

WINTER 2018

## A MESSAGE FROM STEVE WILSON, PRESIDENT & CEO



Team,

In 2017, one of our strategic focuses was to create a unified culture through TSC One. Coinciding with our most successful year in terms of new business, there has been a visible increase in collaboration and in the exchange of information celebrating new openings, team members, promotions and wins across our Heart of House Services, Acrobat Outsourcing, and JRS International segments. It is great to see and plays a key role in successfully scaling our team. It also introduces our 2018 theme: *Collaboration Creates Continuity*.

Our goal this year is to expand upon the foundation we put in place both across the company as well as within each segment. It's important to find synergies and share best practices and ideas as we grow and further solidify our position as the premier one-stop-shop for services to the hospitality industry.

Within our Heart of House Services team, we can achieve this by collaborating on and implementing the SHINE program, which was developed and refined throughout 2017. With over 100 Heart of House Services customers throughout the country, there are numerous insights and procedures that can be shared as we continue to increase retention and engagement across the company. We have also restructured our management team and changed meeting frequency to encourage and institute more collaboration across all levels of the team.

As you will see in the coming pages, Acrobat Outsourcing has participated in a number of events that required collaboration among their team. Whether the Rose Bowl or Farmers Insurance Open, these sporting events would not have been the successes they were without it.

You will see this theme of *Collaboration Creates Continuity* shine through as we highlight new openings, President's Awards finalists and winners, and other events that The Service Companies has supported in this newsletter. As you read, think about how, if you have not already, you can incorporate the theme into your property or account this year.

Thank you all for your hard work so far this year. I expect 2018 to be a great year for our company and we are only able to accomplish this through you!

See you at your location soon.



## OPENINGS

### HEART OF HOUSE SERVICES

#### Luxury Hotel in Key West



Our Heart of House Services team has expanded our services in Key West as we are now providing turn-key housekeeping services to one of the highest rated hotels in Key West and the Florida Keys. This beautiful 216 guest room property is one of two that we are opening this year for the same ownership group.

#### Vacation Ownership Resort in Orlando



We continue to expand in Orlando, opening our 5th property which was recently voted a "Top 5 Resort in Orlando" by Orbitz. This resort includes 80 guest rooms, a full-service spa, two outdoor pools, a fitness center and

much more. We are providing complete turn-key housekeeping to this vacation ownership resort and are excited as this is our second partnership with the resort's management company.

#### Casino in Bossier City



We are excited to increase our presence in Bossier City as we open our newest casino account. Our team is providing EVS, stewarding, kitchen cleaning, carpet cleaning, exterior window cleaning, pressure washing and interior chandelier cleaning services to this award-winning casino resort, which features a 30,000 sq. ft. casino, seven food & beverage venues, a pool, spa and fitness center.

#### AAA Five Diamond Hotel in Southern California



The Service Companies continues to be the trusted service provider to the luxury hospitality industry as we open our newest account in Dana Point in Southern California. Our team is providing overnight cleaning services to this AAA Five Diamond hotel. This picturesque oceanfront property features six restaurants, a top-rated spa, fitness center, tennis courts and more.



## OPENINGS

### HEART OF HOUSE SERVICES

#### Large Commercial Casino in Maryland



In January, our Heart of House Services team expanded our partnership with a large commercial casino in Maryland. In addition to staffing services the team has provided since early 2017, we are now providing kitchen cleaning services. This luxury casino features nine food and beverage venues and is one of the largest casinos in the country.



#### Vacation Ownership Resort on the Oregon Coast



Also in January, our Heart of House Services team began providing turn-key housekeeping services to The Service Companies' second property in Oregon. This vacation ownership resort, located on the Oregon coast, features condominium suites from 600 to 1,300 square feet, and is located near protected natural areas.



#### Luxury Hotel in Downtown Nashville



In February, the Heart of House Services team began providing turn-key housekeeping and overnight cleaning services to a hotel in downtown Nashville. This property has nearly 500 rooms, a Club, fitness center, indoor pool, and two food and beverage venues.



