



TFA
Monthly
Newsletter

April 2018

IN THE NEWS

Spring Cleaning—Outsourcing to Improve Your Bottom Line

by Kristi Jackson

It's that time of year – spring is in the air and lots of people are in the midst of doing the annual deep clean and clean-out to simplify our lives. For many of us personally, it feels good (when it's done!) – but can businesses benefit by the same activity?

Absolutely – but on the surface it's not obvious how. Just asking staff to push a little harder isn't the answer. In many cases, staff members are pushing as hard as they can, but the problem is that they are suffering from labor shortages. With open positions, housekeeping and human resources departments are stretched to the limit. In one market area, our client deals with regional unemployment that is south of 2% and con-

stantly has a 20% gap in open positions versus their desired staffing level. Preventing this employment gap can provide many benefits to businesses.

A solution to consider is to outsource the overall cleaning functions – housekeeping, EVS, stewarding, deep cleaning, floor care, windows... the works. The benefits are many:

Full Staffing – by utilizing legal sources of labor from out of the market, an outsource firm will fill open positions more readily – even in tight labor markets – and keep them full as it is all they do.

Lower Turnover – lower turnover reduces cost on the overall opera-

Wind Creek Hospitality to Acquire Sands Casino Resort for \$1.3 Billion

3/9/18 – PRNewsWire.com

Pamunkey Indian Tribe Planning \$700 Million Resort, Gaming Facility

3/16/18 – DailyPress.com

Federal Legislation Could Revive Mashpee Wampanoag Casino Plan

3/21/18 – CapeCod.com

Cherokee Nation Building New Cherokee Casino Tahlequah

3/22/18 – Anadisgoi.com

Spending Bill Includes Large Infusion of Funds for Indian Housing

3/27/18 – Indianz.com

Reading Between the Lines

3/27/18 – GGBMagazine.com

Allergan's Much Maligned Tribal Licensing Deal Wins Reprieve at Appeals Court

3/29/18 – FiercePharma.com

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tion, namely it frees up management resources that were otherwise diverted into creative problem solving for this low-level, non-customer-facing, but critical to guest satisfaction area.

Economies of Scale – very large outsourcing companies can buy cleaning supplies, insurance and other key elements at bulk rates not obtainable by stand-alone properties – and pass through savings to you.

Human Resources Focus – HR departments don't have to devote a large portion of their team to manage this very high turnover and constant interview/backgrounding/hiring area. HR staff can focus on marketing and higher-value positions that are more directly related to running the customer facing side of an operation.

High quality – to at least match the standard you are used to – or exceed it. Contracts can be structured to ensure this performance measurement.

Lower Cost – as outsourcing companies focus on one area of the business, and do it nationally, they naturally operate those functions more efficiently – and pass through savings to you as the customer.

TFA has a relationship with one of the largest outsourced cleaning companies in the country. We've known some of their principals for years and believe in the mission of the company. We've spoken with their clients in Indian Country and in commercial properties and understand their high

value proposition. Quality is unrivaled – they are the outsourced cleaning company for many high end hotels and casinos, as well as many independent operators nationwide. Today, the company has outsourced cleaning relationships with over 750 hotels and casinos across the country.

As you begin your spring cleaning, we would be happy to discuss the outsourcing model with you anytime.



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