

FOCUS



Winegardner & Hammons, Inc.
HOTELS AND RESORTS

Focus is published for the associates at our properties who continually strive to exceed our customers' expectations. Thanks for your efforts and commitment.

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Residence Inn Cincinnati-Downtown opens in grand fashion



L-R: **David Meisner**, general manager; **Erik Kamford**, chairman & CEO; **Mario San Marco**, president, Eagle Realty Group; **John Barrett**, chairman & CEO, Western & Southern Financial Group; Cincinnati Mayor **Mark Mallory**; **Tom Stapleton**, senior VP, Investment Management; **Charlie Thomas**, VP & director



Residence Inn Cincinnati-Downtown



GM **David Meisner** (L) and **Keith W. Daub**, president and COO, with associates of **Residence Inn Cincinnati-Downtown**

ANATOMY OF A HOTEL OPENING

Hotel staff and owners, WHI leadership, local dignitaries and media gathered at **Residence Inn Cincinnati-Downtown** in March to celebrate the opening of the first new hotel in downtown Cincinnati in 27 years.

WHI teamed up with Western & Southern Financial Group and Eagle Realty Group to transform the historic Phelps Building, which dates back to 1926, into the city's first Marriott-branded downtown hotel.

The March ribbon-cutting and the grand-opening event in April were large, well-orchestrated affairs that showcased the beautiful hotel and exceptional service and food. Attendees experienced first-hand what it's like to be a guest at a WHI hotel. Most could not imagine the planning, hard work, long hours and teams of resources it takes to pull off a well-executed hotel opening.

While impossible to name all of the players, behind-the-scenes planning and stages involved in bringing a luxury hotel to market, **Focus** is featuring a handful of associates and the roles they played in the opening of Residence Inn Cincinnati-Downtown.

Leading the way

The concept for a new hotel in downtown Cincinnati was born in 2009. It all began with WHI president and COO **Keith Daub** as he worked alongside Eagle Realty on the development of converting the historic Phelps Building. With plans in hand, regional vice president **Brian Perkins** assisted GM **David Meisner** with assembling the best team, maintaining operational budgets and ensuring the hotel opened on time.

Terry Dammeyer, senior vice president of construction, and **Jeff Eagle**, vice president of construction, were charged with overseeing the project, while project superintendent **Jeff Kohrmann** supervised day-to-day construction of the hotel. For this core group of associates, opening the Residence Inn became a full-time job.

Building the team

Members of the Residence Inn management team – along with other WHI team members, including HR managers **Lisa Compton-Martin**, **Marriott Cincinnati-Northeast**, and **Deedra Kellerman**, **Holiday Inn Cincinnati-Riverfront, Covington, Ky.** – interviewed more than 600 applicants for 30 positions in February 2011. The team set up a hiring hall with help from **Dave Gordon**, VP-HR, and **Compton-Martin**. Applicants received warm welcomes and an abundance of information about the available positions, the hotel and WHI.

"The response to our hiring hall was nothing short of amazing," Meisner shares. "We were fortunate that we could choose the best of the best candidates for our hotel."

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Marriott Cincinnati-North named Hotel of the Year

Marriott International has named **Marriott Cincinnati-North** the No. 1 Marriott hotel in the country. The annual award is based on a hotel's guest satisfaction, market share, employee opinion surveys and financial performance. Marriott Cincinnati-North topped 340 other Marriott-branded hotels in achieving the highest Marriott Quality Assurance scores, a critical factor in being named the top hotel.

Brian Perkins, regional VP, shares that a hotel doesn't attain this position without a tremendous leader at the helm. "GM **Jason Kreul** has proven to be a dynamic leader who understands and lives the WHI Mission Statement. He keeps things simple, focuses on building the best management team and empowers his associates to satisfy each and every guest who walks through the door."

Marriott Cincinnati-North consistently is ranked No. 1 in the brand for customer satisfaction.

2011 Marriott Awards

WHI hotels have been recognized by Marriott International for demonstrating the values and operating philosophies aligned with the brand. Congratulations to the following:

- Hotel of the Year –**
Marriott Cincinnati-North
- Service Leadership –**
Lisa Garner, GM, Marriott Columbus-Northwest
- Leadership Excellence –**
Paul O'Connor, GM, Renaissance Hotel Indianapolis-North
- Customer Satisfaction –**
Renaissance Hotel Indianapolis-North
Marriott Cincinnati-North
- Problems Experienced –**
Marriott Columbus-Northwest, Ohio
Marriott Cincinnati-North
- Problems Resolution Experienced –**
Marriott Cincinnati-North
Marriott Cincinnati-Northeast
Renaissance Hotel Indianapolis-North
- Staff Service Excellence –**
Marriott Cincinnati-North
Marriott Columbus-Northwest, Ohio
Renaissance Hotel Indianapolis-North

Must be award season in Lexington

Embassy Suites Lexington, Ky., has again finished in the Top 10 percent of the brand in Total Quality Score (overall service, overall accommodations and brand QA). The hotel's final ranking in 2010 was 17 out of 209 hotels, an improvement of three spots year over year.

The hotel also received the Excellence in Quality Award from Embassy Suites, because it attained five consecutive "outstanding" quality assurance evaluations.



The hotel's third accolade is a Top 5 (in the brand) award for Customers Really Matter (CRM), an award given to hotels with the highest CRM scores.

Spirits to serve

Marriott Columbus-Airport, Ohio, received Marriott's Quarterly Award for Community Service for its continuous support of the Nationwide Children's Hospital and the Ronald McDonald House. Each quarter, up to 10 hotels or business councils are selected from worldwide operations that exemplify Marriott's "Spirit to Serve our Communities."

In support of the Nationwide Children's Hospital, all associates were involved in organizing fundraising activities throughout the year. Initiatives included: making and selling stuffed bears, placing pop-top collection boxes in public areas and collecting loose change in the hotel's lobby fountain. Funds were used to purchase computer consoles and games for the hospital. Marriott Columbus Airport also donated more than 300 room nights in a 12-month period for family stays when the Ronald McDonald House was fully booked.

Essential to the community

Ralph Mordocco, GM of **Ohio University Inn & Conference Center, Athens, Ohio**, has been elected to the Athens Area Chamber of Commerce Board of Directors.



Ralph Mordocco

Wendy Jakmas, president of the Athens Area Chamber of Commerce, states: "The chamber is very pleased that Ralph has agreed to join our board. His position will serve to round out our board and represent the tourism trade, which is an important component of our local economy."

To the top

Marriott Cleveland-East was one of 40 winners of The Plain Dealer's Top Workplace Award.

Holiday Inn & Suites Cincinnati-Eastgate was named one of Enquirer Media's "Top Workplaces" for 2011.

Superior service awarded

Smart Business Magazine gave **Marriott Cleveland-East** a World-Class Customer Service Award in honor of the hotel providing one of the best customer service experiences in the Cleveland market.

