



THE SERVICE COMPANIES

The Service Companies Services Agreement

This agreement between Acrobat Outsourcing, a wholly-owned subsidiary of The Service Companies, Inc., with its principal office located at 303 Hegenberger Road, Suite 300, Oakland, CA 94621 ("STAFFING FIRM"), and CusineStyle by Pamela Keith located at 842 Stanton Road Burlingame CA 94010 ("CLIENT"), is made effective as of November 27th, 2019 and will continue for a period of 1 year until November 27th, 2020. This contract will automatically renew after 1 year, if no notice is given by CLIENT.

Bill Rates: Our bill rates include the employee's hourly wage, and all deductions required by State and Federal legislation -- including employer's contribution for FICA taxes, providing Unemployment and Worker's Compensation, liability insurance and fidelity bonding, San Francisco sick leave, and commuter ordinances as well as other deductions and benefits paid to or on behalf of our employees such as the required San Francisco Health Care Security Ordinance (HCSO) hourly expenditure per employee. Additionally, all administrative charges are covered, including preparation of W-2 forms at the end of the year.

Position	Bill Rate
Server Staff	\$35.95
Bartender Staff	\$35.95
Dish / Utility Staff	\$32.95
Prep Cook Staff	\$34.95
Grill / Line Cook Staff	\$36.35
Captain Staff	\$45.95
* STAFFING FIRM observes the following Holidays:	
New Year's Day	Labor Day
Easter Sunday	Thanksgiving Day
Memorial Day	Christmas Day
Independence Day	
On these dates your normal bill rate will increase 1.5X.	

STAFFING FIRM may, on occasion, increase the rates set forth in proportion to any legislatively mandated new or increased cost which may be required by federal, state, or local law commencing upon the effective date of such new or increased cost, such as FICA State Unemployment Tax. Changes may also include any new or increased cost associated with the passage of a federal or state law mandating any benefits for employees.

Health Care Security Ordinance (HCSO): STAFFING FIRM intends to be in compliance with the San Francisco HCSO and the Affordable Care Act. STAFFING FIRM either provides medical benefits or contributes to an irrevocable reimbursement account in accordance with the HCSO.

Five-hour Minimum: We require a five-hour minimum workday. If an employee is scheduled to work a minimum of five hours in one day and the employee is sent home in less than five hours due to a lack of work, the employee will be paid for five hours and THE CLIENT will be billed for five hours. **Show-up:** In the event you cancel the employee's assignment and the employee is already on his/her way to work, or at the location, the five-hour minimum will be applied, and THE CLIENT will be billed for five hours.

Cancellation of Event: There will be a 50% cancellation fee of estimated hours for the Event if cancelled within 36 hours of the scheduled start time. The parties agree that the minimum hours for the Event are 5. For Saturday, Sunday and Monday jobs all cancellations or order changes need to be received by Friday morning at 9 a.m. PST to avoid fees.

Guarantee: STAFFING FIRM guarantees that the assigned employees that they recruit and assign to CLIENT will have the qualifications CLIENT requests. If CLIENT finds any assigned employee's qualifications or general work-related behavior lacking and lets STAFFING FIRM know within one (1) hour, STAFFING FIRM will not charge for the first two (2) hours of the assignment and will make reasonable efforts to replace the assigned employee immediately.

Employee Timesheets: STAFFING FIRM pays its employees weekly. In order to accommodate this and ensure accurate invoicing, we utilize paper time sheets, which will be provided to you by your local staffing manager. These time slips will have the names of the staff reporting to your event or business as well as a place to indicate time in, time out and break time. The time slip requires the initials of the staff as well as the signature of the client to ensure the validity of the recorded time by all parties. After the shift, please return via email or by fax to your local staffing manager, the following business day.

Employee Breaks: Per California labor laws an employee: a. must receive a 10-minute break for every 4 hours that they work provided the shift is at least 5 hours;
b. must receive an uninterrupted 30-minute break after 5 hours, except when the workday will be completed in 6 hours or less and there is mutual employer/employee consent to waive the break period. If working more than 8 hours additional breaks must be provided

Hiring a STAFFING FIRM Employee: Should THE CLIENT wish to hire an employee of STAFFING FIRM as a permanent employee, conversion fees and/or hiring fees will apply. Hiring options include:

1. If THE CLIENT maintains the employee as an employee of STAFFING FIRM for at least 120 days with a minimum of 690 hours worked then THE CLIENT can hire STAFFING FIRM's employee with a Conversion fee of \$0. THE CLIENT must notify STAFFING FIRM if they decide to hire an employee.
2. THE CLIENT may hire any employee of STAFFING FIRM working less than 120 Days and 690 hours after paying a Temporary-to-Hire Conversion fee to STAFFING FIRM for each employee. The Temporary-to-Hire Conversion fee is \$6,500.

Payment Terms: Qualified CLIENTS who provide good credit references to STAFFING FIRM will be granted terms. ALL invoices are Due Upon Receipt.

