
VOLUNTEER

MAINTENANCE COMPANY® LLC



Specializing in Restaurants

3119 Northwest Park Drive
Knoxville, TN 37921
800-588-3577

volunteermaintenance.com



Specializing in the Restaurant Industry

Established over 10 years ago in Knoxville, Tennessee Volunteer Maintenance Company has worked hard to create a full service restaurant facilities maintenance company. Beginning in 1998 as a one man team, Volunteer Maintenance Company has quickly become one of the leaders in the restaurant repair/renovation field.

During this period we have expanded our offices to include the following locations: Atlanta, Cincinnati, Nashville, Memphis, and Raleigh. This has enabled us to provide quicker response time to our valued customers.

VMC is most recognized by Gordon Bruner the "guy in overalls", our owner.

"Opportunity is missed by most people because it is dressed in overalls and looks like work."

– Thomas Edison



We are a full service restaurant facilities maintenance company and our primary objective is to get the job done as quickly and efficiently as possible to keep our customers operating with as little interruption as possible. Our goal is to continue to offer the same level of service to our existing client base while expanding our horizons and taking on other National Restaurant Chains as well as servicing some local chains within the new district manager's territories.

Our goal is to provide our customers the level of service that keeps your down time to a bare minimum. We will always strive to complete your repairs with little or no interruption to your daily service. We provide service only to restaurants and have a complete understanding of what it means to have them ready to do business by the next morning.

Providing quality service is critical. Our business and individual clients judge our competence based on how we treat them. This is their primary - and in many cases their only - measurement of our capabilities. Our Value Proposition to the client is that we will do whatever they need, whenever they need it and will ensure that it is done properly.

VMC offers many years of proven relationships and work history within the national casual dining community. We have serviced two of the largest names in that industry and have been extremely successful in maintaining the relationships that we have built with them. It is our goal to carry that same level of commitment and expertise to other national chains that are in need of facilities maintenance and repairs.



VOLUNTEER
MAINTENANCE COMPANY[®] LLC

COMMERCIAL SERVICES OFFERED

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- 24/7 Emergency Service
 - Complete Remodeling/Reimaging
 - Fire and Storm Restoration
 - BOH
 - FRP Replacement/Repair and Stainless Steel Work
 - Equipment Swaps/Upgrades
 - Tile & Grout Work
 - High Temp Caulking
 - Plumbing and Electrical Repairs
 - Walk-In Freezer Repairs/Replacements
 - FOH
 - Carpentry/Sheetrock Repairs & Installation
 - Carpet & Tile Installation
 - Wall Covering, Painting, Wood Refinishing
 - Lighting Upgrades
 - TV Installations
 - Bars
 - Additions
 - Equipment Swaps
 - Plumbing and Electrical Repairs
 - Bar top Upgrades, Repairs, Replacement, or Re-finishing
 - Restrooms
 - ADA upgrades
 - Complete Remodels
 - Partition Repairs/Replacement
 - Fixture Replacements, Vanity Replacements, Mirror Replacements
 - Exteriors
 - Wood Rot and Siding Replacement
 - Stucco, Stone, Painting and Masonry Work
 - Gutters and Down Spouts
 - Window Replacements
 - Fencing and Security Cage Work
 - Concrete and Parking Lot
 - Grease Trap Replacement
 - Door Replacements (*all types*)
 - Ceiling Tile and Grid Replacement
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OUR FIELD MANAGEMENT TEAM



DAN BETTIS

DIRECTOR OF OPERATIONS

VOLUNTEER
MAINTENANCE COMPANY® LLC

Dan Bettis joined the VMC team on September 2, 2008. His background includes over 30 years in restaurant construction and development with Ruby Tuesday and he holds a Bachelors Degree in Architecture from the University of Tennessee.

Mr. Bettis began his career as the Director of Design and Construction and also held the positions of V.P. of Development, Regional Construction Director and Region Real Estate Director. In his former positions with Ruby Tuesday, Dan was involved with all aspects of construction and development.

He oversaw the facilities department for all concepts including remodels and conversions, managed budgets, conducted warranty inspections annually, assisted with design and development of prototypical plans, created and managed market development plans, and worked with brokers to select sites of future stores.

In his 30 years in the industry, it is fair to say that he has a vast knowledge of facilities issues and we are proud to have him as an integral part of our team as we continue to grow. Dan knows what it takes to keep our customers satisfied and we are counting on him to help us to maintain and improve the standards our customers have come to expect from VMC.



JEFF DAVIS

MANAGER [jeff@vmcfacilities.com]

Jeff Davis joined the VMC team on February 21, 2007. His background includes over 9 years in residential construction and environmental services. In his short time in the restaurant maintenance industry Jeff has proven to show outstanding leadership qualities and a tremendous ability to handle multiple large projects simultaneously. He sees his projects through while never losing site of the customer's needs.