Thirty regional companies were represented at the awards program, where GM **Kenny Didier** gave examples of the staff's above-and-beyond service attitude, explained the use of the corporate Associate Service Pledge Card and described the impact of demonstrating the 20 Marriott Basics. HR manager **Michael Bosch** explained that the primary goal of associate training is to identify a positive personality with deep-rooted traits that provide excellent customer service.



Brian Wipprecht

Aaron Bedik

Kenny Didier

Lucas Laidlaw

Jennifer Porter

Alex Blust

Jason Druso

Grant Crosslin

Brian Wipprecht is the new assistant general manager at **Holiday Inn & Suites Cincinnati-Eastgate**. He most recently served as the food & beverage supervisor at **Doubletree Guest Suites Cincinnati**, where he was instrumental in the hotel finishing in the top 4 percent of the brand in **problem resolution** as well as earning the property's "Best Entrée" nod at the Taste of Blue Ash. Wipprecht joined WHI in 2007 as a supervisor at **Marriott Cincinnati-North**. He graduated with a bachelor's degree in business management from Austin Peay State University in 2006.

Aaron Bedik has been named assistant general manager at **Marriott Cincinnati-Airport, Hebron, Ky.** Previously, Bedik served as the AGM of the Marriott Courtyard in Tucson, Arizona, and the front office supervisor at **Marriott Hartford/Windsor Airport, Conn.** Bedik is a graduate of Central Connecticut State University with a bachelor's of science degree in hotel and tourism management.

Kenny Didier has been promoted to general manager at **Marriott Cleveland-East**. Didier joined WHI as assistant general manager at **Renaissance Hotel Indianapolis-North** in 2009. As an AGM, he was instrumental in the hotel achieving a Top 5 GSS and a Top 10 ESS ranking within the Renaissance brand as well as a Q12 score in the Top 3 of WHI.

Didier is a business graduate of Indiana University-Purdue University in Indianapolis and also served as a general manager for Stone Creek Restaurant prior to joining WHI.

Lucas Laidlaw has been named assistant general manager at **Renaissance Hotel Indianapolis-North**. He began his WHI career in 2010 at **Marriott Chicago-Northwest** as assistant general manager. Laidlaw positively impacted results in a number of areas and served in two critical task force assignments in Spartanburg and Dallas. He graduated summa cum laude from Johnson & Wales in 2006 and previously worked with Omni Hotels.

Jennifer Porter is the new general manager at **Marriott Cincinnati-North**. She previously served as general manager at **Holiday Inn & Suites Cincinnati-Eastgate**, where she led the hotel through a successful renovation and

improved market share with effective sales leadership and community involvement.

Porter began her WHI career in 2006 as assistant general manager at **Marriott Austin-North at Round Rock, Texas**. She was also the opening AGM at **Renaissance Hotel Indianapolis-North**.

She earned a bachelor's degree in business management from Kent State.

Alex Blust has been promoted to general manager at **Holiday Inn & Suites Cincinnati-Eastgate** after four successful years as GM at **Holiday Inn Cincinnati-Riverfront, Covington, Ky.** Under his leadership, the hotel experienced the most improvement in overall guest satisfaction in the Midwest in 2008-2009, and the sales team received the Platinum Award from IHG. In 2010, Blust was honored with the Next Generation Leadership Award by the Northern Kentucky Chamber of Commerce.

In 1999, Blust received an associate's degree from the Pennsylvania Institute of Culinary Arts. He is also a graduate of Houston's Standard Course at The Culinary Institute of America at Greystone in Napa Valley, Calif.

Jason Druso has been promoted to general manager at **Holiday Inn Cincinnati-Riverfront, Covington, Ky.** Druso joined WHI in 2010 as assistant general manager at **Holiday Inn & Suites Cincinnati-Eastgate** and later became AGM at **Marriott Cincinnati-Northeast**.

Druso managed several restaurants for Jeff Ruby Culinary Entertainment as well as his own restaurant prior to joining WHI. He graduated with a bachelor's degree in finance and marketing from Miami University.

Marriott Dallas/Fort Worth Airport-South welcomes **Grant Crosslin** as assistant general manager. Crosslin was previously the director of food & beverage at the Hilton in Shreveport, La., following three years as director of food & beverage outlets at the Omni Mandalay in Dallas. During his tenure with Omni, the hotel finished No. 1 in the brand for overall food & beverage service.

Crosslin has a culinary degree and a four-year business degree from Robert Morris University.

ROSE Awards (Recognition of Service Excellence)



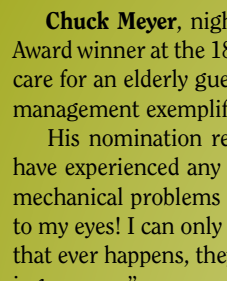
Keith Mays

ROSE Award winner

Line cook **Keith Mays** of **Renaissance Hotel Indianapolis-North** won an Indianapolis Hotel and Lodging Association's ROSE Award. An associate of the hotel since it opened, Mays has continued to improve and upgrade F&B offerings. Executive chef **Phil Kromer** shares: "Keith, in addition to being a leader on the culinary team, also assists our banquet department in set up. He is a constant face in the hotel, which is great because of his positive, jovial spirit and his willingness to do whatever is necessary to exceed our guests' expectations."

GM **Paul O'Connor** adds: "We didn't need this award to know that Keith is excellent, but now the whole world knows. I'm so pleased to have Keith on our team and delighted that he has been recognized by the city."

ROSE Award winner



Chuck Meyer

Chuck Meyer, night auditor at **Marriott Cincinnati-Airport, Hebron, Ky.**, was chosen as a ROSE Award winner at the 18th annual Tourism Council of Greater Cincinnati (TCGC) ROSE Awards. Meyer's care for an elderly guest and the resulting appreciation expressed by the guest's children in a letter to management exemplify why he won this award.

His nomination read: "We have guests stay with us who, under ideal circumstances, may never have experienced any service in Cincinnati outside of the terminal doors ... But because of weather, mechanical problems or some unforeseen event, they are now our guests ... The letter brought tears to my eyes! I can only imagine my elderly mom or dad being stranded at the airport. I can only hope if that ever happens, they will have a guardian angel, like Chuck, to hold their hand through the confusing process."



Andrea Dierker

ROSE Award finalist

Doubletree Guest Suites Cincinnati is proud to announce **Andrea Dierker**, dining room server, as a finalist in the 18th annual TCGC ROSE Awards. Several guest and associate letters have praised Dierker for her personal and caring service. HR manager **Kier Muchnicki** shares: "Andrea has a quality about her that you can't train, something that is a natural but unique talent. When I first started at Doubletree, I remember thinking that Andrea had a lot of her personal friends and family members who came in ... I came to discover that these weren't her personal friends and family, but that this was just the level on which she connected with the guests."

Doubletree Cincinnati is also proud to announce banquet server **Warren Allen** as a ROSE Award nominee.

ROSE Award Hall of Fame Inductee

Along with the six new ROSE Award winners chosen each year, TCGC inducts three past winners into the ROSE Award Hall of Fame. **Debbie Marsh**, guest service representative at **Marriott Cincinnati-Airport, Hebron, Ky.**, was one of this year's inductees.

