



dean's professional services - Smith & Dean, Inc.

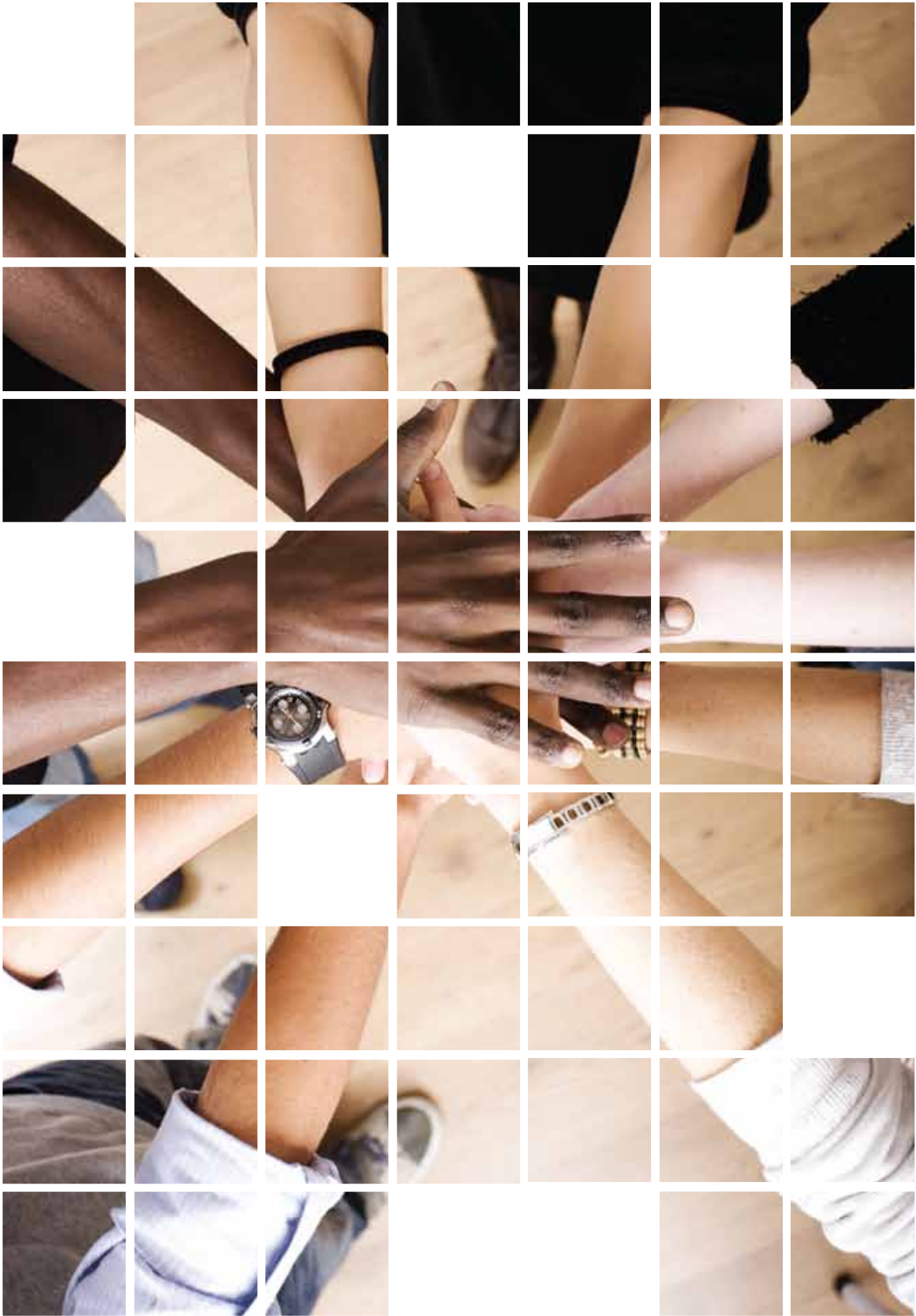


National & Award Winning Staffing, Staff Development and Consulting Company



713.785.7483 / 1.800.805.9318

www.deansprofessionalservices.com





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In 1993, I had an idea that was designed from a higher power. I set out to move through time and space to make this goal a reality. By realizing that without the client as my first priority, I would not be able to deliver the quality of service that would edify my dream and make Dean's Professional Services - Smith & Dean, Inc. the success it is today.

Through the years, I have not only built a successful client base but also a partnership with my clients. As time passes, the partnership turns into a friendship.