Finance Charge: CLIENT agrees to pay interest on any unpaid balances after thirty (30) days from the date of the invoice, at the compounded rate of 1.5% per month (Annual Percentage Rate of 18%) or the maximum legal rate, whichever is lower, calculated from the date of the invoice.

Term of Agreement: The Agreement may be terminated by either party upon 30 days written notice to the other party, except that, if a party becomes bankrupt or insolvent, discontinues operations, or fails to make any payments as required by the Agreement, either party may terminate the agreement upon 24 hours written notice. No provision of this Agreement may be amended or waived unless agreed to in writing signed by the parties.

Authorized representatives of the parties have executed this Agreement below to express the parties' agreement to its terms. The provisions of this Agreement will inure to the benefit of and be binding on the parties and their respective representatives, successors, and assigns.

Pamela Keith Inc
CLIENT
Pamela Keith
Signature
PAMELA KEITH
Printed Name
OWNER
Title
12-3-19
Date

STAFFING FIRM: ACROBAT OUTSOURCING
[Signature]
Signature
Ariel Hasbain
Printed Name
Operations Manager
Title
12/3/19
Date

Agreement Provided By: Lisa Powers



THE SERVICE
COMPANIES

New Client Info Form (or update)

Date: November - 2019

COMPANY INFORMATION:

Company Name: DANIELA KETTA INC Website: CUISINESTYLE.COM

Type of Company:

- ☐ Conference Planner
- ☐ Event Production
- ☐ Food Production or Demo
- ☐ Education
- ☒ Event Facility
- ☒ Caterer
- ☐ Restaurant
- ☐ Corporate Cafeteria
- ☐ Organization: _____

LOCATION (if different locations, please list top 5 locations)

Please provide venue name, address and specific meeting room or check in procedure:

LA HONDA WINERY 2645 FAIR OAKS AVE. REDWOOD CITY, CA 94063
THOMAS FAGARTY WINERY 19501 SILEY LINE BLVD. WOODSIDE, CA 94062
FACEBOOK CHAGGON WAY MENLO PARK, CA 94025
NORDSTRUM - VARIOUS LOCATIONS

Are there parking options? YES, USUALLY

Willing to pay for Transportation, if needed for staff? (Y) N.

STAFFING NEEDS

Select the positions you are likely to need at some point:

- ☐ Concierge/Information Clerk
- ☐ Registration Cashiers/Customer Service
- ☐ Materials Production
- ☐ Room/Line Monitors
- ☒ Event Help
- ☐ Other

KITCHEN PREP- EVENT CHEF + KITCHEN ASSISTANTS

UNIFORM OR ATTIRE

What dress code would best be suited to the event or assignment?

① Black Pants; white button down shirt - long sleeve, collar, black vest, black tie, black shoes

② Bistro - Black Pants; black shirt button down - long sleeve - collar, black tie, black shoes.

CONTACTS ③ Chef attire.

Primary Contact (we will email timesheets to this contact before each job)

Printed Name: Dasha Rashida Madsen Position: Operations Manager

Phone: 650-652-6500 Cell: 650-279-6657 Fax: _____

Address: 842 Stanton Road City: Burlingame CA Zip: 94010

Email: rashida@cuisinestyle.com

Invoice Contact

We email invoices to save paper but if you prefer another method please indicate:

☒ Email is perfect ☐ Prefer fax ☐ Prefer postal mail ☐ same as above info

Printed Name: ~~Dasha Rashida~~ SAME Position: OWNER

Phone: 650-652-6500 Cell: " Fax: _____

Address: SAME City: SAME Zip: "

Email: SAME

Other Contacts

If there are others in your office who may place orders on this account, please indicate:

1) Printed Name: Pamela Keith Position: Owner

Phone: 650-652-6500 Cell: _____ Fax: _____

Email: pamelc@cuisinestyle.com

HOSPITALITY SERVICES

TSC GROUP

CUSTOMER VALUE PROPOSITION

As your staffing partner in the food service, hospitality and related industries, our goal is to help maximize your profits and save you time. From staffing solutions that streamline your hiring and recruiting processes to our unmatched customer service that ensures your needs are consistently and flawlessly met, The Service Companies' Hospitality Services division is committed to enhancing your bottom line and allowing you more time to run your business.