During the program, all past ROSE Award Hall of Fame inductees were honored, including Cincinnati Marriott Airport associates **Carol Herbstreit**, GSR, (2008 inductee) and **Gordon Davis**, bellman, (2005 inductee).

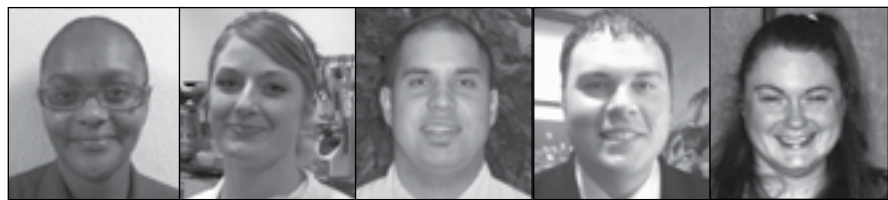


ROSE Award attendees from Marriott Cincinnati-Airport, Hebron, Ky., sport their red "We are No. 1" sunglasses in celebration of being the No. 1 hotel that week in the Marriott chain.

PROMOTIONS



James Arzadon Nathan Hamilton Christina Gutska McKenzie Mauck Stephen Burke Jarrod Mobley



April Showes Sara Dorman Jonathan Monserrate Nick Baker Tina Kohrs



Ashlee Cannon Casey Massaro-Grinold Michael Ward Katie Willing Lauren Durham

FRONT DESK

James Arzadon is the new front desk supervisor at **Marriott Columbus-Northwest, Ohio**, after serving as a front desk representative and night auditor for two years.

"James quickly became a guest favorite and owns the marble every time he steps onto it," notes **Chrystal Lasko**, HR manager. "He has years of management experience and has been a great asset to our front desk team."

Homewood Suites Dayton/Fairborn, Ohio, has a new guest service supervisor: **Nathan Hamilton**. Hamilton was a guest service representative at **Holiday Inn Dayton/Fairborn, Ohio**, for almost five years. He recently graduated from Wright State University with a bachelor's of science in marketing.

Christina Gutska has been promoted to front desk supervisor from guest service representative at **Marriott Hartford/Windsor Airport, Conn.**, where she assumed the night audit position as well. In a comment card from a recent guest, Gutska is described as "always cheerful, engaging, professional and super accommodating."

According to HR manager **JoAnn Masi**: "Christina has done an awesome job for us. She is engaging, fun and gives 1000 percent to the guests to ensure total satisfaction."

BANQUETS

McKenzie Mauck has been promoted to sales & catering manager from banquet manager at **Ohio University Inn & Conference Center, Athens, Ohio**.

Mauck began her WHI career as a front desk intern in April 2009. Upon finishing her internship, she became a

part-time banquet server. She graduated from Ohio University with a bachelor's of science in hospitality management and accepted the position of banquet captain at a conference center in Erie, Penn. In 2010, Mauck returned to OU Inn as banquet manager and was instrumental in building relationships with clients and increasing meeting scope results.

Nicole Franz, HR manager, shares: "We are very excited to see McKenzie progress with WHI. She can be seen helping out in every department, and we can't wait to see her grow in a sales and catering position."

Stephen Burke is the new banquet manager at **Ohio University Inn & Conference Center, Athens, Ohio**. Burke started at OU Inn in 2004 as a server/bartender. He pursued a new opportunity with another company in 2008, but when the banquet manager position opened, he was happy to return.

Nicole Franz, HR manager, is excited about Burke's potential: "I truly believe that Stephen will excel in the banquet manager position. He has a very positive attitude, is great with people and has a strong work ethic. We are very excited to see what he can offer OU Inn and look forward to working with him."

Burke graduated from Ohio University with a degree in outdoor recreation.

Jarrod Mobley has been promoted to assistant banquet manager from banquet set-up associate at **Marriott Cincinnati-Northeast**. As the a.m. captain, Mobley was a guest favorite and received numerous comments about his outstanding service. He also proved invaluable to his team, as he was instrumental in training an entire new crew of set-up associates.

A few more of Mobley's accomplishments include: demonstrating his business and leadership skills at Marriott NE

Boot Camp, being a member of the M Team and helping to arrange the 5K run in which associates participated. He has even been named Associate of the Year during his WHI tenure.

Mobley joined the Marriott Northeast banquet team in March 2007. He is attending Cincinnati State.

HOUSEKEEPING

According to **Deedra Kellerman**, human resources manager, **April Showes** has been promoted to inspectress at **Holiday Inn Cincinnati-Riverfront, Covington, Ky.**, due to her great customer service and proven leadership. Showes has been a member of Holiday Inn Riverfront's housekeeping team since January 2007.

CULINARY

Sara Dorman has been promoted to sous-chef from line cook at **Marriott Cincinnati-Northeast**. Dorman joined Marriott Northeast in 2010 and has been a vital part of the hotel's culinary GSS resurgence. Year-to-date lunch/dinner food quality scores have increased to 25th. She has also been a tremendous contributor to Marriott Northeast's Simply Fresh seasonal promotions. In turn, the hotel has increased its average check through three promo price increases. Its Healthy Food options score has increased to 15th in the brand.

Dorman came highly recommended to the Marriott Northeast from the Art Institute of Cincinnati.

Jonathan Monserrate has been promoted to sous-chef at **Marriott Birmingham, Ala.**, after serving as a line cook at **Marriott Chicago-Northwest**. In his previous position, Monserrate was determined to bring value to the hotel and cross-trained in room service and the front desk. He was honored three times as Associate of the Month and was selected as the 2010 Associate of the Year.

When the tornadoes devastated parts of Alabama, Monserrate assisted in the restaurant when the front of the house was overwhelmed with displaced families.

He received his culinary degree from Elgin Community College in 2006.

FOOD AND BEVERAGE

Nick Baker has been promoted to F&B supervisor at **Holiday Inn Cincinnati-Riverfront, Covington, Ky.** Since his promotion, he has implemented special Friday night events to drive business. Guests have particularly noted that the Greenery Summer Starter appetizer selection, which Baker created, is a wonderful addition to the menu.

Baker began his WHI career as the front desk supervisor at **Marriott Cincinnati-North** in October 2010. He led his team to attain the No. 1 arrival experience out of all Marriotts in North America. Baker has two bachelor's degrees from Thomas More College: business with an emphasis in marketing and accountancy.

Tina Kohrs is the new restaurant supervisor at **Embassy Suites Lexington, Ky.** She most recently served as assistant banquet manager.

Kohrs began her tenure at Embassy Suites Lexington as a server in 1999. She moved to the banquet team as a server and then progressed to assistant banquet manager. She has been vital to the hotel's supervisory team. **Amy Stamper**, catering manager, shares:

"Tina exemplifies the true meaning of teamwork. Her dedication, hard work, loyalty and attitude truly make a difference in the entire hotel."

She is a graduate of National College of Business and Technology.

Ashlee Cannon has advanced to p.m. restaurant manager at **Marriott Dallas/Fort Worth Airport-South**. She previously served as the assistant executive housekeeper.

