



**THE SERVICE
COMPANIES**

SERVICE. ABOVE ALL

The Service Companies Fact Sheet

Company Headquarters

Miami
14750 NW 77th Ct, Ste 100
Miami Lakes, FL 33016

Las Vegas
2260 Corporate Cir, Ste 480
Henderson, NV 89074

Contact Information

(305) 681-8800 Office
(800) 385-8800 Toll Free

Ownership

Apriori Capital and Vision Capital

When Founded

1987

Our Service Code

1. Service is not what we do - It is who we are.
2. We come to work to make our customers shine.
3. We are guests in our customer's "house".
4. We trust our co-workers, in all ways.
5. We leverage our expertise to solve problems.

Brand Promise

To consistently deliver flawless service, which greatly enhances the guest experience, and adds significant value to the business of our hospitality customers.

Operational Companies

Heart of House Services
JRS International
Acrobat Outsourcing

Services

Heart of House Services

- Turn-key Housekeeping
- EVS/Casino Area Cleaning
- Stewarding
- Public Area Cleaning
- Third Shift Cleaning
- Kitchen Deep-Cleaning
- Laundry

Acrobat Outsourcing

- Food & Beverage and Hospitality Staffing
 - Corporate Dining
 - Stadiums/Arenas
 - Hotels, Casinos and Resorts
 - Schools/Universities
 - Hospitals/Senior Living
 - Country Clubs
 - Conventions
 - Caterers/Restaurants

JRS International

- Window and Chandelier Cleaning
- Pressure Washing
- Pool Cleaning and Maintenance
- Exterior Building Maintenance and Recaulking
- Brand-Mandated Guest Room Deep Cleaning



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Leadership Team

President & Chief Executive Officer: **Steve Wilson**
Chief Financial Officer: **Bruce Ballard**
Chief Operating Officer: **Kurt Wong**
Senior Vice President of Sales & Marketing: **John Thiesfeld**
General Manager of JRS International: **Joel Shumaker**
Chief Executive Officer of Acrobat Outsourcing: **Steve Scher**
Senior Vice President of Business Development: **Victor Lopez**
Vice President of Financial Planning and Analysis: **Patricia Fonseca**
Senior Vice President of Operations: **Keith Gaines**
Senior Vice President of Human Resources: **Matt Sanfilippo**

Field Leadership Organization for Heart of House Services

President/CEO: Steve Wilson
COO: Kurt Wong
RVP Operations: One per region (3 nationally)
Area Manager: One per geography (7 nationally)
Property Manager: One per property
Supervisors: 2 - 7 per property
Hourly Cleaners: 20 - 300+ per property

Management Structure

Each customer location is managed by a local property manager who is no more than two levels from corporate leadership.

Number of Employees

10,000+

Number of Customers

750+

Industries Served

Hotels, Casinos and Resorts	Hospitals/Senior Living
Corporate Dining	Country Clubs
Stadiums/Arenas	Convention Centers
Schools/Universities	Caterers/Restaurants

Locations

34 states and the Caribbean

Sample of Current Client Brands

- Four Seasons
- Hyatt
- Intercontinental
- Caesars Entertainment
- Pinnacle Entertainment
- Marriott