



**THE SERVICE  
COMPANIES**

SERVICE. ABOVE ALL

## The Service Companies Fact Sheet

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### 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



# THE SERVICE COMPANIES

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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 Finance & Corporate Controller: **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  
Corporate Dining  
Stadiums/Arenas  
Schools/Universities

Hospitals/Senior Living  
Country Clubs  
Convention Centers  
Caterers/Restaurants

## Locations

34 states and the Caribbean

## Sample of Current Client Brands

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