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## The Service Companies Fact Sheet

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### Who We Are

The Service Companies - offering a wide range of managed, staffing, specialty, and engineering services - is the premier one-stop-shop for service to the hospitality, gaming, and facility services industries, providing service to over 3,000 gaming, hospitality and commercial facilities customers across the United States and Caribbean.

Comprised of Heart of House Services, Acrobat Outsourcing, JRS International, and Engineering Services, The Service Companies helps its clients look their best, solve staffing shortages, and perform at a high efficiency, while saving valuable resources. Our broad offering and expertise enables us to flexibly tailor our services to the diverse needs of our customers while ensuring cleanliness, safety, efficiency, and a superior customer experience.

We approach our work with dedication, a keen attention to detail, and a quality standard driven by our "Service Code" that lead to best-in-class results. Service is not just what we do – it is who we are.

We Are The Service Companies.  
Service. Above All

### Company Facts

- Owned by Gridiron Capital
- Founded in 1987
- 15,000+ employees
- 27 services offered
- 750+ customers
- 1.1 million sq. ft. of gaming and casino public area space cleaned per day
- 4.2 million guest rooms cleaned in 2018
- 1.6 million hours of labor staffed by Acrobat Outsourcing in 2018
- 120,000 chandeliers cleaned in 2018
- Over 3.8 million sq. ft. of property under contract for outsourced Engineering Services
- 40% of the AAA Five Diamond Properties in the United States and Puerto Rico are serviced by The Service Companies

### Business Segments

Heart of House Services  
Acrobat Outsourcing  
JRS International  
Engineering Services

### Locations

36 states, the District of Columbia, Puerto Rico, and the Bahamas



# THE SERVICE COMPANIES

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## Services

### Heart of House Services

- Public Area Cleaning
- Casino Area Cleaning / EVS
- Kitchen Deep Cleaning
- Floor Care
- Marble Restoration
- Stewarding Services
- Third Shift Cleaning
- Turn-key Housekeeping

### JRS International

- Window and Chandelier Cleaning
- Pressure Cleaning
- Exterior Maintenance and Caulking

### Acrobat Outsourcing

- Trained Food & Beverage Professional Staff
  - Hotels, Casinos and Resorts
  - Corporate Dining and Country Clubs
  - Stadiums, Arenas, Schools, Universities
  - Hospitals and Senior Living Facilities
  - Conventions and Restaurants
- Special Event Staffing
- Strategic Talent Acquisition Management Program (STAMP)

### Engineering Services

- HVAC
- Onsite Engineering
- Route Service
- On Demand
- Performance Contracting
- HVAC Coil Cleaning Process

## Leadership Team

Executive Chairman: **Mike Latham**

Chief Financial Officer: **Patricia Fonseca**

Chief Experience Officer: **Kurt Wong**

Senior Vice President of Sales: **John Thiesfeld**

Senior Vice President of Business Development: **Victor Lopez**

Senior Vice President of Operations: **Duane Clark**

Senior Vice President of Human Resources: **Adriana Cooper**

Senior Vice President, Acrobat Outsourcing: **Marc Caplan**

Senior Vice President, JRS International: **Joel Shumaker**

Senior Vice President, Engineering Services: **Cornel Sneekes**

## Industries Served

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

## Sample of Current Client Brands

- Four Seasons Hotels and Resorts
- Hyatt Hotels Corporation
- InterContinental Hotel Group
- Caesars Entertainment
- Jack Entertainment
- Marriott International