## ACROBAT OUTSOURCING UPDATE

### Acrobats at the Rose Bowl

For the past 7 years, Acrobat has kicked off the new calendar year with one of their biggest single-day events of the year, the Rose Bowl. Held at the Rose Bowl stadium in Pasadena, California, and nicknamed "The Granddaddy of them all" because it is the oldest bowl game, the annual Rose Bowl game is makes up the Pasadena Tournament of Roses Association's "America's New Year Celebration," along with the historic Rose Parade.

Acrobats from all over Southern California make the trip to Pasadena bright and early New Year's Day to be a part of this exciting event year after year. This year was no exception, as team members from Acrobat's Los Angeles, Orange County, and San Diego offices were on hand to supervise close to 200 Acrobats working the VIP & Corporate Sponsor Tailgate Tents pregame.



### Acrobats Giving Back

This year, the San Francisco and Corporate offices had the opportunity to volunteer with Macy's and the San Francisco SPCA during the Holiday Window displays downtown! Acrobats collected donations for the SPCA while giving information about the puppies and kittens that were all available to adopt. It was a great experience and we loved seeing the animals get adopted!



## ACROBAT OUTSOURCING UPDATE

### Employee Spotlight: Brigitte Tribble

Brigitte joined Acrobat in 2013 as the Operations Manager of Acrobat's office in San Diego, CA. Since then, she has grown into her current role as Regional Director overseeing all of Acrobat's California offices. Brigitte's success with the company can be credited to her strong organizational and communication skills, but there's no denying that her dedication to Acrobat has also played a major role.

Time and time again, Brigitte has shown a willingness to go above and beyond the call of duty for her team in California. Whether that means spending her weekend in the Bay Area, showing up at the crack of dawn to help her team check staff in for a large convention, or jumping on an early train to Los Angeles to march alongside her Southern California team in the American Heart Association's Los Angeles Heart Walk, Brigitte never says no.



In the past two months alone, Brigitte has supported her teams through two of Acrobat's largest annual events. She spent her New Year's Eve and New Year's Day in the Pasadena area assisting her team with the Rose Bowl, only to then

turn around and head back to San Diego to assist that team with preparations for the Farmers Insurance Open, the PGA Tour tournament held annually at San Diego's Torrey Pines Golf Course.



The sacrifices Brigitte has made for her team are countless. The love and appreciation she receives in return from her team are commensurate. The amount of effort Brigitte has put in with her team is evident in the nature of the relationships she has established. They, along with the rest of the Acrobat team, thank you, Brigitte, for all of your hard work and dedication.



### Farmers Insurance Open

In January, Acrobat's San Diego office started the new year off with a bang! For the second year in a row, the team staffed the PGA Tour's Farmers Insurance Open. Played annually at San Diego's picturesque Torrey Pines Golf Course during the early part of the PGA season known as the "West Coast Swing," the tournament is a popular attraction for golf enthusiasts and celebrities alike.

The high-profile nature of the tournament presents some unique challenges for the Acrobat team. From heightened security concerns to limited transportation and parking options, the managers in San Diego have to overcome one challenge after the other. Despite the challenges, the event turned out to be a huge success. Over the course of six days, a total of over 150 Acrobats teamed up to work almost 5,000 combined hours! It was an exciting, and exhausting, success that the team looks forward to repeating again next year.



## HEART OF HOUSE SERVICES UPDATES

### New Handbook Coming Soon!

For the past few months, the Human Resources team has been busy updating our company handbook. We have created a number of new policies and updated existing policies as we adapt to our customers and associates' needs. Expect to receive the new handbook in March!

### Retention & Associate Success Update - Training & Development

As the premier one-stop-shop for services to the hospitality and gaming industry, our goal is to continuously improve and optimize our world-class training and development, so that you can excel in your roles. We do this to create consistency across all of our properties and departments, but also to enable you to perform to your best and grow your career at The Service Companies.

