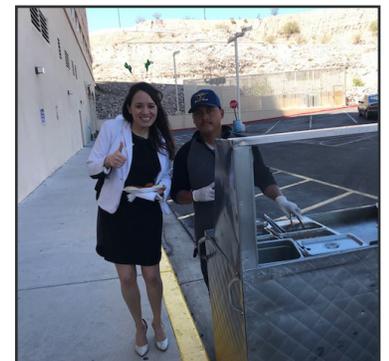
I love my staff. I'm a people person, and I like to be there for my team and have an opportunity to make changes in their lives.



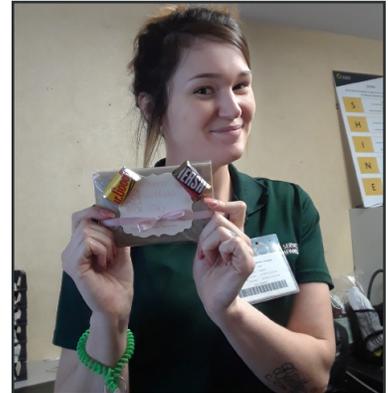
## EASTER



## CINCO DE MAYO



## MOTHER'S DAY



## FATHER'S DAY



## SOCIAL MEDIA UPDATE

### 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://linkedin.com/company/the-service-companies)
- [facebook.com/ServiceCompanies](https://facebook.com/ServiceCompanies)
- <http://instagram.com/theservicecompanies>
- Snapchat: TheServiceComp

### Plus, we have a brand new Puerto Rico Facebook page!

Follow, like and share our new Puerto Rico specific Facebook page: [facebook.com/TheServiceCompaniesPuertoRico](https://facebook.com/TheServiceCompaniesPuertoRico).

Here, we post career opportunities, job fair information, and all about our team members recruited from Puerto Rico!



**The Service Companies - Puerto Rico**  
Published by Brooke Deane · May 17 ·

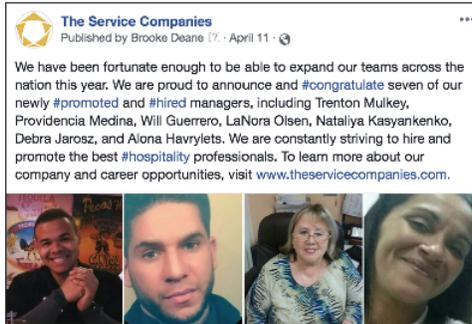
Recientemente hemos reclutado 6 asociados de Puerto Rico y los ayudamos a trasladarse a la ciudad de Lake Tahoe en el estado de Nevada, donde ahora se encuentran trabajando en uno de nuestros lujosos Casinos. Aquí, el equipo está disfrutando del lago y participando en actividades de iniciación e integración. Para conocer más sobre nuestras oportunidades disponibles para relocalización, visita nuestras oficinas en Puerto Rico o llama al 787-915-3883.

We recently recruited 6 associates from Puerto Rico and helped them relocate to Lake Tahoe, Nevada, where they are now working at one of our luxury casino hotel properties. Here, the team is enjoying the lake and taking part in onboarding process. To learn more about our relocation assistance and job opportunities, visit or call the office at 787-915-3883.

See Translation



### Facebook



**The Service Companies**  
Published by Brooke Deane · April 11 ·

We have been fortunate enough to be able to expand our teams across the nation this year. We are proud to announce and #congratulate seven of our newly #promoted and #hired managers, including Trenton Mulkey, Providencia Medina, Will Guerrero, LaNora Olsen, Nataliya Kasyanenko, Debra Jarosz, and Alona Havrylets. We are constantly striving to hire and promote the best #hospitality professionals. To learn more about our company and career opportunities, visit [www.theservicecompanies.com](http://www.theservicecompanies.com).



### Twitter



**TheServiceCompanies** @TheServiceComp · Apr 30

This weekend was the World Day for Health & Safety at Work. We celebrated with our focus on important #health and #safety practices. Here, our team members at one of our luxury hotels in Lake Charles, Louisiana, are practicing best practices for back safety! #WHDday



### Instagram



**theservicecompanies** · Follow

Today in our Leaders in Service series, we feature our Corporate Compliance Auditor, Stephanie Legar, who has been with The Service Companies for over two years. Stephanie comes from a diverse background in luxury hotel housekeeping and brand standards auditing and now assists our properties in meeting internal and customer brand standards. Read the interview on our blog. #womanempowerment #womensday



### LinkedIn



**The Service Companies**  
4,099 followers  
2mo

Happy Earth Day! Today we recognize Trimond McKoy, our associate of 10 years at a casino in Lake Charles, who has played a large role in the property's commitment to protecting our environment. The property's Supply Chain...



### In search of: Property Ambassadors!

Do you love taking photos or have a keen eye for great social media content? Do you have a team member who does? We need your help!

We're currently searching for property ambassadors to help us gain content for our company's social media platforms.

This would entail taking photos of team events, cool property shots and enthusiastic associates.

If you or someone you know is interested in helping us out, let Armena Ballard or our new Marketing Coordinator, Deanna Costante, know! Our marketing team can be reached at:

[armena.ballard@theservicecompanies.com](mailto:armena.ballard@theservicecompanies.com)  
[deanna.costante@theservicecompanies.com](mailto:deanna.costante@theservicecompanies.com)



**The Service Companies Marketing Team**

Armena Ballard  
Marketing Manager

Deanna Costante  
Marketing Coordinator

## SOCIAL MEDIA

FACEBOOK 3672 FOLLOWERS

LINKEDIN 5026 FOLLOWERS

TWITTER 2914 FOLLOWERS

INSTAGRAM 5428 FOLLOWERS

Don't forget to use #serviceaboveall

