

## YOUR SERVICE COMPANIES PARTNER

---



**JOHN THIESFELD** | Senior Vice President – Sales

“

“I save time and valuable effort with TSC’s managed services, allowing me to focus on my core day-to-day operations.”

- Luxury Hotel General Manager

”

# HISTORY OF SERVICE

## 1980s

### HUMBLE START

TSC founded and began services in Hotel industry in South Florida

- Founded in 1987
- Overnight kitchen cleaning
- Stewarding
- Floorcare

## 2000s

### DIVERSIFICATION

- Casinos and hotels
- Hotel housekeeping
- EVS / public area cleaning
- Northeast
- Midwest

## 2020s

### AWARDS AND EVOLUTION

- Sports and entertainment
- Commercial cleaning
- Healthcare
- Best & Brightest Company
- TSC Staffing app

## 1990s

### EXPANSION

Partner for The Ritz-Carlton brand

- South
- Mid-South
- Southeast

## 2000s

### BIGGER AND BETTER

- Acquisitions:
  - JRS International (Window Cleaning)
  - Acrobat Outsourcing (Staffing)
  - Drake Staffing
  - Majestic Hospitality
  - MCR Services
  - MMI Outsourcing
- Vacation ownership
- West (including Las Vegas)
- Caribbean

## PARTNERS IN EXCELLENCE

---



### Managed Services

Full property and facility management and cleaning services.

- Housekeeping
- EVS / Public Areas
- Stewarding
- Restaurant Operations
- Valet
- Safety Ambassadors



### Staffing

Nationwide supplier of experienced and qualified hospitality professionals.

- Restaurants
- Hotels
- Concerts
- Sporting Events
- Entertainment Venues
- Parking
- Golf Courses



### Consulting

Our industry experience has qualified TSC as experts in:

- Hotel Operations
- Casino Operations
- F&B Operations
- Staffing and Scheduling
- Operational Excellence
- Recruiting
- CX / EX



### Specialty Services

High end, luxury interior and exterior maintenance services.

- Window Cleaning
- Interior Brass and Glass
- Pressure Washing
- Garage Cleaning
- Landscaping
- High Cleaning
- Chandeliers

# WHAT WE DELIVER DEFINES US

As executives seek skilled talent and specialized services, The Service Companies offers more than support—**we deliver true partnership**. Our employee-focused, client-centric approach ensures unmatched quality and benefits.

Like your unwavering commitment to service, our commitment to our teams and the work we do enables us to **set the standard** for overnight cleaning.

Our five guiding principles guide everything we do for you.

Consistency & Quality

Trained

Quarterly On-Site review

Growth Opportunities



# WORLD CLASS RECRUITING

We offer tailored Talent Acquisition Services, leveraging expertise and robust pipelines to identify top candidates. Partnering with TSC means that our clients can streamline their hiring processes, access specialized talent pools, and ensure business success. Our approach mirrors strategic marketing practices utilizing traditional and digital channels, including broadcast and social media to attract top talent efficiently.



## Local Pipeline



## Transportation Options



## Work Visas



## Relocation Assistance

### Case Study

## How a Luxury Resort Regained Control Over its Staffing Challenges to Deliver Unparalleled Guest Experiences

### The Challenge:

A luxury resort in Kauai, Hawaii, faced severe staffing shortages across housekeeping, public areas, and kitchen departments, hindering guest experiences despite competitive wages and recruitment efforts.

### The Solution:

The resort engaged The Service Companies for strategic talent acquisition, deploying a holistic approach with localized tactics and specialized sourcing tailored to the hospitality industry and Hawaiian labor market challenges.

