



TSC Staff

Questions And Answers



Q. What is TSC Staff?

- A. TSC Staff is the leading hospitality staffing company that provides both heart of house and front of house hospitality positions for Resorts, Hotels, and Casinos. All employees work on the payroll of TSC Staff.

Q. When was TSC Staff established?

- A. TSC Staff was launched in January 2014 and is part of The Service Companies established in 1987. The Service Companies has provided Staffing Services and Managed Services to Resorts, Hotels and Casinos for more than 25 years.

Q. What types of positions does TSC Staff provide?

- A. Hotel Housekeepers and Houseman, Public Area Cleaners, Pool Attendants, Cooks, Stewards, Facilities Maintenance, Wait Staff, Bussers, Food Hosts, Banquets Servers and Set-Up.

Q. Why is TSC Staff different from other hospitality staffing companies?

- A. TSC Staff is financially strong and transparent in every way that we operate to include employee pay rates, customer bill rates, training and recruiting. In addition we believe TSC Staff provides an unparalleled level of service and adherence to governmental compliance.

Q. Who would be my main contact with TSC Staff?

- A. One of our Regional Staffing Managers would be the properties main contact. All of our Staffing Managers are responsible for full account management to include recruiting, employee relations, new hire safety training and finding replacement staff for call-offs. They will always be At Your Service!

Q. What three words would describe TSC STAFF?

- A. At Your Service!

Q. Is there a minimum staffing order for TSC Staff?

- A. Five (5) employees.

Q. Does TSC Staff offer benefits to their employees?

- A. Yes. We offer a 401K with \$ for \$ match, LTD & STD, Vision, Dental, Hospital Indemnity, Voluntary Medical and Legal Assistance plans. In addition through our web portal we provide information on how employees can enroll in Medicaid and/or Obamacare plans at low or no cost.



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Q. Does TSC Staff drug test and background check employees?

A. At the customer's request TSC Staff will conduct a 9-panel urine drug screen and criminal background check that includes National Criminal Database, 7 Year County and State Criminal Felony and Misdemeanor Check, and Sex Offender Database.

Q. What is the hourly wage for TSC Staff employees?

A. Employee wages are dependent upon position title and the average market wage based upon city and region specific wage surveys. Our customers using the HR expertise, advice and wage survey data provided by TSC Staff, determine the final agreed upon pay-rate per position.

Q. What is the billing rate per hour?

A. The billing rate per hour is tied to the agreed upon wage rate by position. Please refer to the "Simple All Inclusive Pricing" matrix located on the back of the TSC Staff Brochure.

Q. What is the billing cycle for TSC Staff?

A. Invoices are generated weekly with 30-day payment terms.

Q. Does TSC Staff provide a timekeeping system and web portal that provides data including hours worked and estimated daily spend?

A. Yes we have a timekeeping system and web portal available.

Q. Does TSC Staff provide paid holidays for employees?

A. TSC Staff recommends that our customers agree to be billed a holiday rate for their property-designated high volume holidays. Resorts, Hotels and Casinos yield their properties room inventory on busy holidays. TSC Staff provides holiday wage rates when customers agree to be billed for holiday pay.



At Your Service Since 1987

You're the expert in running your department and we're the experts in staffing your department. Staffing Services through The Service Companies will improve productivity, reduce overtime, workers compensation costs and eliminate the hassle of recruiting hard-to-staff shifts.



"We become your property or department's personalized staffing and human resources partner."

We Staff

- Hotel Housekeepers and Housemen
- Public Area Cleaners
- Pool Attendants
- Laundry Attendants
- Cooks
- Stewarding
- Facilities Maintenance
- Managers & Supervisors
- Wait Staff
- Bussers
- Food Hosts
- Banquet Servers and Set-Up

Our best in class Bi-Lingual Staffing Managers recruit only the highest quality employees using our state of the art recruiting technology. We utilize state of the art scheduling and call off technology to provide quick replacements.

At your discretion, all of our employees can be subjected to drug testing, multi-level criminal background checks and employment reference checks. We comply with government regulations and our employees have an I-9 on file. Our staff will wear our uniforms or your uniforms upon request.

Your dedicated Staffing Manager will follow-up to ensure your expectations are exceeded and that your needs are satisfied.

Regardless of your supplemental, seasonal, temporary, on-call or last minute staffing needs we will be there for you providing the best service.

Our current client list of Fortune 1000 Hospitality Companies generally use between 5 and 500 of our employees per day, per location.

Our all-inclusive pricing is simple and easy to understand. We pay employees weekly and bill customers weekly. Payment terms are 30 days.