In the last quarter, we focused on 4 key components to sharpen the saw.

#### Customizing Property Training

One of the areas we focused on was customizing property training, so our training and brand standards align with those of our customers. To do this, we worked with our customers' leaders at your properties to tailor the trainings, checklists and manuals, which have been made available at your properties. These property-specific documents tell the story behind each lesson and use property photos to showcase areas, procedures and products that are specific to your property. We carefully study our hotel, casino, and

resort partners' brands so that we can synchronize our training standards. If you have not had the chance to take a look at your property's manuals or checklists yet, ask your Property Manager.

• Welcome to Housekeeping	2
• About The Service Companies - Pages	3-6
• SHINE Training - Pages	7-15
• What We Do - Pages	16-32
• Training and Departmental Procedures	33-36
• SHINE on Board	37-40
• Position Checklist & Room Assignment Details	40-45
• Room Sequence	46-61
• Touch Points and Detailed Care	62-69
• Maintenance and Energy Conservation	70-74
• VIP Procedures	75-76
• Inspection Process	82-93
• Guest Request Procedures	94-110
• Guest Service Recovery	111-117
• Work Environment	118-122
• Equipment & Safety	123-133
• Housekeeping Terminology	134-138

### Property SHINE Implementation (Mechanics)

As you should all know, last year we focused on associate turnover and strategies that each leader could follow as a roadmap to retaining our associates. This strategic initiative was called the SHINE Campaign, which was broken into (4) four cohort solutions with guidelines and tool kits. As a part of the SHINE Campaign, we launched a mandatory webinar course, which included education on our training portal, exercises, a SHINE quiz, our weekly SHINE on Shift emails, SHINE on You, the SHINE Calendar and monthly leadership webinars to supplement learning. In addition, we designed a SHINE Metric to measure performance of each property, launched SHINE on Board (our enhanced on-boarding program), and heavily focused on training, development, diversity and inclusion.

### Diversity & Inclusion - (Spanish Classes and Materials Now Available)

Due to our focus on diversity and

inclusion, SHINE on Shift has been made available in every language and specific guides were distributed so that all of you, through your property leaders, can receive the SHINE on Shift messages, no matter what language you speak. One of the languages that showed a high demand as far as training translation, was Spanish. As a result, we are in the process of translating manuals, training materials, tutorials, policies, and procedures into Spanish.

One exciting development is this month, we are holding 2 Spanish sessions. These sessions will include SHINE Campaign and Financial courses. To sign up for these, please contact Teresa Agustin at [Teresa.agustin@theservicecompanies.com](mailto:Teresa.agustin@theservicecompanies.com).

### Internal Communication - How to Fully Utilize SHINE on Shift as a Roadmap to Supplemental Learning

There are several sections to SHINE on Shift and these are fully prepared by a team that consistently collaborates with Operations and the rest of our corporate entities so that we can create continuity through collaboration. Each email begins with an executive message from our CEO and President, Steve Wilson, summarizing success stories and immediate news that is relevant to each of you. This is followed by supporting information and tools to reinforce brand standards and to guide pre-shift meetings for the week. These tools are:

1. Pre-Shift Calendar – This is a daily guide each leader should be using to guide their pre-shift meetings.

2. SHINE on You – All of you should be aware of the SHINE on You recognition program. Hopefully all of you have been recognized through this program at one point throughout the year. We are excited to announce that we will be changing the guidelines for how many and how frequently each property should be submitting a SHINE on You. Each of your leaders has been notified of this change. One thing to keep in mind is that any associate, no matter the level, is able to submit a SHINE on You to recognize a co-worker on his or her success, exceptional work or attitude. If you'd like to submit a SHINE on You, ask your Property Manager how you can do that.



3. Associate Success & Retention – You have probably noticed that we feature teams throughout our company each week in this section. Each team or person featured has implemented best practices from our SHINE campaign. We aim to feature every team, and we are enforcing this through our newly appointed regional and area leaders, so ensure your team is following the SHINE Campaign to get featured.