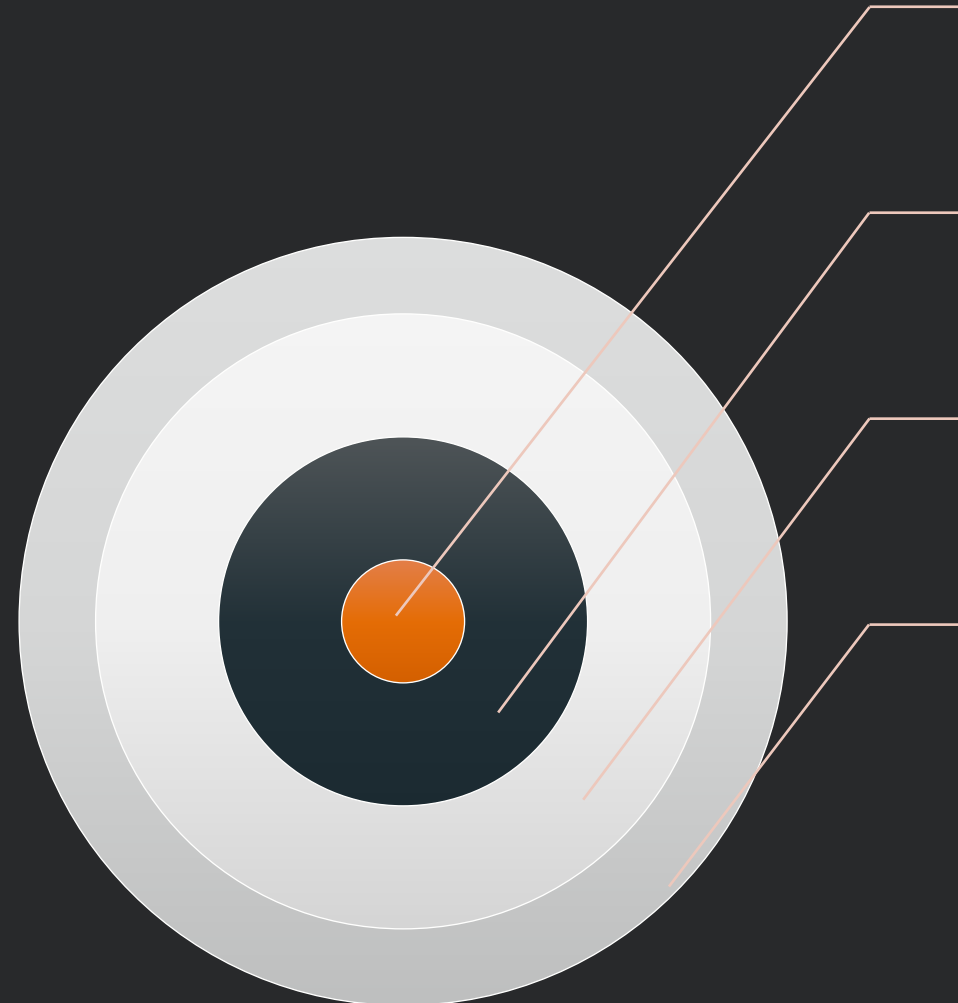
### The Results:

Within four weeks, TSC overstaffed each department by 20%, ensuring operational continuity and elevated service. Housekeeping earned top customer experience rankings for two consecutive quarters, showcasing the quality of talent acquired. The resort expanded its partnership with TSC to include staffing for Food & Beverage, Poolside, and Banquet operations, building on this success.



THE SERVICE  
COMPANIES

## RECRUITING THE TSC WAY



### Local

- Close to property

### Regional

- ~30-mile radius where TSC supplies transportation

### Domestic Relocation

- Traveling teams

### International Relocation

- H-2Bs, Puerto Rico

## WHY RETENTION MATTERS

---

### **Retention Improves Business Stability**

- Lower turnover means a more experienced and efficient workforce.
- Consistent staffing leads to better customer service and operational efficiency.

### **Cost of Turnover is High**

- Each associate lost costs \$2,317 in turnover expenses.
- Investing in retention yields a high return by reducing these costs.

### **Insights from Our Study with Navigate**

- Contacted past team members to understand why they left.
- Grouped responses into Cohorts and identified key issues.
- Addressing these issues led to a significant reduction in turnover.

### **Critical Retention Milestone**

- If an associate stays beyond 92 days, their average tenure exceeds 5 years.
- Focusing on early engagement and support is crucial for long-term retention.

### **Retention is a Competitive Advantage**

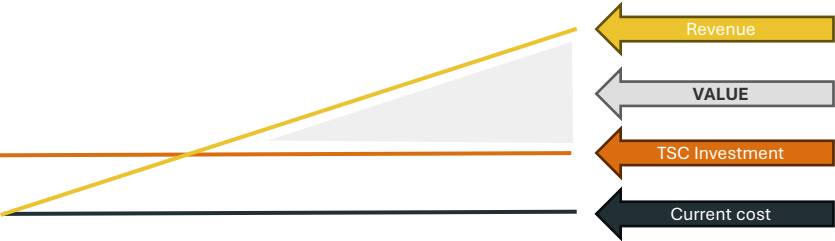
- Reduces the time and cost of hiring and training new employees.
- Helps build a committed workforce that enhances company culture and performance.



