



GUEST  
SERVICES

*Legendary Hospitality Since 1917*

April 17, 2020

To our Guest Services Family:

It has been approximately one month since the Coronavirus pandemic first forced the closure of some of Guest Services' operations, and the weeks that followed brought even more closures. To date, the majority of our employees have been furloughed and many others have had their pay or work schedules significantly reduced.

Even though many of our operations are closed, we want to reiterate that the Company is well positioned to survive this unprecedented situation. The furloughs, salary reductions and other cost-cutting measures that we put into place ensures our ability to withstand this business disruption. These difficult decisions were necessary to ensure the future success of Guest Services. Once we are able to resume our operations, we will transition back to providing the same level of service to our clients and customers as we have always done.

We are closely monitoring federal, local and state guidelines on a daily basis and continue to communicate with our clients in order to determine when we can re-open and operate our various locations. Once we are able to re-open, we will notify you of the specific plans at that time. Of course, the most important part of our plan for success is – and has always been – our loyal employees. We are reaching out to you today to make sure you know how much we value you and how much we look forward to the day you are able to return to work with Guest Services. We are in this together, and we will wait this crisis out together until it has passed.

We will continue to touch base with you regularly throughout this pandemic. In the meantime, if there is anything we can do to help – including support on unemployment claims, questions about your benefits, or other things that impact your health and happiness – please do not hesitate to contact our Human Resources department. They can be reached at (703) 849-9380 or via email at [hr@guestservices.com](mailto:hr@guestservices.com).

Please stay strong, be safe, and take care.

Gerry Gabrys  
Chief Executive Officer

Nico Foris  
Chief Operating Officer