CHASE ANDERSON

MANAGER [chase@vmcfacilities.com]

Chase Anderson joined the VMC team on June 27, 2005 as a member of our office staff. He has worked his way up in the company by being the Service Department Manger and now he has his own region in the Knoxville, TN area. Chase is a graduate of Carson Newman College where he played football and he holds a Bachelor's Degree in Business Administration. Chase has always been a "team player" whether on the field or in the field and we are happy that he chose to be a part of our team.



JIM BARKEY

MANAGER [jjim@vmcfacilities.com]

Jim Barkey joined the VMC team on April 9, 2008 as a District Manager. He has a background in residential construction that spans over 20 years. He owned and operated his own construction company for 7 years and he holds a bachelors degree in Business Administration from Tulane University in New Orleans, LA. Jim manages multiple projects for our existing customers and is a valued member of our team.



ANDREW DiCARLO

MANAGER [andrew@vmcfacilities.com]

Andrew DiCarlo joined the VMC team on February 1, 2006 as a service technician. He has since worked his way up to a Regional Manager. His background as a master carpenter in the residential construction field, and also as a department manager for Home Depot Pro Division has proven to be beneficial to VMC. He is highly motivated and responsive to his customers' needs and we are happy to call him one of our own.



JASON HARRIS

MANAGER [jason@vmcfacilities.com]

Jason Harris joined the VMC team on April 8, 2008 as a District Manager. His background includes general carpentry, electrical, plumbing, painting, and landscaping, all of which enable him to assess his customer's needs efficiently. Jason has an Associate's Degree in Applied Sciences in Horticulture from Kent State University in Salem, OH. He is a well rounded individual and a valuable member of our management team.



JOHN HORENCY

MANAGER [john@vmcfacilities.com]

John Horency joined the VMC team on November 1, 2010. His background includes over 20 years of residential and commercial construction experience. From working with his tools through project management of multimillion dollar construction projects John has experienced all aspects of the construction industry. This diversity makes John a welcome member of our team. John is a Certified General Contractor in the State of Florida and a LEED Accredited Professional. John's commitment to safety, quality, and customer service makes him a great partner for our clients as we eagerly branch out into the southern region of the nation.

The logo is contained within a white rectangular border. It features a lime green background. The word "VOLUNTEER" is written in large, bold, orange-outlined letters. Below it, "MAINTENANCE COMPANY® LLC" is written in smaller, dark blue, all-caps letters. Two thin horizontal lines are positioned above and below the text.

VOLUNTEER
MAINTENANCE COMPANY® LLC

REFERENCE LETTERS



To whom it may concern:

Regarding Mr. Gordon Bruner

This is a letter of reference for Mr. Bruner; I have had the pleasure of knowing Mr. Bruner since January of 2000. Mr. Bruner holds himself and his company in the highest degree of professionalism and honesty. Mr. Bruner is an accomplished individual in several areas of expertise and has always shown a passion for perfection, he has never failed to deliver results and has always been there for us in time of crisis.

I have referred Mr. Bruner to several industry professionals whom have gone on to use his company's services and he has always received high marks and has a industry reputation of an honest, hard working, diligent and reliable person who has infused this passion into his employee's.

Thank you for your time and please contact me for further assistance.

Dan Gibbons

Director of Facilities
Brinker International Inc.
Dallas, Texas.
972-770-8830



SAVE THE PLANET

PRINTED ON 100% RECYCLED PAPER • Filtered with 100% water

May 31, 2008

To Whom It May Concern:

This letter of reference is for Gordon Bruner CEO, and owner of Volunteer Maintenance Company.

Gordon has been working with me for five plus years in the construction industry. We met years ago when I worked for Brinker International of Dallas TX as the North East Regional Facilities Manager. Volunteer Maintenance has performed many construction projects for me. I have since moved on to Hard Rock Cafe International as the East Coast Regional Facilities Manger and I have taken Volunteer Maintenance with me.

Gordon is one of my most trusted contractors. He not only does a wonderful job, he is always willing to do the right thing. After all the years of working together Gordon is not only one of my contractors I would consider him a friend.

If you would like any further information regarding Gordon and or his company Volunteer Maintenance please feel free to contact me.

Sincerely,

Kelly J. Otto
East Coast Regional Facilities Manager
Hard Rock International, Inc.
Cell: 774-281-0886



4201 Marsh Lane, Carrollton, TX 75007 tel 972-662-5400

To Whom It May Concern:

I have had the opportunity to work with Volunteer Maintenance Company for about a year. During that time I have found them to be a company that can be trusted to do the right things for my restaurants.

They work hard to give the best possible service, in a timely manner and always back up what they do with a solid warranty policy.

I can strongly recommend Volunteer Maintenance Company as a company that will work hard to exceed your expectations in all area.

Thank You,

A handwritten signature in black ink that reads "Paul Long".