Cannon has been with Marriott Dallas/Fort Worth since 2009 and has continually demonstrated leadership skills, enthusiasm and great team work. She started as a guest service agent and then moved to housekeeping. She has a bachelor of science degree in hospitality administration from Stephen F. Austin University.

Casey Massaro-Grinold has been promoted to restaurant supervisor from bartender at **Marriott Hartford/Windsor Airport, Conn.** Massaro-Grinold has been with the hotel for nearly as long as it's been open.

"She knows our guests and has built wonderful relationships with her repeat customers," says HR manager **JoAnn Masi**. "Her energy is infectious, and she keeps everyone upbeat and engaged."

In a recent comment card, a guest noted, "Casey ... is very personable and goes out of her way to make the customers' experience enjoyable."

Massaro-Grinold has a bachelor's degree in animal science from the University of Connecticut.

Michael Ward has been named restaurant supervisor at **Marriott Pittsburgh-North**. Ward joined the hotel in March 2010 as a server and made such a favorable impression on the supervisors and managers on the property that he was voted Manager of the Quarter the first time he was eligible. Ward also won Associate of the Month in May 2010.

Prior to joining Pittsburgh Marriott, Ward was a bartender/server at Beverly Hills Hilton's Circa 55 and was part of its opening team. He also worked at the Avalon, a boutique hotel in Beverly Hills.

Ward has a bachelor of arts degree in marketing from Indiana University and a bachelor of science degree in cinema from Columbia College Hollywood.

SALES

Katie Willing has been promoted to sales coordinator at **Marriott Cincinnati-Northeast**. She was previously a guest service representative at **Marriott Cincinnati-North**, where she was instrumental in driving Overall Satisfaction to the No. 1 status. Willing is a recent graduate of College of Mount St. Joseph.

Lauren Durham has been promoted to sales & catering account manager from sales & catering coordinator at **Renaissance Hotel Indianapolis-North**. Durham was hired in November 2008, seven months before the hotel opened.

GM **Paul O'Connor** notes: "Lauren has seen some turnover in the catering account manager position, and each time she took on a few more responsibilities herself. This was perfect timing for her promotion. It was a very smooth transition having built a strong foundation with the team in the past three-and-a-half years. We're thrilled for Lauren, and we know she'll be successful in her new role."

Durham has a bachelor's degree from Purdue University where she majored in hospitality and tourism.

Jason Kreul named F&B VP



Jason Kreul has been promoted to vice president-food & beverage at Winegardner & Hammons, Inc. Kreul most recently served as general manager at **Marriott Cincinnati-North**. Under his leadership, the hotel achieved the No. 1 ranking in GSS and the highest inspection scores in the Marriott brand in 2010. The property was Hotel of the Year in 2010, achieved a 4.76 overall 2010 Grand Mean Q¹² score and is a retired three-time winner of "Cincinnati's Best Places to Work."

Kreul joined WHI in 1993. He served as assistant general manager at several properties and was promoted to general manager in 1998 at **Ohio University Inn & Conference Center, Athens, Ohio**. He was also GM at **Marriott Columbus-Northwest, Ohio**, and **Marriott Suites on Sand Key, Clearwater Beach, Fla.**

Kreul earned a degree in hotel/restaurant management from Purdue University.

WHI associates

are expected to live the WHI Mission Statement and practice the Associate Pledge daily. So, it's no surprise that fellow associates are "wowed" by their co-workers on a regular basis.

Marriott Austin-North at Round Rock, Texas



Mario Tablas, kitchen utility
Mario is hard working, helpful and willing to do whatever it takes to complete what can be a daunting task every shift. Whenever I am carrying plates or an armload, he is always there to assist me by taking the items out of my hands and being ever so helpful.
~ **Jan Sajdak**, restaurant supervisor

Marriott Cleveland-East



Keith Nelson, dishwasher
Keith shows up to work and takes off like he's on a mission. He refuses to let the dish tank stack up, handles large deliveries with ease and jumps on any task. Never does a smile leave his face nor does he stop laughing.
~ **Tiffany Hughes**, RCG supervisor

Marriott Austin-North at Round Rock, Texas



Alma Quevedo, lobby attendant
Alma is a problem solver, not a "pass the buck" type of employee. She takes ownership of the first floor!
~ **Dedi Kavanaugh**, sales account manager

Marriott Austin-North at Round Rock, Texas



T.J. Lukachik, maintenance technician
T.J. is so consistent and knowledgeable. It is such a comfort to us when he is here in maintenance. He will do anything asked and has a great attitude.
~ **Mindi Marshall**, banquet manager

Marriott Chicago-Northwest



Dustin Brooks, cook
Dustin always puts out a great product in a timely manner. He really takes pride in his work, and it shows.
~ **Katy Archulita**, lounge server

Marriott Chicago-Northwest



Rosemary Newton, concierge attendant
Rosemary is reliable, consistent, a great team player, good listener and never hesitates to help fellow co-workers. She creates a positive work environment and has a positive attitude.
~ **Niki Nichols**, guest service agent

Marriott Chicago-Northwest



Sylvia Cordero, RCG server
If Sylvia senses a guest is unhappy, she takes control of the situation and doesn't let them leave until they vow to return. She is often requested by guests and brings a smile to all.
~ **River City Grille team**

Renaissance Hotel Indianapolis-North



Ray Hurley, maintenance technician
In my eyes, Ray is the employee of the month every day. He is conscientious, dedicated to his job and always there when you need help, even going beyond the scope of his work.
~ **Jimmy Hare**, maintenance technician

Renaissance Hotel Indianapolis-North



Missy Moline, server
Missy always comes to work calm and energetic. She can handle any situation with a level head and sense of confidence.
~ **Raechel Hackeny**, server

Renaissance Hotel Indianapolis-North



Kenny Smith, kitchen utility
Kenny is not only an excellent cook's helper, he is also an outstanding example of the meaning of camaraderie and teamwork. He is always willing to lend a hand to any associate who may ask for assistance.
~ **Ashley Bonham**, cook

Marriott at Renaissance Park, Spartanburg, S.C.