OUR VALUE PROPOSITION

- **Insured and Bonded** - Worker's Compensation/Liability Insurance \$5M, ACA Compliant.
- **Technology** - Electronic timecards & Invoicing, iPhone & Android apps to expedite your staffing and billing.
- **Industry Experience** - Over 150 years of hospitality and food service industry experience and a database of thousands of available front and back-of-house professionals make it easy to find the right match for your needs.
- **Employee Screenings** - All employees have at least 1 year of prior experience, are tested on their skills, attend orientation, are E-Verified, background checked (criminal 7 year including social security trace) and have their Food Handler's Card. For long-term and motor vehicle jobs, we can provide drug & TB testing, DOJ, and DMV reports.
- **Customer Service Promise & Guarantee** - You receive consistent and constant attention to your specific needs by a trusted, experienced and dedicated Operations Account Manager. We take the time to get to know you and your unique business requirements from the start to provide the best experience possible. If for whatever reason an employee is not the right fit, we guarantee that we will replace the individual and provide the first two hours free of charge.
- **24/7 Answering Service** - We have a 24/7 answering service to handle your requests at any time. Phone number: (800)236-2276 ext. 2207.
- **Certification Training Courses** - We have employees who are TIPS, TEAM and LEAD certified.
- **Payroll** - All of our employees receive a W-2. We pay all necessary taxes and maintain compliance with labor laws, allowing you to focus on your core business.
- **No Hidden Charges** - We have one hourly fee by position and minimal ACA surcharge.
- **Control of Overtime** - Temporary staff can help reduce overtime cost for your organization.
- **Employee Payment Options** - Direct deposit or a Global Cash Visa card.
- **Employee Uniforms** - Determined by client.

For more information, contact Marc Caplan.
(858) 771-0831 marc@acrobatoutsourcing.com www.theservicecompanies.com

THE SERVICE
COMPANIES

INTEGRATED HOSPITALITY SERVICES

The Service Companies is the premier provider of managed, hospitality staffing, specialty and engineering services to the gaming, hospitality and facility services industries across the United States and Caribbean. We tailor our services to the unique needs of our clients, resulting in a superior customer experience, streamlined processes, and improved efficiencies.

OUR SERVICES

Hospitality Services

Trained Food & Beverage
Professional Staff
Special Event Staffing
Strategic Talent
Acquisition Management
Program (SIAMP)
Payroll & RPO
FOH / BOH Temporary &
Long-Term Staffing

Specialty Services

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

Engineering Services

HVAC
Onsite Engineering
Retrofit Service
On-Demand
Performance Contracting
HVAC Coil Cleaning

ABOUT US

- Founded in 1987 & owned by Gridiron Capital
- Headquartered in Miami, FL with offices in 30+ states, the District of Columbia, Puerto Rico & the Bahamas
- Over 3,000 customers (including nearly half of the AAA Five Diamond & Forbes Five Star properties in the US & Puerto Rico)
- 3.9+ million guest rooms cleaned annually
- 38 million sq. ft. under contract for our Engineering Services division
- 1.1+ million sq. ft. of gaming area cleaned daily
- 120,000 chandeliers cleaned per year

OUR CLIENTS



- Performance, quality & cleanliness standards
- Leaders with 700 years of industry expertise
- Associate success and engagement
- Designated systems & processes
- Relationships with trusted partners
- Advanced technology deployment
- Human Resources & Risk / Safety teams
- Focus on customer & associate safety
- Inventory & asset management



THE SERVICE
COMPANIES

SERVICE ABOVE ALL

Credit Application for a Business Account

Business Contact Information			
Title: PAMELA KEITH INC.			
Company name/DBA: CULINESTYLE BY PAMELA KEITH			
Phone: 650 652 6500	Fax: 650 652 6510	Email: pamelak@culinestyle.com	
Registered company address: 842 STANTON ROAD			
City: BURLINGAME		State: CA	ZIP Code: 94010
Date business commenced: 2003			
Sole proprietorship:		Partnership:	Corporation: X Other:
Business and Credit Information			
Primary business address: 842 STANTON ROAD			
City: BURLINGAME		State: CA	ZIP Code: 94010
How long at current address? 4 YEARS			
Telephone: 650 652 6500	Fax: 650 652 6510	E-mail: pamelak@culinestyle.com	
Bank name: US BANK			
Bank address: 475 EL CAMINO REAL		Phone: 650.259.1580	
City: MILLBRAE		State: CA	ZIP Code: 94030
Type of account:	Account number		
Savings			
Checking			
Other			
Business/Trade References			
Company name: GREENLEAF			
Address: PO BOX 45192			
City: SAN FRANCISCO		State: CA	ZIP Code: 94145
Phone: 415 647 2991	Fax: 415 282 2999	E-mail:	
Type of account: VENDOR / SERVICES / FOOD			
Company name: LE BOULANGER			
Address: 305 NORTH MATHILDA AVE.			
City: SUNNYVALE		State: CA	ZIP Code: 94085
Phone: 408 774 9000	Fax: 408 523 9810	E-mail:	
Type of account: VENDOR / SERVICES / FOOD			
Agreement			
1. All invoices are to be paid 30 days from the date of the invoice.			
2. Claims arising from invoices must be made within seven working days.			

3. By submitting this application, you authorize Acrobat Outsourcing, a wholly-owned subsidiary of The Service Companies, Inc., to make inquiries into the banking and business/trade references that you have supplied.	
Signatures	
 Title: OWNER Date: 12-2-19	Title: Date:

