



About Us

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Retail Mechanical Services

HVAC & REFRIGERATION SPECIALISTS

As the restaurant and retail industry continues to thrive, so does the need for comprehensive and innovative HVAC services. Retail Mechanical Services (RMS) is ready to handle all your demand services, upgrades, successful maintenance programs, and new system installations. Adopting the latest in work order management software and technology is what makes the RMS team productive and up to date with innovative HVAC trends. These attributes also help reduce cost and increase the competence of the RMS workforce. **We are a women-owned and operated company.**

Competitive Advantages

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The Devil Is In The Details

- COMMITMENT**
Committed to delivering the highest level of SERVICE
- CREATIVITY**
Creativity is the driving force we rely on to stay relevant and innovative in the industry
- CONSISTENCY**
Building authentic partnerships through consistent exceptional customer service.
- COMMUNICATION**
Effective communication to reduce rework and ensure the results customers are looking to achieve.

North America

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HVAC REFRIGERATION

SERVICES

- Emergency Service
- Leak Repairs
- Duct Cleaning
- Demand Service
- Asset Management
- EMS Controls
- Preventative Maintenance

WORK ORDER SUCCESS RATES

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From Scheduled PM Services To Emergency Services, Here is How We Did October 2017 - 2018.

- 92** DISPATCH CONFIRMATION
- 91** CHECK-IN COMPLIANCE
- 98** ON-TIME ARRIVAL
- 87** FIRST TIME COMPLETION

- * A Successful Assignment:
 - Technician arrived within the agreed upon time-frame.
 - Technician completed the work without having to return on warranty.
 - Store management confirmed that work was completed and that the technician was professional.
 - Store assignments have their bumps along the way but we are always available for the Client and Store Personnel to react and provide the proper solutions.

24/7 Availability

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COMMUNICATION

- REAL-TIME REPORTS
- 24/7 SMARTSHEET
- IVR
- PHOTOS OF COMPLETED SERVICES

North America

RMS SERVICE PARTNERS

Our vendor retention rate is estimated to be 93.7%. RMS strives to deliver "Total Customer Satisfaction" and will work with every vendor individually to ensure that goals are met.

Why Service-Partners Choose Us

- Experience
- Expertise
- Values
- Process
- Training
- Incentives Programs
- Professionalism
- Relationships

RMS PARTNER VETTING

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IN-HOUSE VENDOR QUALITY CONTROL TEAM

RMS will perform routine quality control visits on jobs.

LICENSED & INSURED

Certificate Of Insurance (RMS Listed As Additionally Insured & The Certificate Holder) Comply To State Mandates And Licensing

Paperwork Requirements

Paperwork Requirements Are Updated Yearly

Client & Store Personnel

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Client Assigned RMS Primary Contact

For All Day-To-Day Operations, New Work Orders and Schedule Changes, Each Account Manager, has a team of client coordinators.

RMS Account Manager

The Account Manager distributes work orders to client coordinators, submits quotes, handles sensitive issues.

Required Communication For RMS Client Coordinators

- Contact Store Management to confirm schedule dates, reported issues, special instructions and to confirm the primary store contact. Once Technicians are scheduled, store personnel will be updated with a 2 hour window of service.
- Update Client Contact with the manager's name, and confirmation of service schedule.
- Post service completion, Client Coordinators contact Store Management and perform a technician quality check to make sure that the work has been completed. If a return trip is required they will be updated accordingly.
- All Specific Job Requirements and Descriptions of Work are automatically updated to our dispatched Work Orders for the Client Coordinator to see and for the technicians to read.

Vendor Partners

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Required Communication For RMS Vendor Partners

- Client Coordinators follow a consistent process to Assigning and Coordinating a Vendor Partner to service our Clients.
- These steps are meant to close any communication gaps from when the work was assigned until the assignment takes place.
- Our Vendor Database and Systems For Assignment are stored in our CMMS system, Facilities Exchange. The staff is trained to properly locate the correct local vendor partner from our National network. These Vendors are Pre-Qualified to complete assignments for RMS.

TRUSTED BY GREAT COMPANIES AROUND THE WORLD

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Pier1 Imports | Lbrands | DAISO JAPAN

CraftWorks | RBC | Lids

FOREVER 21 | sears | ZOËS KITCHEN

TRUSTED BY COMPANIES AROUND THE WORLD

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Professional Retail Services aims to always deliver exceptional facility maintenance services to all its customers, but don't take our word for it, see what our customers have to say.

Fort Worth, TX

Torrance, CA

Plano, TX

TJ MAXX TEAM

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Hours: Monday – Friday 8am – 5pm
After-Hours Cell Direct: 631-260-6926

GET IN TOUCH

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We are Retail Mechanical Services, a national HVAC & Refrigeration service provider, with many great partnerships across North America.

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HVAC/R Presentation For Directors Of Facilities



The 4C'S Of Diamond Level Service
Total Customer Satisfaction

 COMMITMENT Committed to delivering the highest level of SERVICE	 CONSISTENCY Building authentic partnerships customers, through consistent exceptional customer service.
 CREATIVITY Creativity is the driving force we rely on to staying relevant and innovative in the industry.	 COMMUNICATION Effective communication to reduce redundancies and yield the results customers are looking to achieve.

RSS SERVICE PARTNERS
UNITED STATES, CANADA & PUERTO RICO

Retail Security Services (RSS) has built strong service-partnerships across the United States, Canada & Puerto Rico.

Our vendor retention rate is estimated to be 91.4%. RSS prefers to keep service-partners and will provide training and incentives to keep vendors on board.

The "Quarterly RSS Vendor Summits" held at our headquarters has been a real success, designed to help grow and strengthen partnerships with our vendors.

RETAIL SECURITY SERVICES

MEET OUR CLIENTS

98% CLIENT RETENTION RATE FOR THE LAST THREE YEARS

CLIENT DETAIL AVERAGES

 LOCATIONS 5200 +	 FOOTPRINT USA, CANADA, PUERTO RICO
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CLIENT INDUSTRY

60% RETAILER	25% FINANCIAL	10% RESTAURANT	5% OTHER
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RETAIL SECURITY SERVICES

TRUSTED BY THESE GREAT COMPANIES