# KEY POINTS TO UNLOCKING VALUE



Partnering with The Service Companies will be the key to driving higher customer satisfaction scores and as a result, higher revenues



01

## Comprehensive

We provide comprehensive hospitality services led by experienced teams, streamlining operations by offering a single-vendor solution. **We clean so customers can shine.**

02

## Expert

We uphold the highest standards and embrace innovation to deliver exceptional service and results, ensuring **excellence every time.**

03

## Efficient

We optimize expense structures and deliver best practices designed to maximize process velocity without decrements to quality. **We offer quality services via budget friendly solutions.**

04

## Experience-Centric

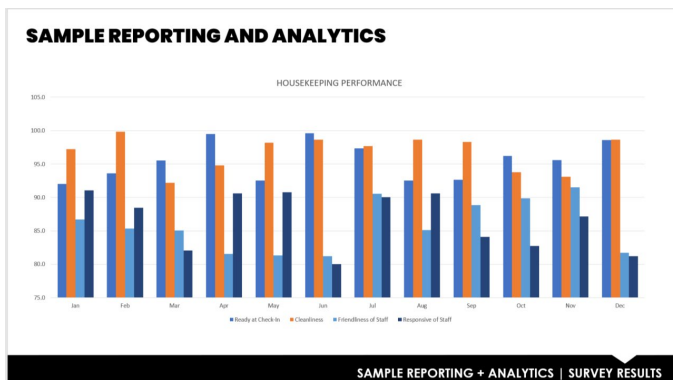
We take responsibility for our clients' customer experiences and focus on **continuous improvement.** Today's excellence sets tomorrow's expectations, we elevate experiences one moment at a time.

05

## Customizable

We deliver **tailored services** to meet each client's unique needs, backed by decades of best practices from nationwide engagements, ensuring exceptional results.

# HOW WE PARTNER



## Business Reviews Backed By Data

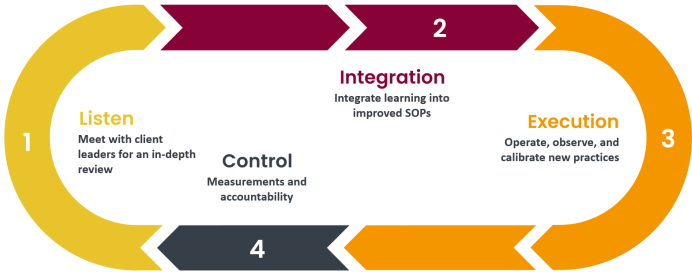
To ensure quality, foster relationships, and drive continuous improvement, TSC leaders will meet quarterly with client leaders to review performance and effectiveness. Following each session, we will provide actionable improvement plans to ensure accountability.

Our executive team, composed of industry veterans, combines the art of leadership with data-driven science, such as using control charts to measure the impact of process changes.

## Partners in Excellence

Our pricing reflects not just our work but also the unique capabilities, practices, and client benefits TSC provides—unmatched by competitors.

|                                    | TSC | Others |
|------------------------------------|-----|--------|
| Dedicated property leadership      | 🏆   | ?      |
| Comprehensive employee benefits    | 🏆   | ?      |
| Compliant labor, 100% e-Verify     | 🏆   | ?      |
| Corporate support                  | 🏆   | ?      |
| Regional leadership                | 🏆   | ?      |
| Client brand compliance            | 🏆   | ?      |
| Client culture alignment           | 🏆   | ?      |
| TSC University                     | 🏆   | ?      |
| Best Practices (from 500+ clients) | 🏆   | ?      |
| Experience Management Program      | 🏆   | ?      |
| Task Force Teams                   | 🏆   | ?      |
| Business Reviews                   | 🏆   | ?      |
| Non-traditional recruiting         | 🏆   | ?      |
| Same-day pay for employees         | 🏆   | ?      |
| TSC value model                    | 🏆   | ?      |
| Commitment to book meetings        | 🏆   | ?      |