I continue to believe my blessings were given and deemed necessary for a reason. I consistently believe that our clients come first in ALL we do at Dean's Professional Services.

Since 1993, Dean's Professional Services has grown to have thousands of employees in Houston. We are continually dedicated to giving our clients 150%, and delivering the services necessary to develop a partnership with our "boss", you, our client.

I would like to first thank God and then our clients of Dean's Professional Services who have given us the ability to be one of the top full-service solution companies.

As we expand our services nationally, I would like to say "Thank you" for being a part of a dream that became a reality. You are the reason we are in business.

Respectfully,

Jennifer Dean
Founder & President



Houston Business Journal's 2010 Book of Lists

- Top 50 Minority Owned Companies
- Top 50 Women Owned Companies
- 17th Largest Temporary Placement Firm
- 7th Largest Permanent Placement Firm
- Houston Fast 100, #61



Jennifer Dean
President & CEO

Published Author & National Speaker

- 2010 - Houston Citizen's Chamber of Commerce - Pinnacle Award Winner
- 2007 - YMCA Minority Achiever Award Recipient
- 1998 - Ernst & Young's Entrepreneur of the Year Award Finalist
- Member, National Speaker's Association
- Board Member, Texas Association of Staffing
- National Customer Service Coach, Author and Speaker
- Past President, Houston Society for Healthcare Human Resource Administration
- **DPS was named one of the Inc. 5000 for 2010**

DPS Mission Statement

*Our goal is to give 150%, never settling for 100%; Always knowing we can do more to serve our clients. Our clients are the reason we are in business. They are the boss and we dance by the beat of their drum. They come first in all we do. **Customer Service is the key to success.** Our service starts with the front desk and flows throughout the office. Our business is only as good as our service.*

Our Memberships and Accreditations

- American Staffing Association
- Texas Association of Staffing
- National Minority Supplier's Development Council
- Houston Minority Supplier's Development Council
- Women's Business Enterprise Alliance
- Texas Business Alliance
- South Montgomery-Woodlands Chamber of Commerce
- H.U.B. Certified
- Joint Commission Certified Health Care Staffing Service
- Houston Society for Healthcare Human Resources Administration
- Texas Business Alliance
- Houston Hispanic Chamber of Commerce
- South Montgomery / Woodlands Chamber of Commerce
- Houston Citizen's Chamber of Commerce
- Port of Houston Authority



Professionalism...

Dean's Professional Services opened its doors in 1993, specializing in Medical Staffing and Consulting, this is our foundation. Our reputation is and has always been professional. We pride ourselves on maintaining a professional, friendly and welcome atmosphere. Every single person that walks in our office is treated as if they were walking into our home and they are welcome.

Your Full Service Staffing Solution



Our Services:

- Temporary Staffing Services
- Temporary to Hire Staffing Services
- Direct Hire Staffing Services
- Drug Screen / Background Services
- Candidate Recruiting Services
- Candidate Evaluation Services
- Vendor-on-Premise Services

Industries We Service:

- Medical / Healthcare
- Companions & Sitters
- Administrative & Clerical
- Information Technology
- Accounting & Finance
- Call Center / Customer Service
- Environmental & Light Industrial

Not an Agency...

Dean's Professional Services is just that - a service, we are not an agency. Our goal everyday is to create a perfect match for your organization. We are your full service solution. We not only match skill but personality to fit the atmosphere and need in your organization. Dean's Professional Services becomes a seamless extension of your facility, providing a partnership that you can rely on.

DPS 5-Point Applicant Check System

Every Dean's Professional Services applicant is processed through our 5-Point Applicant Check System by our trained Human Resource Professionals. This system is designed to ensure our clients will receive the best quality applicant and to make the desired match for your facility.

1. Interview

Our trained professionals conduct a thorough interview based on the resume provided to screen the applicant.

2. Evaluation Based on Specialty

After the interview is conducted, the applicant is evaluated based on the interviewer's assessment of the applicant's job specialty and their ability to perform the job applied for. The applicant must pass the evaluation to continue.

3. Background Check

Background checks are ran on every applicant including criminal, regulatory, and MVR as required to guarantee or ensure a safe workplace for our clients. Checks are completed at the onset and completion of the applicant process.

4. Education and License Verification

Education verification is conducted on every applicant to ensure that their credentials match the job requirements. If licensed or certified by the state or governing body, verification is conducted immediately and continuously.