4. SHINE News – Last quarter, we enhanced SHINE News. This information box is now dedicated to

policies, procedures or new guides and instructions that are required or about to roll out. This section always includes important information, mostly from our HR team, and can range from how to access your tax forms to benefits enrollment to key policy procedures.



SHINE News  
Key Procedure in  
Spanish

[View Now](#)

5. Executive Recruitment – Our goal is for each of you to grow your career with us. Each week, we include the companywide leadership openings so you can apply and grow professionally.

6. SHINE Calendar – Each month, our team puts together a calendar of engagement activities to create cohesion across our teams. This month (March), our focus is on going green. As such, the calendar includes a snapshot of events and recommendations on how each property leader can increase engagement within their departments.



7. Weekly Ice Breaker – Our Weekly Ice Breaker is connected to our SHINE Calendar, and provides instructions on how to implement that week's SHINE Calendar events. We make the documents attached easy to print so you and all leaders can easily access them.

8. Words of Wisdom – These are carefully selected training videos that are related to the topics in that week's SHINE on Shift. The videos are meant to foster leadership learning and development.

9. SHINE Campaign – Specifically designed to provide tools that will support all of your teams with associate success and retention.

In 2017 our team gained momentum and launched unprecedented strategies to engage each of you so that you feel like a valued member of our team and grow your career with us. With the groundwork laid, we will focus on accountability in 2018 to ensure that we maintain the improvement our teams have made.



## STARS OF THE INDUSTRY

On October 26th, members of our Nevada leadership team attended Nevada Hotel & Lodging Association's Stars of the Industry Awards. Michele Kline, Vice President of Operations, was named the 4th Quarter Volunteer winner and was nominated for the Women in Lodging Member of the Year award. A number of our team members were also nominated for awards: The Service Companies for Supplier of the Year, Ricardo Ortiz for Management Professional of the Year, Alan Ching for Emerging Leader of the Year, Connie Iglesias for Administrative Employee of the Year, Carlos Ortiz for Administrative Employee of the Year, and Lanora Olsen for Human Resources Employee of the Year. Congratulations and thank you making our company shine!



## NHLA HOUSEKEEPING CONFERENCE

On November 2nd, our Southern Nevada leaders participated in Nevada Hotel & Lodging Association's Housekeeping Conference. Michele Kline presented on the four generations coexisting in the workplace and Ana Rodriguez, Director of Housekeeping and EVS Operations at a luxury casino hotel on the Las Vegas Strip, was a member of a panel of professionals, discussing leadership, training and technology.



## CLEAN THE WORLD

In 2017 we partnered with Caesars Entertainment and Clean The World for the fifth consecutive year to send two members of our housekeeping teams on a service trip to distribute recycled soap and hygiene kits to underserved communities. In November, Cynthia Isrow (EVS Supervisor for our casino customer in Laughlin, NV) and Yerky Santana (Housekeeping Supervisor for our casino customer on the Las Vegas Strip) were selected to travel to Las Vegas to visit Clean The World's soap recycling facility and Guadalajara, Mexico with Clean The World and Caesars Entertainment's winners.

We received notes from Caesars' Manager of Corporate Responsibility on both Cynthia and Yerky.

"Words will not do justice to the profound impact Yerky made on not only the at-risk communities in Guadalajara but on our group itself. His contagious energy inspired confidence with the children and families, bonded

powerful friendships and one-of-a-kind memories. Something that we'll remember was Yerky pulling a little boy aside on a home visit. He asked the boy how many times he could jump on one foot in a minute, to which the boy responded 50 jumps. Yerky stopped the boy after 30 seconds of jumping and told him that he jumped 78 times in half the time. He continued that the boy should not be limited by thinking we can't do as much as we're capable of. He shared that he was poor, just like the boy, growing up in Cuba and being told the limits to what he could do in life. He continued with that now he lives in the United States working at a casino on the Las Vegas strip, has traveled to 48 countries and is accomplishing what he sets his heart to. The little boy was not the only one inspired by his story. I'm incredibly proud to know Yerky is working in unison with the Caesars team and exemplifying our code of commitment through his leadership in the housekeeping department