Shawn Hammett (L), security & **Jeffrey Lasso**, maintenance tech
Shawn and Jeffrey directed traffic for hours in the rain during a Spartanburg Chamber event at the hotel. Although they were soaked, they smiled, greeted, escorted and directed guests to desired locations.
~ **Spartanburg Marriott management**

Residence Inn Cincinnati-Downtown



Patrick Lachtrupp, valet attendant
Patrick is the most chivalrous individual that I have worked with. He takes out the trash that he has never been asked to empty, helps carry heavy packages and is always in a cheerful mood toward his co-workers and guests.
~ **Lydia Van Harlingen**, front desk supervisor

Residence Inn Cincinnati-Downtown



Debbie Wright, buffet attendant
From Day 1, Debbie was a perfect fit for our hotel; she organized our freezer and made things easier for the culinary staff. She is always giving 100 percent, and it shows.
~ **Angela Rowe**, buffet attendant

Residence Inn Cincinnati-Downtown



De'Andre Solomon, housekeeping utility
De'Andre is proof that a positive attitude is contagious. When you work with him, you cannot help but feel great about what you are doing.
~ **Vicky Hild**, sales manager

Holiday Inn & Suites Cincinnati-Eastgate



Darin Jewell, banquet houseperson
One evening, I was the only server in McKenna's and all of a sudden I had a 12-top, six-top and two single-top tables as well as a room service order. Darin came over from banquets and ran my food and room service orders. He really saved me!
~ **Karl Moeller**, p.m. restaurant server

Holiday Inn & Suites Cincinnati-Eastgate



Donna Wolpert, lobby attendant
Donna noticed that a guest was struggling to carry snacks and water to a banquet room, so she offered to carry the case of water. The guest was very appreciative of her help!
~ **Emily Weinstock**, p.m. guest service supervisor

Holiday Inn Cincinnati-Riverfront, Covington, Ky.



Michelle Kammer & Bev Renadette, bartenders
Thank you to Michelle and Bev (pictured left with Keven Jones) for their hard work and team-player mentality during those long evenings when we keep the bar open late to accommodate wedding parties.
~ **Kevin Jones**, line cook

Marriott Cleveland-East



Cecelia Paponetti, AYS agent
Cecelia supports the entire hotel, routing sales, HR and accounting calls. She helped out River City Grille this year when we were slammed with calls for Easter and Mother's Day. She organized, tracked and confirmed reservations daily. Thank you, Cecelia!
~ **Tiffany Hughes**, RCG supervisor

Embassy Suites Lexington, Ky.



Murrel Wisdom, guest service rep & **Sandy Wise**, room service attendant
Knowing that two guests were celebrating their 40th wedding anniversary, Murrel and Sandy went the extra mile by writing a note of congratulations, delivering chocolate covered strawberries and a bottle of Champaign and placing rose petals around their room.
~ **Stephen Pratt**, restaurant supervisor

Embassy Suites Williamsburg, Va.



Vincent Meekins, maintenance technician
When we were short-handed and overwhelmed with linen, Vincent worked in laundry most of the day to get the job done. Plus, he did it with a smile.
~ **Housekeeping staff**

Embassy Suites Williamsburg, Va.



Angela Greenhow, bookkeeping/sales assistant
When Angela noticed that the front desk needed help on a particularly busy day, she helped them get caught up on room blocking and resolved some guest matters. She continually volunteers so that guests and associates have a smoother day.
~ **Emily Tice**, front desk supervisor

Embassy Suites Williamsburg, Va.



Mike Jones, maintenance technician
During a busy breakfast, Mike went into the kitchen, put on an apron and cleaned dishes to keep things running smoothly. Without his team attitude, the guests would not have had such a positive experience with us.
~ **Stephen Oscarlece**, food & beverage supervisor

SHOUT OUTS!

Doubletree Hotel Dearborn, Mich.



Steven Simpson, a.m. server/busser
Last year, Steven worked in banquets and the restaurant as a temporary associate, and when a permanent position opened, he was the one for the job. Steven is an all-around team player; he keeps the restaurant clean and assists the servers like no one else.
~ **Cheryl Hackney**, a.m. server

Doubletree Hotel Dearborn, Mich.



Aaron Workman, line cook
Aaron has been a great leader and mentor to me. He has taught me things I never thought I could do in the culinary department.
~ **Howard Stubbs**, dish utility

Doubletree Hotel Dearborn, Mich.



Jason Wade, banquet manager & **Leticia Smith**, executive housekeeper
Jason is one of the most thoughtful and caring supervisors we have; he will step into any situation with a positive, pleasant demeanor. Leticia makes the workplace fun, and you never know what she will say next!
~ **Sandra Deanna**, HR manager

Holiday Inn Cincinnati-Airport, Erlanger, Ky.



Olivia Helmle, p.m. server
Olivia is always cheerful and willing to help. Her optimism brings me joy, and I don't know what I would do if I didn't have her on my team.
~ **Christina Meyer**, p.m. server

Holiday Inn Cincinnati-Airport, Erlanger, Ky.



George Stepanishvili, a.m. server
Most weeks, George works two days by himself and always manages to give great service. We're lucky to have him!
~ **Carolyn Russelburg**, sales coordinator

Marriott Columbus-Airport, Ohio



Marina Shulby, p.m. greeter
Marina is a life saver, and she rocks! She is there when everyone needs her and has held the restaurant together on busy nights.
~ **Jerome Canady**, p.m. dining room utility

Marriott Columbus-Airport, Ohio



Antonio Rhynehardt, guest service representative
Antonio makes my life easier. His organization and ability to always stay "on the ball" make him stand out.
~ **Amber Pacer**, guest service representative

Marriott Columbus-Airport, Ohio



Theresa Williams, assistant executive housekeeper
Theresa is very kind and patient. She wants to make you better at your job, and I appreciate that.
~ **Avernell Greene**, room attendant

Ohio University Inn & Conference Center, Athens, Ohio



We're giving a shout out to all of our associates for their hard work during the busy weeks leading up to spring and summer. To show our gratitude, we arranged for the local ice cream truck to stop by with a sweet reward for everyone.
~ **GM Ralph Mordocco** and **Nicole Franz**, HR manager

Marriott Cincinnati-Northeast



Pasma Bernet, guest services associate
Pasma recently filled in as a River City Grille hostess, and on many weekends when the restaurant gets busy, she comes in as soon as we call. She visits and cleans tables and serves drinks with a big smile.
~ **Mikki Fassler**, a.m. River City Grille supervisor

Marriott Cincinnati-Northeast



Jodie Fry, line cook
Jodie not only prepares great quality food, but does so very quickly with a smile on her face. She visits tables and knows many guests by name.
~ **Mikki Fassler**, a.m. River City Grille supervisor

Marriott Cincinnati-Northeast



Dilfuza Iskhakova, public space attendant
Dilfuza owns the cleanliness of the commercial space and helps improve my productivity, because the area is always clean! Her impact on this hotel has positively affected both the associates and our guests.
~ **Jack Taylor**, maintenance technician

Holiday Inn Dayton/Fairborn, Ohio



Susan Black, night auditor
Susan has a knack for knowing when we're going to be busy and takes it upon herself to polish and roll silverware. We're very appreciative of her help, because it allows us to concentrate more on serving the guests.
~ **Denise Swihart & Bev Guillen**, a.m. McKenna's servers

Holiday Inn Dayton/Fairborn, Ohio



Denise Swihart, a.m. McKenna's server
Denise took time during her break to purchase Earl Gray Tea, a drink desired by a guest, which the hotel did not have in stock on that particular day. Thank you, Denise, for your hard work and dedication!
~ **Banquet staff**

Holiday Inn Dayton/Fairborn, Ohio



Cyndi Stookey, room attendant
Thank you to Cyndi for helping during a busy weekend breakfast. She not only graciously agreed to host, but she also bussed, reset tables and did everything she could to ensure the guests were taken care of.
~ **Denise Swihart & Bev Guillen**, a.m. McKenna's servers

Marriott Austin-North at Round Rock, Texas



Mindi Marshall, front office supervisor & **GM Kyle Covington**
Thank you, Kyle, for allowing Mindi to provide much needed p.m. MOD support during an extremely busy period. She was outstanding!
~ **Dave Smith**, GM, **Marriott Cincinnati-Airport, Hebron, Ky.**

Marriott Cincinnati-Airport, Hebron, Ky.



