

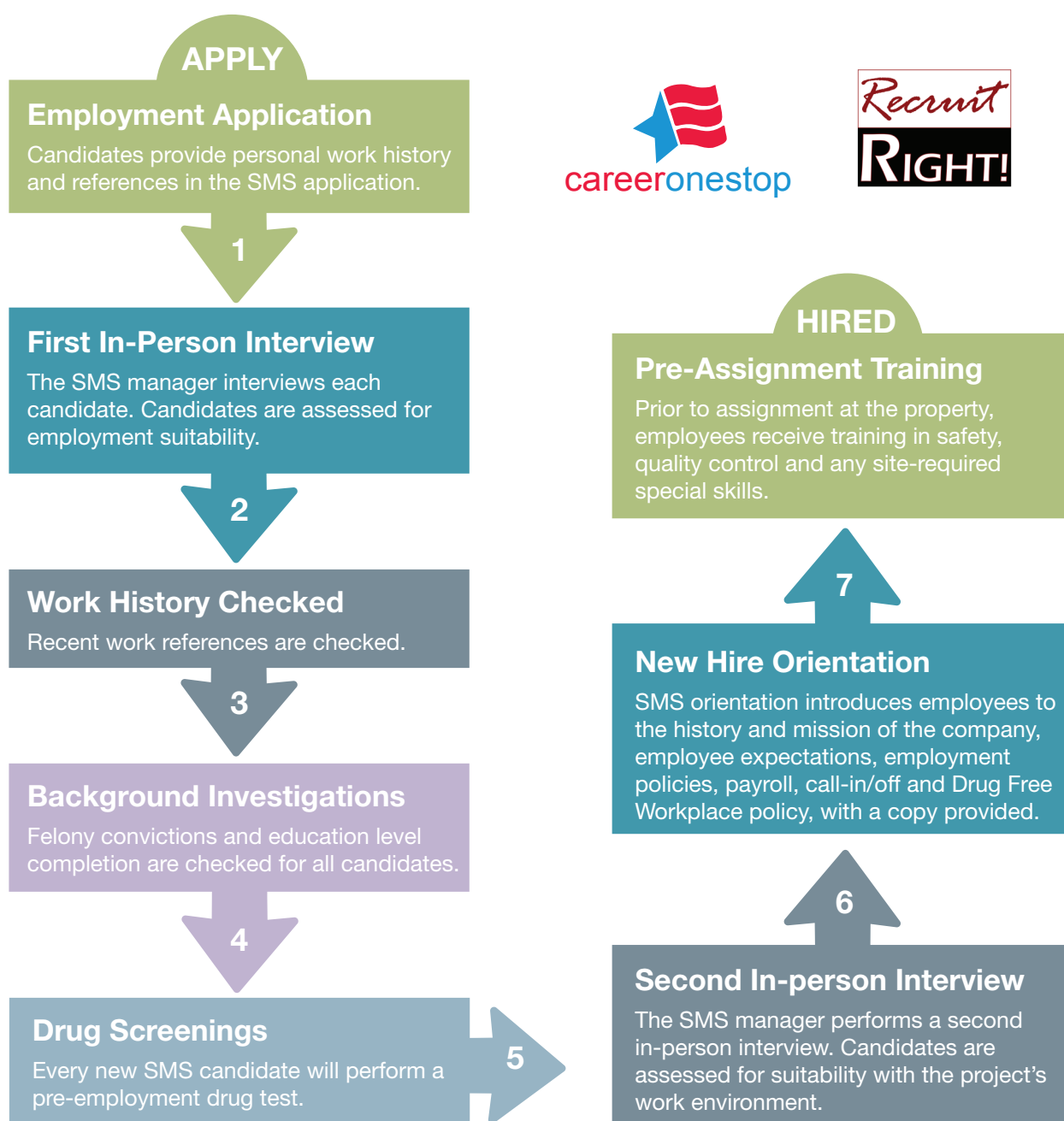


Recruit, Train, Retain

We aim to make recruiting easy and efficient, in order to connect the right people with the right roles.

Frontline Recruiting and Hiring

Service Management Systems has established partnerships with the public workforce system in every state in which we operate, and we have a strong and long-standing relationship with One Stop Career Centers. One Stop Career Centers is part of the Department of Labor that offers training referrals, career counseling, job listings and similar employment-related services. This allows us to fill job openings without incurring costs, while benefiting our local communities.