5. Employment and Reference Checks

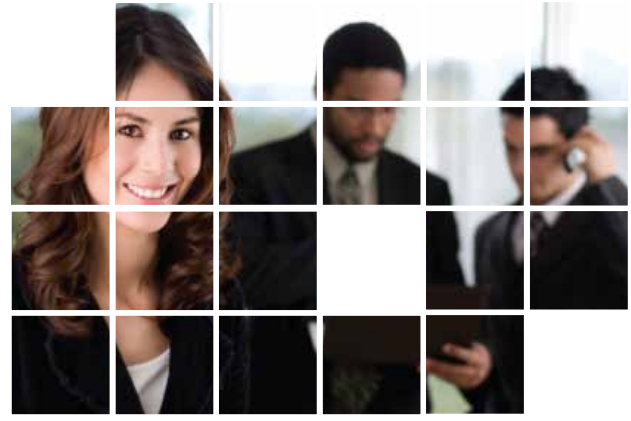
Employment and professional reference checks are conducted on every employee to ensure the background of the employment history is accurate.



*Joint Commission Certified
Health Care Staffing Service*

Recruitment and Retention...

Dean's Professional Services employees are generated on a 48% referral basis. We understand that word of mouth is the greatest form of advertising, and our professionalism and customer service reflect just that. All team members, whether in-house or out in the field are team members and are treated as such. Since 1993, we have been a career home base for over 20,000 employees.



Value-Added Services

- 24 Hours a Day, 7 Days a Week
- 4-hour Guarantee on Temporary Services
- Customized Evaluations for Each Specialty
- Complimentary Working Interviews
- Customized Temporary-to-Hire Conversion Rates
- Flat Direct Hire Rates with 90-day Guarantee
- Drug Screening Based on Contract / Requests
- Customized Orientations to Fit your Facility
- Certification Training On-Site (SAMA, CPR)
- Badges Designed for Your Office
- Interactive Website: Submit Job Orders, Check Invoices, Approve Timesheets, etc.

Divisions of Smith & Dean, Inc.



Inspired Arts and Designs provides creative designs while maintaining excellent customer service. We know that our clients are the reason we are in business. Our designs provide a unique flavor that will give you everything from a redesigned logo to a full branding package.

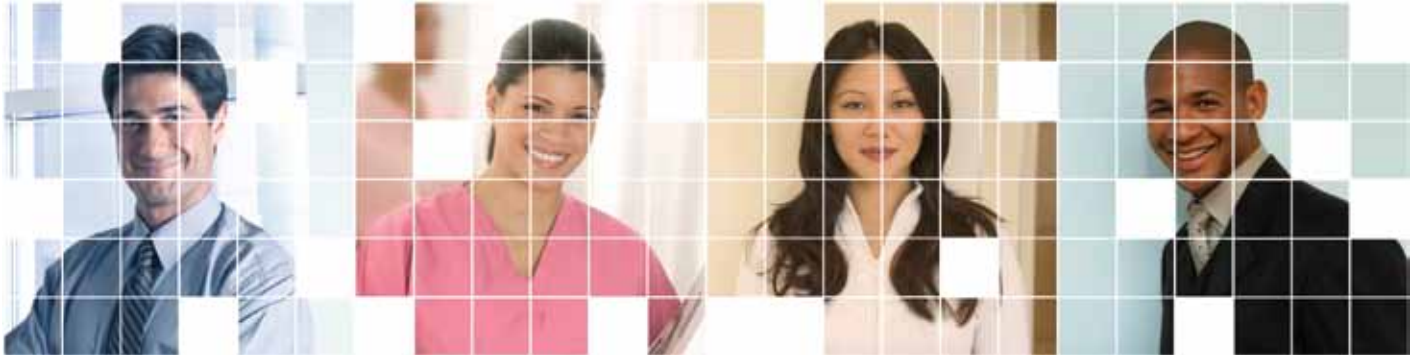


Outspoken provides workshops that are developed and implemented by Jennifer Dean, based on her experience as President and CEO of Dean's Professional Services - Smith & Dean, Inc. Our workshops and seminars are customized to fit your overall organization's mission and strategic goals.

24 hours a day, 7 days a week...

Unlike our competitors, Dean's Professional Services is available to our clients and our employees 24 hours a day, 7 days a week. Our clients and our employees can contact us whenever there is an issue or need. Everyone is accessible - from our President to your personal staffing coordinator.

24 hours a day, 7 days a week service!



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"Your Prescription For Success!"