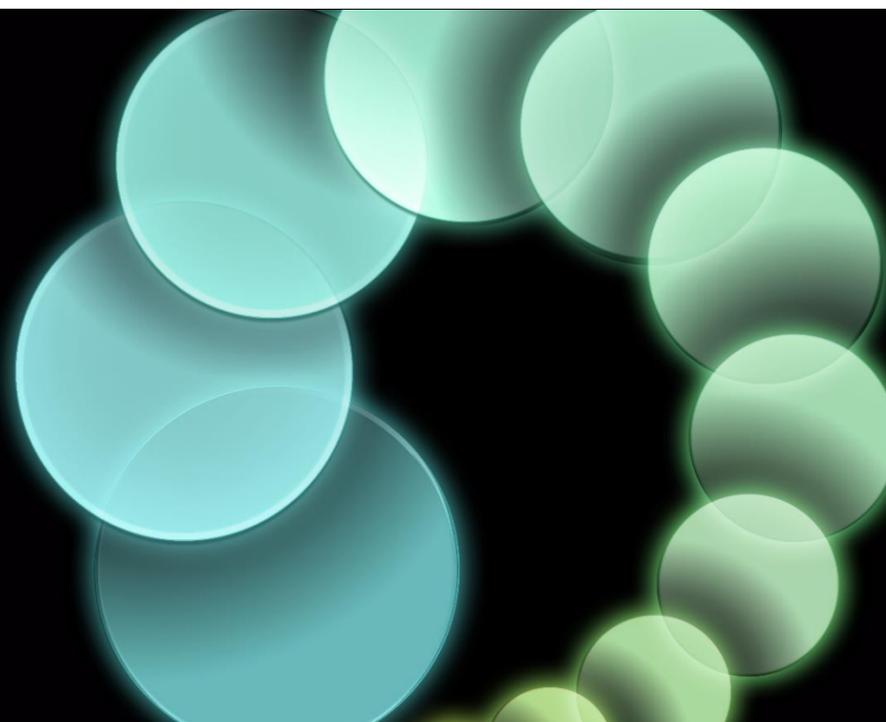


## Transportation, hospitality & services

### Start with industry insight

The transportation, hospitality & consumer services (TH&S) industry is on the verge of an evolutionary leap where the relationship between customer and brand becomes truly real-time and relevant. Siloes are broken down, and the business is changing—all while maintaining a steady emphasis on growth, profitability, and risk management. These changes are impactful to the entire business model—including audit and assurance. That's where Deloitte comes in. With quality as our foundation, we are growing our practice, transforming the audit, and reinventing the audit profession.



## Hands-on experience. Deep understanding.



Deloitte is a leading presence in the TH&S industry. We provide services to over 90% of the Fortune 500 TH&S companies\* through over 1400 professionals in the US.

#### Among the Fortune 500, Deloitte provides attest services\* to:

- 50% of the Fortune 500 Diversified Outsourcing Services companies
- 20% of the Fortune 500 Food Services companies
- 60% of the Fortune 500 Hotel, Resorts & Casinos
- 50% of the Fortune 500 Mail Package & Freight Delivery companies
- Over 30% of the Fortune 500 Railroad companies
- Over 30% of the Fortune 500 Temporary Help companies
- Over 30% of the Fortune 500 Transportation & Logistics companies

(\*) Source: Fortune 500, May 2017

## What sets us apart?



#### We know the industry

We're recognized as one of the leading advisors to the TH&S industry, bringing deep knowledge to clients at both the industry and business level.



#### Depth and breadth of services

For TH&S clients, we can bring the full range of our capabilities, spanning finance, human capital, IT, strategy & operations, and tax—to every audit engagement. That means we're ready to help with IPO readiness, valuations, tax reform implications, digital, and much more.



#### We are a recognized leader

Our proprietary research and industry-leading insights are widely recognized throughout the TH&S industry.

<http://www.deloitte.com/us/audit/consumer-industry>

# Transportation, hospitality & services

## Leading perspectives: recent publications



### Digital transformation in travel, hospitality

Many companies are striving to develop digital capabilities to appeal to customers who want to place dinner orders from their smartphones or receive personalized recommendations for their next vacation.



### 2018 travel and hospitality industry outlook

What trends can help hospitality and travel companies harness even more growth? Find out in this report.



### The value of a brand promise

Deloitte has explored the characteristics of hotel customer loyalty and found that, underlying the guest experience, a hotel's brand promise can have a strong impact on business results.



### Hotel of the future

Technology innovations, changing customer demands, and new competitive threats are pushing hotels to offer increasingly personal, uniquely tailored experiences for every guest on every visit.

## Let's talk

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## Who we've helped

- Booking Holdings, Inc.
- Boyd Gaming Corporation
- Brinks Company
- Caesars Entertainment Corp.
- Carrols Restaurant Group
- C.H. Robinson Worldwide, Inc.
- Clubcorp Holdings, Inc.
- Extended Stay America, Inc.
- Hyatt Hotels Corporation
- Iron Mountain, Inc.
- La Quinta Corporation
- Las Vegas Sands Corp.
- MGM Resorts International
- Scientific Games Corporation
- Seaworld Parks & Entertainment, Inc.
- ServiceMaster Global Holdings
- Sotheby's
- Starbucks Corporation
- The Wendy's Company
- Union Pacific Corporation
- United Parcel Service, Inc.
- Wyndham Worldwide Corporation

# Deloitte.

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