Maintenance department
We'd like to thank our maintenance department for rising to the challenges created by nasty weather, particularly when a tornado caused wide-spread power loss to thousands of homes and businesses in our area. We received so many positive comments from our guests about how our staff responded.
~ **The Management Team**

Marriott Cincinnati-North



Laundry department
The banquet department often has pop-up events for which we haven't submitted a linen order, and our laundry department associates always have smiles on their faces and accommodate us, even though I realize we have put them behind for the day.
~ **Brian Abel**, banquet houseman

Marriott Cincinnati-North



Doris Molina-Hernandez, lobby attendant
Doris works hard to keep our lobby beautiful as her lovely smile greets our guests. She also recently helped as a carver during our Easter Grand Buffet.
~ **Brad Muchnicki**, executive chef

Doubletree Guest Suites Cincinnati



Gabe Tenbosch, public space attendant
Thank you to Gabe for noticing when I'm very busy and helping without being asked. He's a super hard worker and does everything with a smile.
~ **Amanda Jenkins**, dining room server & **Tiffany Wuensch**, GSR

Marriott Dallas/Fort Worth Airport-South



Bryttni Grazetti, a.m. front desk manager
Bryttni helped in bookkeeping while we found **Cheryl Buhlin**, the new executive bookkeeper. She learned a lot, worked hard and trained others. Thanks, Bryttni!
~ **Raluca Leibowitz**, HR manager

Marriott Dallas/Fort Worth Airport-South



Gitane Golden, night auditor/group coordinator
Gitane bravely assumed responsibilities at the front desk while the front desk manager helped in accounting. She is a great asset and team player. We thank her for her hard work and dedication!
~ **Raluca Leibowitz**, HR manager

ANATOMY OF A HOTEL OPENING

(Continued from Page 1)



Preparing the property

Construction began on the Phelps Building conversion in February 2010. Crews transformed nearly every square inch of the property, including 134 one- and two-bedroom suites, a bar, meeting rooms, fitness center and a food-and-beverage market for guests. Each guest room was outfitted with a full refrigerator,

dishwasher, stove, microwave, flat-screen TVs and furniture.

Rooms were stocked in the midst of construction. "Stocking the rooms was a tremendous job," shares HR manager **Carissa Steffen**. "The pre-opening team established a process to make sure all necessary items were placed in each room. Thirteen boxes, one for each room on a floor, were positioned in one designated room on each of the 11 floors."

Maintenance technician **Justin Thompson** worked with maintenance supervisor **Nick Merkt** to learn about the hotel during the construction process, as well as oversee the delivery and accuracy of every item shipped to the hotel. Room attendants **Delrico Webber**, **De'Andre Solomon**, **Darlene Martin** and **Leonard Peak** worked with executive housekeeper **Mandy Vuozzo** to organize thousands of items.

As the opening date neared, reinforcements arrived at Residence Inn to help clean the tremendous amount of dirt and dust that resulted from the construction. **Ruth Krohman**, executive housekeeper, and room attendants **Caley Carpenter** and **Yvonne Askew** from Cincinnati's Airport Marriott; and **Tammy Clements**, executive housekeeper, and room attendants **Cristina Gonzalez** and **Augustina Gomez** from Cincinnati Marriott North, got to work preparing the hotel for its debut.

"The volume of work the pre-opening team did to get our hotel ready was astonishing," Meisner recalls. "These individuals had a very short window of time, and their diligence was a huge contributing factor to the successful opening of the hotel."

Generating business

In the midst of construction, and with the hiring hall underway, sales manager **Vicky Hild** was busy fielding sales calls and spreading word about the newest hotel in town. Hild states: "One notable booking for the hotel was with Cirque du Soleil, which accounted for 1,490 room nights and \$170,000 in total revenue."

All pre-opening sales goals for the Residence Inn were exceeded, including:

- Group sales goal - \$150,000; achieved - \$258,391
- Extended stay sales goal - \$200,000; achieved - \$232,280

"In addition to these goals, we had established an occupancy goal of 57 percent with an average daily rate goal of \$135," Hild adds. "We've surpassed these goals with year-to-date results of 59 percent and \$144.76, respectively."

Achieving culinary perfection

As construction was approaching completion, **Darryl Foster**, kitchen supervisor, and **Nick Michael**, F&B supervisor, worked with WHI's corporate executive chef **Gary Britton** to set up BAR 506 and the kitchen. "Gary was truly the visionary behind Bar 506," Perkins recalls. "He painstakingly researched to conceptually develop every facet of Bar 506 - from the uniforms and atmosphere to the recipes and menu."

The team prepared test meals, and hotel associates enjoyed sampling all items on the menu. Buffet attendants **Angie Rowe**, **Casey Carr** and **Brianna Brewer** and p.m. cook **Bernard Anderson** worked tirelessly, showing that they were the right choices for their positions.

Jason Ober, executive chef at **Doubletree Guest Suites Cincinnati; Dallas Montgomery**, sous-chef at **Renaissance Hotel Indianapolis-North**; and **Jay Trainer**, a.m. restaurant supervisor at **Marriott Columbus-Northwest, Ohio**, played an integral part in ensuring that the grand-opening events and hotel opening would be executed flawlessly. "We even had to rent a refrigerated truck for the grand-opening event to keep all of the food cold," Steffen recalls.

Instilling the WHI/Marriott standards

Training, training and more training were essential in transforming this beautiful building into not only a Marriott-branded hotel, but a WHI-managed hotel. In addition to learning the WHI Mission Statement and Associate Service Pledge, new associates received hands-on training from their experienced colleagues.

The front desk and valet attendants had extensive training over a two-week period to prepare for the first guests to arrive. "**Abe Rickenberg**, assistant executive housekeeper at **Marriott Cleveland-East**, was a great help during the valet training, lending his expertise to ensure our success," Steffen adds. "**Stefanie Luginbuhl**, a.m. front desk supervisor at Marriott North, was instrumental in organizing the front desk and training associates. Guest service representatives **Maggie Harrington** and **Karin Korostyshevsky** answered phones and assisted with miscellaneous tasks. Both associates joined us from Marriott North."

The housekeeping team had a great deal of practice in learning the Marriott cleanliness standards as they cleaned full boards days before the hotel opened. The maintenance department also was busy making sure everything in the hotel was in perfect working condition.

Prior to the first guests arriving, the Residence Inn team held a rally, distributed associates' charter member pins and raised the Marriott flag.

"The whole process of opening the Residence Inn was an amazing experience," Meisner shares. "It's remarkable just how many people came together to make it possible. I thank everyone who had a hand in the amazing restoration and revival of the Phelps Building."



