



BEST

Places to Work

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Recognizing the Valley's top employers



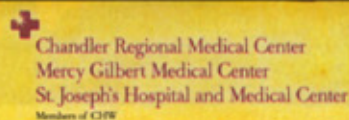
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LARGE COMPANIES WINNER: Mark-Taylor Residential Inc.

Finding a home for success

Mark-Taylor Residential recruits from within, offers educational opportunities

BY JAN BUCHHOLZ | buchholz@bizjournals.com



Mark-Taylor Residential Inc.

DESCRIPTION:

Multihousing management and development

HQ:

Scottsdale

TOP EXECUTIVES:

Jeff Mark and Scott Taylor, principals

EMPLOYEES:

420

FOUNDED:

1985

WEB:

www.mark-taylor.com

Mark-Taylor Residential Inc. employees participated in the 2009 Race for the Cure, above right, and enjoyed a day of fun at the company's "Volleypalooza" picnic, below.

PHOTOS PROVIDED BY MARK-TAYLOR RESIDENTIAL INC.

For many years, Mark-Taylor Residential Inc. built itself a nice business niche, developing upscale apartment communities and managing them.

It still develops, but the Scottsdale-based company expanded its business model in 2006 to include management of apartment communities owned by other companies. That decision has nearly tripled the amount of units Mark-Taylor manages, from 4,600 to 13,400.

Through it all, the company's core values have stayed the same: knowledge, accountability and passion. That is what helped Mark-Taylor become the *Phoenix Business Journal's* Best Place to Work among large companies.

Those values have driven Mark-Taylor's employee recruitment, benefits and policies. About 75 percent of the company's executives were promoted from within. Many were originally hired not for their property management experience, but for their talent and passion, said Vice President John Carlson.

By recruiting from within and putting a priority on training, turnover has been kept to between 11 percent and 16 percent, Carlson said.

To help employees further their educational and professional goals, the company also offers Mark-Taylor University, a training program with 123 courses, some online and some in a classroom.

"Employees know we're invested in their education and career path," Carlson said.

Team building also plays a big role at Mark-Taylor. The company holds sales rallies at Valley resorts with guest speakers and competitive events that come with significant prizes.

Tracy Mendoza, community manager at San Cervantes in Chandler, said the Mark-Taylor corporate structure is empowering, but what she likes most is being part of a caring organization.

"At our communities, we give an apartment to a family in need. I love that," Mendoza said.

Beyond its emphasis on volunteering and charitable giving, Mark-Taylor builds pride and goodwill through its uniform program. The company works with Ann Taylor, Macy's and Brooks Brothers to select professional attire for employees. The colors



are changed every six months to keep things fresh.

"We have the best-dressed company in the industry. It builds confidence and pride and goes a long way in promoting our brand," Carlson said.

Mark-Taylor also provides monthly rental discounts of between 20 percent and 50 percent if employees choose to live in a Mark-Taylor community.

Other perks include comprehensive medical, vision and dental insurance, reimbursement for real estate classes, an open-door policy and internal blog to elicit comments and suggestions from employees, and a paid-time-off program.

Each year, one employee is honored with Mark-Taylor's award for dedication and service that goes beyond the call of duty. The winner receives a glass trophy and up to \$1,500 cash.

"At the end of the day, we want employees to work hard and to have fun, too," Carlson said.



BEST PLACES TO WORK - Large/Extra Large Cos.¹

Ranking: Employee surveys ranked by Quantum Market Research Inc.²



Another look...

Honorable mention firms

- Crescent Crown Distributing
- Express Scripts, Inc.
- Pearson Education
- Redflex Traffic Systems, Inc.
- SCF Arizona
- Take Charge America

Historical perspective

2009

Rank Firm

1. Quik Trip Corp.
2. Southwest Human Development
3. Westland Kierland Resort and Spa
4. Westcor
5. Chandler Regional Medical Center
6. Tri-City Mechanical
7. Mercy Gilbert Medical Center
8. CB Richard Ellis

2008

Rank Firm

1. Southwest Human Development
2. Harrah's Ak-Chin
3. CB Richard Ellis
4. Quik Trip Corp.
5. Pulte Homes
6. Chandler Regional Medical Center
7. The Westin Kierland Resort
8. The Capital Group Cos.