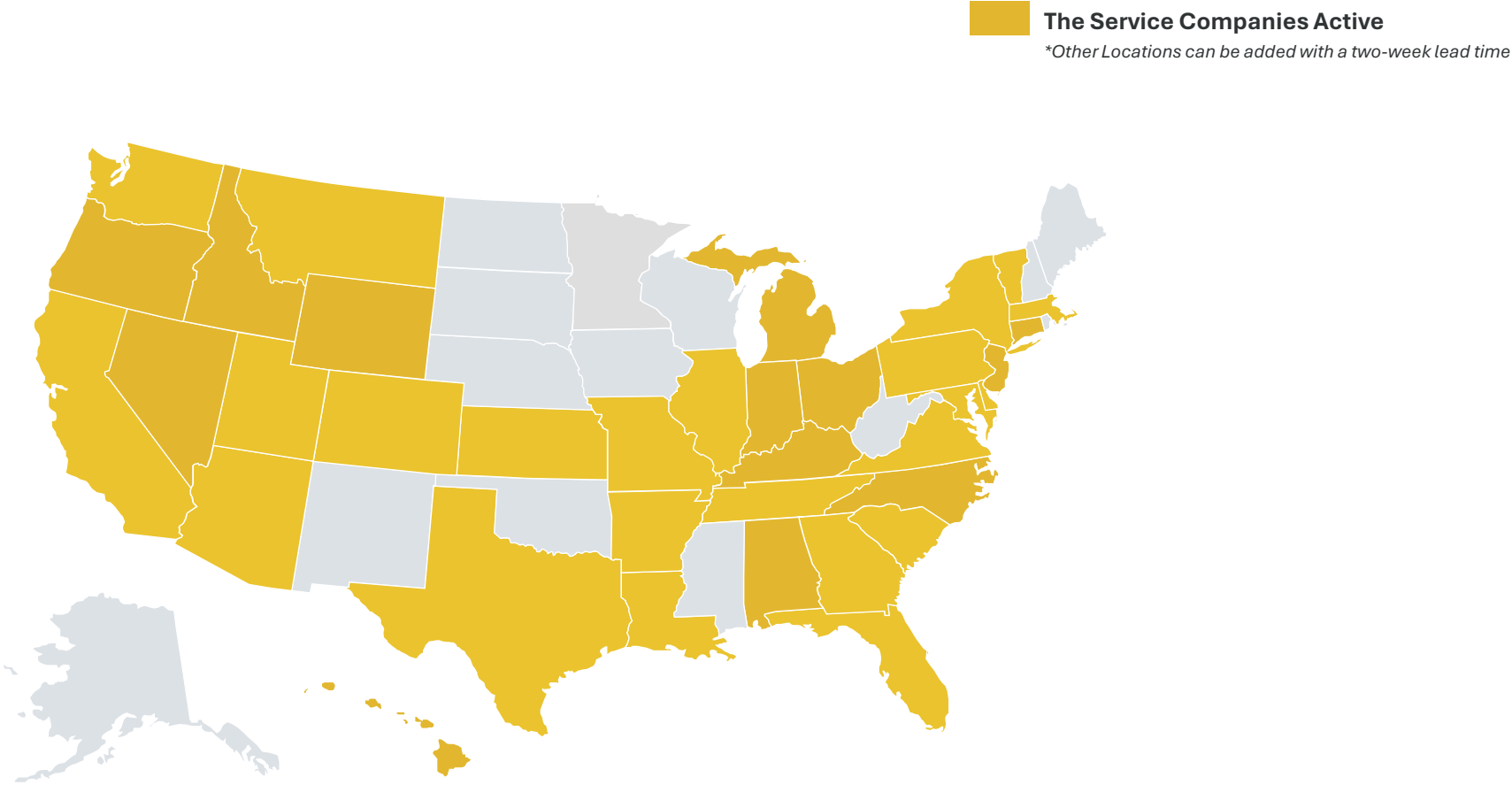


## Client-Centered Continuous Improvement

With insights from thousands of client engagements and robust systems like multichannel recruiting and relocation capabilities, TSC continuously refines its operations.

To avoid complacency, we actively listen to client leaders, implement improvements swiftly, and leverage continuous improvement to drive measurable impact.

# LOCATIONS TSC CAN SUPPORT



# CASE STUDIES

## Casino Hotel Housekeeping Services

- A 604-room hotel in Bossier City, LA struggled with low satisfaction scores in the housekeeping category. Our team took over management of the housekeeping team. We employed a lead and trainers to ensure productivity and quality standards.



### Results

- Improved Room Cleanliness scores by 3% within one quarter
- Increased overall Room Cleanliness scores by 12.9 points (7.2 points over the brand benchmark)
- 29.2% reduction in cleaning time to turn a room

## Casino EVS & Housekeeping Services

- The leadership team of a union, 2500+ room and 35,000 sq. ft. casino hotel spent significant time managing their EVS and housekeeping departments. The property hired us to manage their largest departments.



### Results

- Transition of safety liability
- Labor reduction of 3
- Union grievance process offloaded
- Reduction in time property leadership spent on EVS and housekeeping to 1 hour weekly
- 98% of GRAs completed 16 credits daily

## Vacation Ownership Housekeeping

- A luxury hotel and vacation ownership property at a sports training facility was opening in Florida. Unaffiliated with a hotel management company, the property leadership team selected our team to manage the housekeeping department due to our specialized expertise.