and with those he meets." "I wanted to personally follow up and let you know how wonderful it was to have Cynthia be a part of the Clean the World trip. She contributed as an important member of the close-knit team that now shares memories, laughs and impact in very at-risk but inspiring communities. She told us on that last night that she plans to sponsor a child through the in-country partner, Children International, and talked to friends and family about sponsoring as well. She embodies the caring culture and giving spirit of Caesars' Code of Commitment and I am proud that she is working in unison with our team as part of the Services Companies. Glad to have shared in these amazing memories that will last a lifetime."



## TOP SHINE ON YOU

### Angela Wright

Angela Wright is one of our most honest Guest Room Attendants at our casino customer's property in Tunica, MS. When she was cleaning rooms on the 4th floor, a guest walked off the elevator and dropped money - nine \$100 bills. Angela picked up the money and turned it into security. Thank you, Angela, for your honesty!



### Palm Beach, Florida Team

The General Manager of a hotel in Palm Beach gave our team gift certificates (brunch for them and their family members) for helping during Hurricane Irma. We couldn't be more proud of the team for coming in to work to assist the property and while dealing with their own personal situations. Members of the team are pictured below.



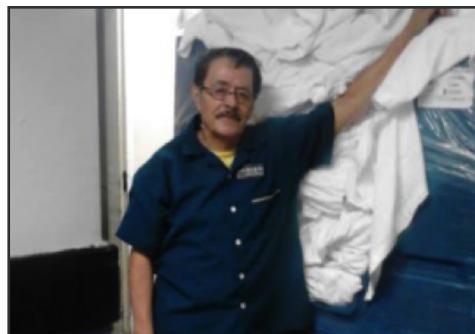
### Boca Raton, Florida Team

Recently, our third shift cleaning team in Boca Raton led by Nelson Sanchez, was recognized by the resort's General Manager in a note to our management team: "I want to let you know how much Nelson and his team were appreciated by everyone here at the resort, before, during and after Irma. We could not have kept up with the pace of the guest needs, as well as the water and wind intrusion without their efforts. We were one team during the heat of the battle, and it was great to see the coordination that took place at both locations."



### Mario Caballeros

We would like to recognize Mario Caballeros, Linen Attendant at our casino customer's property in Laughlin, NV, for always going above and beyond. A delivery truck dropped off supplies and forgot to close the back of the truck. While driving, dozens of apple pies fell off the truck and smashed on the ground. The driver didn't realize it and continued driving off. Security started to clean the pies up when Mario was riding his bike to work, saw what happened and grabbed a bag and started helping them. Mario is one of the hardest workers we have and is always helping out wherever he can. Thank you, Mario!



### Azizi Davis

Azizi Davis, Guest Room Attendant at our customer's vacation ownership resort in Orlando, was recognized in a note from a guest to the resort's management team: "We came back to our freshly cleaned room to find a note and a chocolate snack left from Azizi in housekeeping. I never want to leave this place!"