2007

Rank Firm

1. Pointe Hilton Resorts
2. CB Richard Ellis
3. Pulte Homes
4. Quarles & Brady
5. Fennemore Craig PC
6. Capital Group Cos.
7. Dolce & Companies Corp.
8. Scottsdale Resort and Conference Center

2006

Rank Firm

1. Pointe Hilton Resorts
2. Pulte Homes
3. Mercy Gilbert Medical Center
4. Scottsdale Medical Imaging Ltd.
5. Capital Group Cos.
6. Fennemore Craig PC
7. John C. Lincoln Health Network
8. St. Joseph's Hospital and Medical Center

About this list

SOURCE: Quantum Market Research Inc.
NOTES: DND - did not disclose
1 250-2999 employees (large), 3,000-plus (extra-large).
2 Companies are selected primarily on their employees' responses to surveys conducted by Quantum Market Research Inc. Companies were not to include seasonal, temporary or contract workers in the employment figures they provided. 3 Only a partial listing of the many special programs, benefits and perks offered by these companies.
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Compiled by
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Rank	Company name 2010 Address	Fax Web	Local top executive, title	Total employees	Unique perks and practices ³
LARGE					
1	Mark-Taylor Residential 6623 N. Scottsdale Road Scottsdale 85250	480-991-9111 www.mark-taylor.com	Dale Phillips, President	342	housing discounts available to employees at any of Mark-Taylor's 39 Valley communities, employee events include a day at the Waste Management Open, spring family picnic and volleyball tournament, lake days and holiday party
2	QuikTrip Corp. 1116 E. Broadway Road Tempe 85282	480-446-6300 www.quicktrip.com	Chuck Barton, division manager	1,100	annual company picnic; free coffee, cappuccino and fountain drinks; discounts from businesses such as Golf Land, Big Surf, 1 800 Flowers, cell phone providers, Six Flags, Dell and Ford Motor Co.; emergency short term loans
3	Southwest Human Development 2850 N. 24th St. Phoenix 85008	602-266-5976 www.swhd.org	Ginger Ward, CEO	557	paid time off between Christmas and New Years, employer-paid health and life insurance, cafeteria plan, abundance of training and professional development programs, culture of collaboration and respect, absolute open door policy
4	Chandler Regional Medical Center 475 S. Dobson Road Chandler 85224	480-728-3000 www.chandlerregional.org	Patty White, president, CEO	2,006	employee wellness program, DAISY nursing award
5	Sheraton Phoenix Downtown 340 N. Third St. Phoenix 85004	602-262-2500 www.sheraton.com	Leo Percopo, general manager	338	discounted hotel room rates at Starwood Hotels and Resort properties around the world for employees and their immediate family members, employee stock purchase, paid time off
6	Westcor 11411 N. Tatum Blvd. Phoenix 85028	602-953-6200 www.westcor.com	Tracey Gotsis, executive v.p.	550	corporate volunteer committee/events, monthly "pep-rally" type events for employees, two all-employee mixers/parties; one summer and one holiday
7	Mercy Gilbert Medical Center 3555 S. Val Vista Drive Gilbert 85297	480-728-8000 www.mercygilbert.org	Patty White, interim president, CEO	1,243	employee wellness program, DAISY nursing award
8	Paypal Inc. 9999 N. 90th St. Scottsdale 85258	480-862-8600 www.paypal.com	Andrew Lanthier, sr. director, site operations	291	free soda, cereal, granola bars, yogurt; free bagels on Wednesdays; covered parking garage, carpool parking; paid sabbatical after five years of employment; employee events
9	CB Richard Ellis 2415 E. Camelback Road Phoenix 85016	602-735-5555 www.cbre.com/phoenix	Craig Henig, sr. mng. director	392	bagels and doughnuts on Fridays; game room with foosball, billiards table, TV/ stereo; special wear your jeans to work days; discount programs through Chrysler, Dell Computer, Ford, GE, Kodak, Nissan, Volkswagen and several wireless carriers