### Results

- Guest Service Scores exceeded the goal within 3 months of opening
- Productivity stabilized within 1 week of opening
- Training program and service standards developed with the property leadership team

# CASE STUDIES

## Hotel Housekeeping Services

- A luxury hotel in Washington, DC sought a partner to manage the housekeeping department from the pre-opening period onwards. We were selected due to our extensive opening experience.



### Results

- Training plans & daily project calendars were developed & scheduled for each position
- Guest Room and Bathroom Cleanliness scores averaged 3.26 and 4.32 points above the benchmark respectively
- Partnership expanded to include overnight cleaning

## Food & Beverage Staffing

- A college in Sacramento, CA had a need for over 40 on-going full-time positions including cooks, dishwashers, and food service workers. We took over the recruitment and hiring process to provide the necessary staff to ensure the client's demands were met.



### Results

- Staffed 40 qualified food and beverage associates
- Saved the client time and money by managing recruitment, hiring, background check, W-2s, schedules and unemployment

## Window and Chandelier Cleaning

- In the 1980s, a luxury hotel company began expanding its footprint across the United States and looked to outsource its window and chandelier cleaning services. Due to our team's industry-leading record of safety and cleanliness, the company selected us to provide these services to its pilot property.



### Results

- Over 30 years later, we provide window and chandelier cleaning services to 22 of 40 of the luxury hotel chain's properties across the United States
- 3 of the chain's properties we service received the 2021 AAA Five Diamond recognition
- Our team members are consistently recognized for their professionalism, performance and dedication

# CASE STUDIES

## Food & Beverage Staffing

- A Native American casino in California needed help growing its F&B department by 100 employees and managing the attrition rate. The casino was unable to manage the growth, satisfy its Tribal Union, and attain gaming licenses for every employee in the time needed. We were selected due to our ability to tailor our services to the casino's specific needs.



### Results

- An independent office was established to run the casino's daily operations
- We expanded the F&B department by 100+ employees within months, while retaining existing employees
- Expedited gaming licenses were attained for our employees
- Tribal Union hired our employees after 520 hours
- The casino's leadership team was able to focus on growing its core business

## Special Event Staffing

- A casino in Sacramento hosts an outdoor concert series every summer, for which it requires servers, bartenders, leads and ushers. The casino reached out to The Service Companies to provide seasonal staff for these events.



### Results

- 50 staff hired for the season
- The Service Companies manages recruiting, hiring, background checks, schedules, W-2s, and unemployment claims, saving the casino time and money

## STAMP

- As technology companies in the San Francisco Bay Area began offering three meals per day, snacks and open bars to attract computer engineers, their chefs lacked the time and resources to manage the day-to-day HR aspects of their kitchens. Our team was selected due to our understanding of food service staffing and a kitchen's daily demands.



### Results

- All F&B associates were off of the startups' payroll, critical for impending IPOs
- We created a customized plan (including PTO, benefits, time clock tracking, payroll options, customized recruitment, onsite supervisors, tailored orientation and more) to meet each chef's needs while allowing them to retain total control of their kitchen and grow their kitchens at the speed they needed.

# CASE STUDIES

## LED Lighting Retrofit

- The Department of Engineering building required a full site retrofit. Requirements of the project included: USA-made products, real-time onsite support, recycling, offsite product storage, offsite deliveries, and construction equipment for subcontractors.



### Results

- Entire site was renovated from fluorescent 4' tubes to plug and play LED bulbs
- New controls for the management of a lighting system were implemented
- 40% in energy savings generated

## Route-Based Maintenance

- A large commercial property holder (1,750,000 sq. ft.) in downtown Los Angeles required the implementation of a route-based maintenance plan with an onsite day team. The company hired our team to provide these services.



### Results

- Annual labor savings: \$400,000
- Labor reduction of 4 people

## HVAC Coil Cleaning

- A 45-year-old retirement home in Austin, TX lacked cooling in the summer. The estimated capital replacement for the HVAC system would cost \$1,500,000. Our enzyme treatment was introduced as an alternative solution.



### Results

- Cost of treatment: \$50,000
- Capital cost savings: \$1,450,000
- Estimated annual energy cost savings: \$20,000



# Thank You!

**JOHN THIESFELD** | Senior Vice President – Sales

**O:** 312-925-1467

**E:** [jthiesfeld@theservicecompanies.com](mailto:jthiesfeld@theservicecompanies.com)

**W:** [theservicecompanies.com](http://theservicecompanies.com)