MELTING POT

EXCEPTIONAL SERVICE IN ANY LANGUAGE



Marriott Suites on Sand Key, Clearwater Beach, Fla., is proud of its multicultural workforce. HR manager **Donna Bolich** explains: "Diversity makes our hotel a more enriched environment for associates and better enables us to provide exceptional service for our guests. Our differences only serve to make us stronger."

The following countries are represented at Sand Key: Albania, Bosnia, Bulgaria, Columbia, Dominica, England, Greece, Honduras, Jamaica, Mexico, Montserrat, the Philippines, Poland, Romania, Trinidad and Tobago, Turkey and the U.S. territory of Puerto Rico.

Summer delights

Front desk associate **Hristiyana Ralinova** and bartender **Stella Koleva**, natives of Bulgaria, began their careers at **Embassy Suites Williamsburg, Va.**, as exchange students on a summer work program. Returning for her fifth summer, Ralinova is studying marketing in college and has started using these skills by helping in the sales department.



Stella Koleva (L) & Hristiyana Ralinova

In her second year, Koleva returned as a permanent resident by winning a diversity visa through the Diversity Lottery. The congressionally mandated U.S. Diversity Immigrant Visa Program makes available up to 55,000 diversity visas annually, randomly selected among all entries of persons who meet strict eligibility requirements from countries with low rates of immigration to the U.S.

That takes the cake

The housekeeping department at **Doubletree Hotel Dearborn, Mich.**, has a strong Hispanic culture and includes associates from Honduras, the Dominican Republic, Puerto Rico and Mexico. HR manager **Sandy Deanna** shares that



Housekeeping Department everyone looks forward to birthdays in housekeeping. "Each associate will bring in a special dish, and they serve Tres Leches Cake. Very popular in many parts of Latin America, the cake, which translates into three milk cake, is a sponge cake soaked in evaporated milk, condensed milk and heavy cream. It's delicious," she adds.

Spices things up

Rodolfo Ortega, restaurant supervisor and native of Columbia, shares his culture with associates at **Doubletree Hotel Dearborn, Mich.** With a talent for cooking Latin American cuisine, Ortega has treated the supervisory team at staff meetings to his homemade salsa and chips and also has shown off his flair with coconut rice and meatloaf.



Rodolfo Ortega

Restaurant associates also get a taste of Columbia when Ortega returns from vacation with souvenirs for his team. "Rodolfo is a tremendous asset to the hotel as he assists in translating for us with our Hispanic guests,"

shares **Sandy Deanna**, HR manager. "He also was instrumental in securing a piece of business with a Spanish-speaking church group."

Cooking up favorites

The city of Dearborn, home of **Doubletree Hotel Dearborn, Mich.**, has the largest population of Arabic individuals outside of the Middle East. U.S.-born with roots in Lebanon, sales and catering manager **Mimi Sion** has introduced fellow associates to Middle Eastern food, including a Dearborn favorite - Chicken Shawarma. Sion also has used her heritage and bilingual skills to secure business.

Cultural blend

Mid-Michigan regionally gains 13,000 immigrants a year, representing 20 different ethnic groups. Located in the epicenter of a community ranked in the Top 10 for global refugee resettlement, **Radisson Hotel Lansing, Mich.**, employs many immigrants who travel to the U.S. in search of a better life.

The Radisson's melting pot includes: lobby/public space attendant **Jose Ariosa** and room attendant **Ana Matos** (Cuba); room attendants **Rose Joseph**, **Jemima Milien**, **Marie Petit-Dor-Simeon** and **Jocelaine Therve** (Haiti); room attendant **Bishnu Monger** (Nepal); room attendant **Hue Pham** (Vietnam); cook **Maria Pilar** (Mexico); and banquet manager **Sonia Schumitsch** (England).



L to R: Rose Joseph, Jemima Milien, Marie Petit-Dor-Simeon & Jocelaine Therve



L to R: Sonia Schumitsch, Maria Pilar, Hue Pham & Jose Ariosa

HR manager **Michelle Miller** shares, "When tragedies occur in other parts of the world, like the earthquake in Haiti last year, it really hits home knowing that more than one of our associates lost friends and family members."

Miller also states that the Radisson was fortunate to have Schumitsch on staff to serve as the resident royal family expert during April's royal wedding.

HOLIDAY INN CINCINNATI-AIRPORT, HEBRON, KY., embraces the cultures of associates from all over the world.



Alla Guidugli (Astonia)



L to R: Christine Mitchell (Canada), Clifford Williams (Jamaica), Awilda Putthoff (Puerto Rico), Pavel (Kazakhstan) & Mariya Kamacharova (Bulgaria)



George Stepanishvili (Georgia)

Winegardner & Hammons is fortunate to employ associates from around the world. Its multicultural workforce is as broad and diverse as the customer base each hotel serves. Read the following articles to get better acquainted with the ingredients of WHI's melting pot.

Diversity embraced

Nearly a quarter of the **Marriott Columbus-Airport, Ohio**, staff (27 associates) hails from countries other than the U.S. The 15 countries represented at the hotel include: Somalia, Armenia, Mexico, Ethiopia, Peru, U.S.A., Brazil, Kenya, Eritrea, Ghana, Albania, Vietnam, China, Malaysia and Canada.

Additions with accents

It's a British invasion at **Holiday Inn Cincinnati-Riverfront, Covington, Ky.** London natives **Lisa Kenney**, GSR, and **Roy Ganpath**, GSR and relief



Lisa Kenney

night auditor, have been delighting guests with their lovely accents since joining the team in 2011.

"They've come to America to see how we Yanks prefer hospitality," jokes HR manager **Deedra Kellerman**. "They are wonderful additions to the Holiday Inn team."

World community

"Namaste, Hola, Bonjour, Kamusta. Walk into the break room at **Marriott Cincinnati-Northeast** and you might feel like you stepped into the United Nations," shares HR manager **Lisa Compton-Martin**. "We are so fortunate to have many different languages and nationalities at our hotel."

To accommodate such diversity, the hotel revamped its food offerings in the break room and utilizes a translation service to ensure all team members have the tools they need to serve guests. Greek, Italian, Tagalog, French, Twi, Spanish, Russian and Hindi are just some of the languages one will hear in the halls of Marriott Northeast.

The hotel honored its cultures by hosting a world community day during last year's Associate Appreciation Week.

New country, new career

Holiday Inn Dayton/Fairborn, Ohio, has employed many associates from around the globe. Executive housekeeper **Mike Albrycht** notes that these associates often have very different careers in their native countries ranging from engineers to teachers to social workers.

Room attendants **Jin Hu**, **Xuri Wang** and **Ling Zhou** have more than 13 years of combined service in the housekeeping depart-



L to R: Jin Hu, Xuri Wang & Ling Zhou ment. Native to different parts of China, they have worked hard to improve their English and learn all of the standards. Albrycht says: "They're all hard working and dedicated to living the WHI Pledge. They are great assets to our hotel."