Paul Long
Regional Facilities Manager.

great^{place} great^{people} great^{work}

Carlson Restaurants Worldwide

DARDEN

RESTAURANTS

Red Lobster® Olive Garden® LongHorn Steakhouse® The Capital Grille® Bahama Breeze® Seasons 52®

November 24, 2009

To Whom It May Concern:

It is with great pleasure that I provide a letter of reference for Volunteer Maintenance Company, LLC. I have partnered with them for the past year for restaurant level repair and maintenance items as well as small scale remodel projects. I have used them for a vast variety of projects from floor tile grout and patch to complete window replacements to guest restroom renovations to name a few. All jobs get the same special care and attention to detail no matter the size. Their on-site Project Manager ensures everything runs smoothly operationally by keeping in constant contact with the restaurant Manager and me to provide accurate and timely updates on the project.

As a Facility Manager overseeing approximately 50 restaurant locations throughout the Southeast, it is refreshing to know that Volunteer can address any of my needs within my four state territory. They have proven themselves time and again as a valued partner to Darden. Their sense of urgency, customer service, problem solving, commitment to the job at hand, and quality of work is second to none. For these reasons I will continue to call on their services for upcoming projects at my restaurants with the intent of building a long-lasting partnership in maintaining my restaurants at the high standard that Darden requires.

Please feel free to contact me at the phone number listed below if I can provide any other information concerning my partnership with Volunteer.

Regards,



Nikki Hale
Darden Restaurants, Inc.
Facility Manager
407-257-2691 cell
407-245-5284 voice mail
407-872-3766 e-fax
nhale@darden.com



January 9, 2009

To Whom It May Concern:

I would like to recommend the services of Volunteer Maintenance. I have worked with Volunteer Maintenance for over 8 years and find them to be the best full service restaurant maintenance company in the country. Volunteer has provided first class quality service with very competitive pricing. Their personnel at Volunteer have been trained in how to communicate with the operations team and know how to keep all active parties in the loop until their project is complete.

I have used Volunteer in many different capacities with three different restaurant concepts. Volunteer has acted as a full service call center for over 30 Chili's location in the entire state of Tennessee. The call center handled all service calls from roofing, parking lot and minor door repairs with professionalism, timeliness and responsible billing. Volunteer's relationship with their vendor network along with their knowledge of the operator's behaviors allows for them to resolve problems quickly and efficiently. Volunteer Maintenance is an exceptional General Contractor as well. Volunteer has performed major remodels up to \$500,000, complete fire restoration projects and new store build outs. Volunteer has always closed each project out at a high level of quality and are very reactive to any warranty issue.

I believe that Gordon Brunner, Owner, has a deep insight to the needs of the restaurant facilities professionals while not forgetting the customer is the store level management. Gordon has always been able to cater his business to the needs of the each client. Gordon is very active in his day to day business and will involve himself on the jobsite when issues are escalated.

I have valued my working relationship with Volunteer Maintenance and look forward to many more years of working with them. Volunteer has a "Get It Done and Mike It Go Away" approach while making sure to provide this service at a value to their customers.

Please feel free to contact myself if you need any further information.

Sincerely,

Mike Snyder
972-619-4115



12700 Park Central Drive
Suite 1300
Dallas, TX 75251
www.cornerbakerycafe.com

Feed the Day



OUR CUSTOMERS





ACCOLADES



BRINKER INTERNATIONAL

2008 HOSPITALITY PARTNERSHIP EXCELLENCE AWARD WINNERS

“Each of these award-winning partners has exemplified the true meaning of hospitality in an industry that relies on delivering a first-class guest experience,” said Happy Webberman, executive vice president of brand solutions for Brinker International. “These companies have demonstrated they will go above and beyond expectations to improve our restaurants worldwide.”

DALLAS (Oct. 20, 2008) – Brinker International, Inc. (NYSE: EAT) recently honored eight companies at its annual Hospitality Award for Partnership Excellence Banquet. The honorees were selected from a pool of more than 1,000 supplier partners who provide services to Brinker International and its four restaurant brands: Chili’s® Grill & Bar, Romano’s Macaroni Grill®, On The Border Mexican Grill & Cantina® and Maggiano’s Little Italy®.

Brinker International’s 2008 Hospitality Award for Partnership Excellence recipients:

- Iowa Pacific Processors, Inc. - Des Moines, Iowa
- Syracuse’s Italian Sausage Company - Ponder, Texas
- Shamrock Foods Company - Phoenix, Ariz.
- Performance Award Center - Carrollton, Texas
- **Volunteer Maintenance Company, LLC - Knoxville, Tenn.**
- Gerdes, Hendrichson & Associates - Dallas, Texas
- TIBCO Software Inc. - Palo Alto, Calif.
- PartnerSource Inc. – Dallas, Texas



RFMA

RFMA Congratulates Our Newly-Elected Board Members

Congratulations to the newly-elected members of the 2011 RFMA Board of Directors. We look forward to welcoming you into the readership circle in February. We are all confident that you have a great deal to offer in directing the future growth of our association.

Bob Schreiber
Starbucks Coffee

Bruce Smith
Brinker International

Vendor Representative:

Gordon Bruner

Volunteer Maintenance

Board Alternate:
Bob Fonville
Luby's Fuddruckers