

# MASTERCORP

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As the recognized leader in the hospitality service industry, **MasterCorp** consistently delivers on an unrivaled portfolio of offerings to clients at resorts and commercial businesses around the country. With a rich history, a strong reputation, and a commitment to innovation, MasterCorp is your complete service partner.

Since its inception 37 years ago as the preeminent housekeeping services company in the timeshare industry, MasterCorp has been grounded in a culture of caring and cleanliness that is embraced at every level of the organization. That strong foundation has enabled MasterCorp to grow its services and capabilities to include housekeeping, maintenance, floor care, laundry, commercial services, as well as a recently launched staffing company, tailored to the unique and changing needs of its clients. This holistic approach to hospitality services allows MasterCorp to leverage talent and efficiencies while providing full-service support to many of the most recognized flags in the timeshare and hotel industries. In 2016, the company and its dedicated associates served 115 resorts in 22 states, creating a warm welcome for more than 6 million vacationing guests.

In keeping with its values, MasterCorp is proud to consistently deliver exceptional service to every client at every location through rigorous training, systematic accountability, and a proven process. MasterCorp has set new standards in resort housekeeping support and innovation through development and implementation of a proprietary, mobile optimized technology that increases efficiencies and streamlines the administrative side of housekeeping management.

MasterCorp's advanced forecasting systems for staffing, inventory management, and linen/terry management are designed to proactively identify solutions. To ensure the safety and security of clients, guests, and staff, MasterCorp has established a comprehensive network of safeguards designed to minimize risk.

The company is led by an experienced and engaged executive leadership team who embody the MasterCorp values in the decisions they make and the relationships they build. In addition to its founder/owner Alan Grindstaff, the executive team includes resort management veteran Gary Hyde as Chief Operations Officer; Jeff Linden, Chief Information Officer who brings a combination of industry knowledge with acumen for technology; and Chief Development Officer, Scott Schreiber, another industry veteran who identifies new markets and develops new business opportunities for MasterCorp nationwide. The executive team is led by **Gary Byrd**, President and Chief Executive Officer.

A respected leader in the hospitality industry, Gary Byrd is recognized for his ability to craft and execute a vision and build a strong leadership team who deliver results. Since joining MasterCorp in 2015, he has leveraged his experience to drive unprecedented growth and new opportunities for the company and its associates. Gary is passionate about having the right people in place, challenging them to higher performance, and arming them with the knowledge they need to succeed.



**MasterCorp**  
HOSPITALITY SERVICES