10	Suntec Concrete 2221 W. Shangri-La Road Phoenix 85029	602-997-0937 www.suntecconcrete.com	Jerry Barnier, President	310	employees receive a company match of 15% if they invest 2% of their salary into the 401(k) plan; safety bonus every year they go without an accident; private company day at Castles 'N' Coasters
11	Tri-City Mechanical 6875 W. Galveston St. Chandler 85226	480-940-8400 www.comfortsystemsusa.com	Joe Nichter, president	383	D-backs and Suns tickets, fishing trip with tournament and prizes, bowling tournament, job site luncheons, Sams Club membership discounts, 15% employee Verizon wireless discounts, company picnics, Enterprise Rent-A-Car discount
12	Sundt Construction Inc. 2620 S. 55th St. Tempe 85282	480-293-3000 www.sundt.com	J. Doug Pruitt, chairman, CEO	398	Sundt is 100% employee-owned, which means employees benefit directly from the company's success
13	GoDaddy.com Inc. 14455 N. Hayden Road, Ste. 226 Scottsdale 85260	480-505-8800 www.godaddy.com	Bob Parsons, CEO, founder	2,481	weekly/quarterly contests and prizes, with taxes on prizes paid by Go Daddy; holiday party at Chase Field on the field, and Go Daddy pays for flight/accommodations for out-of-state employees to attend
14	Microchip Technology Inc. 2355 W. Chandler Blvd. Chandler 85224	480-792-7200 www.microchip.com	Steve Sanghi, president, CEO	1,551	employee stock purchase plan, stock granted to all employees, personal fitness trainer, on-site cafeteria, extensive in-house learning department, on-site massage, on-site mammography exams
15	M&I Bank 1 E. Camelback Road Phoenix 85012	602-241-6500 www.mibank.com	Stephen Johsson, president	547	each week two employees are selected by drawing to win \$100, annual employee bowling event in all Arizona markets, diversity week pot luck featuring ethnic foods, up to 8 hours paid time for volunteer activities
16	Harrah's Ak-Chin Casino Resort 15406 Maricopa Road Maricopa 85045	480-802-5000 www.harrah.com	Geoff Andress, v.p., general mgr.	561	employees purchase items major home furnishings and save 30%-50%, hotel room discounts (local and across the brand), quarterly bonuses based on service scores, computers with Internet available 24/7 in the employee dining room
17	Jones Lang LaSalle 3131 E. Camelback Road, Ste. 110 Phoenix 85016	602-840-9333 www.joneslanglasalle.com	Dennis Desmond, sr. mng. director	321	bonuses tied to individual performance, employee recognition and awards, training and development programs, wellness programs tied directly to health benefits, fitness club discounts offered through Global Fit, legal assistance
18	Kitchell Corp. 1707 E. Highland Ave. Phoenix 85016	602-264-4411 www.kitchell.com	Jim Swanson, CEO	301	pet insurance, legal assistance, company-paid LifeLock identity theft coverage, free fruit delivery twice a week, weekly Lunch & Learn wellness programs, on-site biometric screening, annual health fair, peer rewards and recognition program
19	Waste Management 3000 S. 19th Ave. Phoenix 85086	602-305-4311 www.wm.com	Dan Vermeer, market area v.p.	1,000	DND
20	PetSmart Inc. 19601 N. 27th Ave. Phoenix 85027	623-580-6100 www.petsmart.com	Robert Moran, president, CEO	2,765	bring your pet to work on Friday, Starbucks station on-site, dry cleaning, business services on-site for personal printing and mailing
21	Edward Jones 8620 S. River Pkwy. Tempe 85284	480-337-2000 www.edwardjones.com	Dave Long, principal, operations	1,133	the firm devoted 43% of 2009 operating profit to associates through trimester bonuses and profit sharing, season tickets to Cardinals and D-backs, department/team celebrations, HP and Apple employee purchase programs
22	Sprouts Farmers Markets 11811 N. Tatum Blvd., Ste. 2400 Phoenix 85028	480-814-8016 www.sprouts.com	Doug Sanders, president, COO	1,130	all employees get 10% off purchases with employee ID, hardship loan up to \$1000 available to employees with one year to pay it back interest free, Phoenix employees can get a free bus card