## 2017 President's Awards Winners

### Manager of the Year



Ana Rodriguez - Las Vegas, NV

### HR/Support Member of the Year



Jessica Uriostegui, Executive Recruiter

### Supervisor of the Year



Elina Jacklick - Asheville, NC

### Associate of the Year



Idonney Brutus - Shreveport, LA



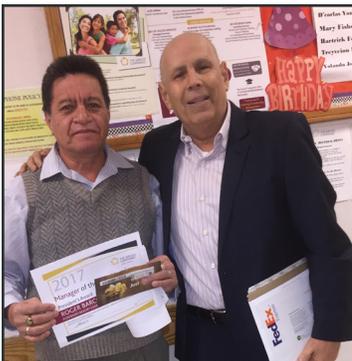
Everardo Rivas - Reno, NV



Lazaro Rivero Vasquez - Naples, FL

## 2017 President's Awards Finalists

### Manager of the Year



Roger Barco - Shreveport, LA



Krystal Buted - Las Vegas, NV



Alan Ching - Laughlin, NV



Ricardo Ortiz - Primm, NV

## 2017 President's Awards

### HR/Support Member of the Year



Heidi Baez - Purchasing Coordinator



Claudio Garcia - Regional Talent Acquisition Outreach Manager



Leslie Oaks - Director of HR

### Supervisor of the Year



Philip Bordelon - Shreveport, LA



Gary Brown - Shreveport, LA



Silvia Martinez - Reno, NV

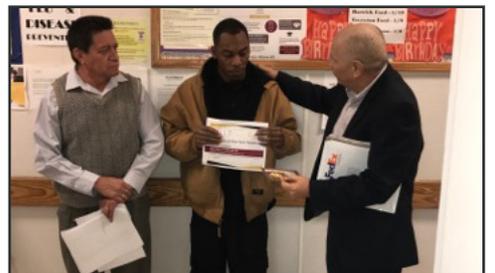
### Associate of the Year



Sergio Acosta - Las Vegas, NV



Tammy Clark - Las Vegas, NV



Quincy French - Shreveport, LA



Carolyn Jackson - Shreveport, LA



Robert Knowles - Shreveport, LA



Tyrone Robinson - Shreveport, LA

## 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

**The Service Companies**  
Published by Armena Ballard [?] · January 30 at 4:10pm ·

This Team Member Tuesday, we are excited to share that Mike Montalvo has been promoted to Regional Director, overseeing our luxury casino customers in St. Charles, Kansas City and northwest Indiana. Previously Project Director of a casino in St. Charles, Mike joined our team in May 2016. Congratulations, Mike, and we look forward to your continued success on our team!

## Twitter

**TheServiceCompanies** @TheServiceComp · 8 Dec 2017

Earlier this month, we began providing EVS, stewarding, kitchen cleaning, carpet cleaning, exterior window cleaning, pressure washing & interior chandelier cleaning services to a large #casino resort in Bossier City, LA. #Congrats to our opening team! #opening #growth #service

## Instagram

**theservicecompanies**

theservicecompanies We are proud to announce the winners of the Manager of the Year and Support/HR Member of the Year categories of our 2017 President's Awards. Congratulations to Ana Rodriguez - Director of Housekeeping and EVS Operations at our casino hotel property on the Las Vegas Strip - and Jessica Urzategui - Executive Director/Asst and Jessica, selected along with 7 other nominees in these categories from our team of 10,000+. Have been at The Service Companies for a combined total of 10 years, exemplify excellence and embody Service.Above.All. Great work! #awards #congratulations #winners #casino #recruiting

17 likes  
FEBRUARY 5

Add a comment...

## LinkedIn

**The Service Companies**  
4,481 followers  
2mo

This Team Member Tuesday, we recognize our Task Force team members who have been traveling and working over this holiday season. With over five openings in the last 60 days, they have been instrumental in ensuring each luxury hotel, casino and resort property opens successfully. Thank you, team!

**THE SERVICE COMPANIES**

**ASK FOR YOUR TEAM'S FRAME NOW!**

**#SERVICEABOVEALL**

**THE SERVICE COMPANIES**

**#SERVICEABOVEALL**

## SOCIAL MEDIA STATS

<b>FACEBOOK</b>	<b>2986</b>	<b>FOLLOWERS</b>
<b>LINKEDIN</b>	<b>4481</b>	<b>FOLLOWERS</b>
<b>TWITTER</b>	<b>1144</b>	<b>FOLLOWERS</b>
<b>INSTAGRAM</b>	<b>5598</b>	<b>FOLLOWERS</b>