Since implementing Wonderlic testing, we have seen that higher scores lead to higher performance on quarterly reviews.

Management Recruiting and Hiring

The Facility Manager is the most important management position in our organization. In our management screening, SMS utilizes two types of pre-employment tests designed by Wonderlic to help determine the best candidate for its management positions.

1. Personal Characteristics Inventory (PCI)

2. Wonderlic Personnel Test-Revised (WPT-R)

SMS Onboarding Recruitment System

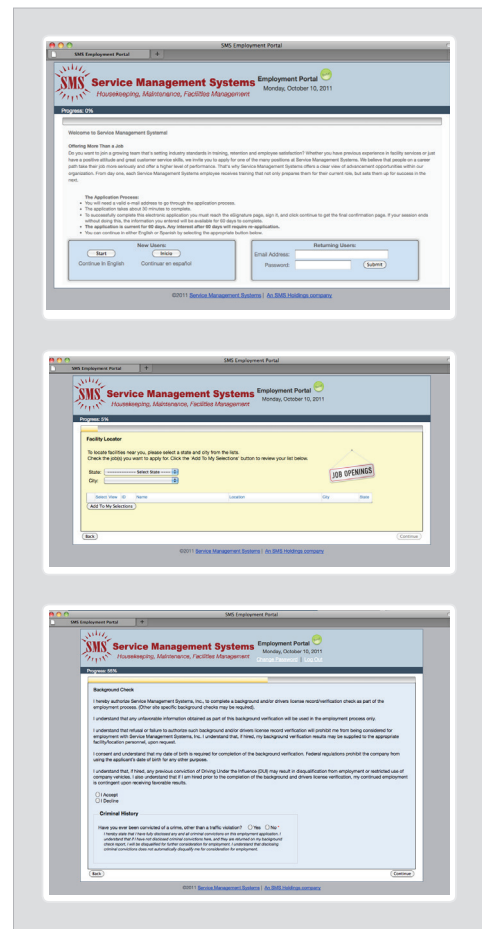
Service Management Systems Onboarding automates information flow during the recruiting process. Applicants can apply for multiple open positions online. Once they have filled out the application fields, signed electronically and clicked "submit," their information is sent to the hiring manager at the location of the open position.

SMS Onboarding is part of our green initiatives. During the hiring process, one applicant might typically use 20 sheets of paper. SMS Onboarding virtually eliminates the usage of paper, saving an estimated 300,000 sheets of paper per year from entering the environment.

Apply in English or Spanish

Search for job openings by location

Consent for background check online



Housekeeping Applications

We direct applicants to apply.smsclean.com to find job openings in their city offering competitive wages and benefits with Service Management Systems.

Training Program

We prioritize a thorough training regimen, that includes both initial and ongoing training for all SMS employees to surpass expectations and deliver high-quality services.

Our comprehensive training program includes the following:

New Hire Training

Supervisors evaluate new employees with extensive skills checklists. New hires receive grades based on their performance for over 60 standard cleaning procedures.

Weekly S.M.A.R.T Training

To ensure high-quality cleaning, SMS employees participate in weekly training refreshers. Managers focus each week's training on the unique needs of your hospital, such as stainless steel cleaning, wall washing, dusting and cleaning cart use.

Specialty Training

We have developed best practices and continually refine them. Employees receive specific instructions on how to properly perform procedures to ensure consistency and accountability.

Employee Motivation and Morale

One of the biggest factors in guest satisfaction is employee morale. We've developed motivation and morale programs designed to help each employee see their relationship with us as a career.



Whatever It Takes Award

Our site management nominate housekeepers who have gone above and beyond the call of duty. Winners receive a lapel pin and an appreciation certificate signed by the President.



Horizons Award

The Horizons Award is our most prestigious award, given to leads and directors for achieving quality, safety and productivity goals. Winners are honored at our annual leadership meeting and receive an etched crystal trophy and a \$500 prize.



Safety Incentive Program

If a site achieves zero property damage claims, zero workers' comp claims, and all Safety Talk sign-off sheets are turned in on time, employees are eligible to receive incentives and participate in drawings for prizes, such as cars, cash and more.



Milestones Award

The Milestone Award recognizes employees who have dedicated five or more years of service.



Contact Recruiting

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