23	Mountainside Fitness 3345 S. Val Vista Drive, Ste. 110 Gilbert 85297	480-706-8963 www.mountainsidefitness.com	Tom Hatten, president	600	employees can work out for free; childcare staff is made up mostly of moms who are allowed to bring their small children to work with them — who better to watch members' children than professional moms?
24	Capital Group Cos. 14636 N. Scottsdale Road Scottsdale 85254	480-445-0623 www.capgroup.com	Jeanne Askvig, general manager	370	"Wellness at Capital" program runs from January to November with associates participating in "challenges" and educational seminars on health, nutrition, wellness, etc. and earning points for participation
25	OB Sports Golf Management 7025 E. Greenway Pkwy., Ste. 550 Scottsdale 85254	480-948-1300 www.obsports.com	Phil Green, president, principal	270	complimentary golf at any one of the 24-plus courses across the country and discounts on food & beverage and retail at any one of the 24-plus restaurants and golf shops across the country
26	Sonora Quest Laboratories/Laboratory Sciences of Arizona 1255 W. Washington St., Tempe 85281	602-685-5500	David Dexter, president, CEO	2,305	attendance bonuses are available to hourly employees
27	International Cruise & Excursions Inc. 15501 N. Dial Blvd. Scottsdale 85260	602-395-1995 www.iceentertainment.com	John Rowley, president, CEO	770	on-site cafeteria and meal/beverage delivery to employees' desks; subsidized nail salon and on-site massage; complimentary on-site health clinic staffed by nurse practitioner; free vacations for top performers; monthly motivational sales contests
28	Freedom Financial Network/Freedom Debt Relief 4940 S. Wendler Drive, Ste. 101, Tempe 85282	877-437-4999	Diane Vigil, v.p. of human resources	300	every employee gets a half day on their birthday, monthly company-paid lunches and company-paid quarterly outings, last company event was at Dave and Busters
29	LifeLock Inc. 60 E. Rio Salado Pkwy., Ste. 400 Tempe 85281	480-682-5100 www.lifelock.com	Todd Davis, CEO	451	company gives employees a \$250 birthday gift card, \$250 referral bonus; game room with an HDTV and Nintendo Wii; free bus and light rail cards available, and free LifeLock subscriptions for employees and their families
30	Goodwill of Central Arizona 2626 W. Beryl Ave. Phoenix 85021	602-535-4000 www.goodwillaz.org	Jim Teter, president, CEO	1,099	giveaways (tickets, gift baskets, resort stays, and gift cards), employee events (holiday parties, awards banquet, town hall meetings, family outings, golf outings), employee achievement/recognition awards, vendor discounts
EXTRA-LARGE					
1	St. Joseph's Hospital and Medical Center 350 W. Thomas Road Phoenix 85013	602-406-3000 www.stjosephs-phx.org	Linda Hunt, president	4,443	employee events have included distributing ice cream bars, watermelon-eating contests and inviting employees and their families to Festival of Lights (a hospital holiday celebration featuring snow, Santa, train rides, and much more)
2	Cox Communications Arizona 1550 W. Deer Valley Road Phoenix 85027	623-594-1000 www.cox.com/arizona	Steve Rizley, sr. v.p., gen. mgr.	3,045	all employees are offered complimentary Cox Digital Video with free core programming and movie tiers and complimentary preferred high speed Internet Cox Community Champion program identifies two extraordinary volunteers per quarter
3	Banner Health 1441 N. 12th St. Phoenix 85006	602-495-4000 www.bannerhealth.com	Peter Fine, President, CEO	19,859	Banner employees in certain departments are allowed to work from home to accommodate their need for flexibility, and a variety of options are offered, including full-time, part-time, per diem, weekend, compressed schedule, etc.
4	John C. Lincoln Health Network 2500 W. Utopia Road, Ste. 100 Phoenix 85027	623-434-6200 www.jcl.com	Rhonda Forsyth, CEO	4,000	discounts on cellular phones and service, electronic purchases and software; identity theft protection; holiday and callback premium pay; standby pay; STAR award; JCL rewards and recognition program; on-site cafeteria and coffee shop