Lessons in world culture

One can receive an extensive lesson in world culture while sitting in the break room at **Embassy Suites Lexington, Ky.** The housekeeping department is fortunate to work with and learn from laundry attendants **Asende Wesesa** and **Chantal Nishimwe** (Africa), and **Sergio**



Roldan (Cuba); room attendant **Mary Freeman** (Africa); and houseman **Alvaro Salas** (Peru).

"Alvaro and Sergio speak both Spanish and English and help us translate," shares **Elizabeth Bailey**, assistant executive housekeeper. "Mary tells us stories of her country and has brought in food for us to try while Asende and Chantal tell of their country's different rituals in Africa. We're so glad they made their home with Embassy."

The European connection

Although only 1,200 miles separate the homelands of the European associates at **Marriott Cincinnati-Airport, Hebron, Ky.**, their reasons for coming to America are as diverse as their cultures.

Restaurant server **Helen McGillicuddy** left England 28 years ago to work and see the U.S. She fell in love, married a Yankee and became a U.S. citizen. Banquet server **Ludovic Bardeche** was serving in the French military. He, too, fell in love, got married and became a U.S. citizen.

Banquet servers **Meliha** and **Senad Sahdan** fled war-torn Bosnia in the 1990s. After living in Germany for nine years, the pair came to America. Room attendant **Connie Berthold** moved to the U.S. from Germany more than 30



L to R: Desi Dzhorgova, Connie Berthold, Helen McGillicuddy, Senad Sahdan, Meliha Sahdan, Ludovic Bardeche

years ago when her mother married a U.S. soldier. Room attendant **Desi Dzhorgova** won the Diversity Lottery in her country of Bulgaria. Millions of people around the world apply each year to come to the U.S., and Dzhorgova was among the thousands selected.

In search of snow

About 8,000 miles from **Marriott Cincinnati-Airport, Hebron, Ky.**, are the 607 islands of the Federated States of Micronesia, homeland to room attendants **Tiulipe Launoa**, **Kinia Kimi** and **Ensita Erwin**; cook's helper **Kitson Martin**; and line cook **Billy Billimon**.

When HR manager **Lorraine Sanz** asked the group about its native country, she was told of



L to R: Kitson Martin, Kinia Kimi, Ensita Erwin and Tiulipe Launoa

sandy beaches; year-round, 80-degree weather; and warm, blue waters. "My immediate follow-up question was, 'Why Kentucky?' to which Kitson replied, 'I wanted to see snow.'

"Other reasons included more jobs, a reasonable cost of living and better health care and schools. Whatever their reasons for coming to America, they're all great associates and represent their country well," Sanz adds.

Welcoming environment

The housekeeping department at **Marriott Cincinnati-North** has 28 full-time associates representing 13 different countries. Associates hail from Ghana, Senegal, Mauritania, Burkina Faso, Togo, Guinea, Mexico, Peru, Colombia, Vietnam, Guatemala, Uzbekistan and Iran.

HR manager **Elizabeth Hill** states: "The multicultural environment makes this department very welcoming to all new associates. Many great friendships have formed among associates who, at one time, could not communicate at all."



Room attendants Ozoda Shamsiddnova (left) and Hang Ho

Great additions in any language

Other than the U.S., the country most represented at **Marriott Cincinnati-North** is the Republic of Ghana. The country acknowledges 79 languages with French being the most common one among hotel associates. With



Ghana natives in nearly every department, the likelihood of hearing "bon jour" throughout the hotel is great. In the last few months, the hotel has hired three new room attendants from Ghana. Pictured above (L to R): **Mary Serwaa**, **Betty Ofori** and **Elizabeth Agbeko**.

Daily fiesta

A whopping 46 percent of associates at **Marriott Austin-North at Round Rock,**

Texas, were born in a foreign country. "The bulk of our associates come from Mexico, so it's a fiesta here every day," jokes HR manager **Mily Kennison**. Other countries represented include: Persia, Cuba, Costa Rica, Canada, the Philippines, El Salvador, Pakistan, Peru, Honduras, Germany, China and the U.S. territory of Puerto Rico.



Mily Kennison

"A fun fact about me is that I am from Peru, but with Chinese lineage," Kennison adds. "So, I look Asian and people are very surprised when they hear me speak Spanish."

Associate pot luck

"We are well-represented here in New England with associates from all over the world," shares **JoAnn Masi**, HR manager at **Marriott Hartford/Windsor Airport, Conn.** "Our staff's native countries include: the U.S. territory of Puerto Rico, Peru, Palestine, Haiti, Bosnia, Kosovo, Saudi Arabia, Venezuela, Jamaica, St. Lucia and Portugal, just to name a few."



L to R: Wilmarie Vazquez, Biba Jahic, Sabiha Radoniqi, Brenda Samuels, Safija Korkutovic and Ajisa Ahmetovic.



L to R: Jackie Plante Smith, Marie Jean Philippe and Marie Francois

The sharing of food is one of the many benefits of having such a diverse staff. "During International Housekeeping Week, many associates share some of their favorite ethnic dishes," Masi states.

Diverse backgrounds, common goal

Marriott Chicago-Northwest thrives with its multicultural workforce. More than half of the staff comes from other countries including, but not limited to: Mexico, Poland, El Salvador, Germany, the U.S. territory of Puerto Rico, Thailand, the Philippines and Armenia.



Nancy Chavez
Maria Herrera



*Maria Cruz
Maura Hernandez
Yadira Gonzalez*

"I enjoy working in a diverse environment," states **Efren Aracia**. "We all have different backgrounds and heritages and, therefore, have different ways of looking at the world." Sales manager **Maral Abrahamian** echoes Aracia's sentiment and enjoys pulling out a map when people ask about her last name and where she is from. "It's a great conversation piece and helps to break the ice."



Maral
Abrahamian

HR manager **Marti Ramos-Plumeri** adds: "When we have the opportunity to appreciate the associates, we take their backgrounds and heritage into consideration. We celebrate the different backgrounds and lifestyles that work together to achieve a common goal."

The Tank returns

For the last seven years, **Gintas Zardinkas**, banquet houseman (and any other position that needs filling), has spent half of the year working at **Marriott Pittsburgh-North** and half of the year with his wife and children in Lithuania. "Even with the most modern technology, Skype and webcams, it just isn't the same as being at home," says **Brian Keller**,



Gintas Zardinkas

banquet manager. "Gintas has done this to complete his U.S. citizenship."

"These guys are like my family," Zardinkas explains. "It's hard to be away, but they make it easier. They have asked me to their houses for holidays, they take me to baseball games and we go out after work."

Nicknamed "The Tank" and "The Secret Weapon" for his ability to complete many jobs, Zardinkas is described as a do-it-all player. "We look forward to his return each year," Keller adds. "The entire Pittsburgh Marriott team greeted Gintas with a congratulatory celebration after he recently completed his citizenship."

Clear determination, hidden talents

Approximately 15 percent of associates at **Marriott Cleveland-East** hail from foreign countries, including: Romania, Uzbekistan, Nepal, Spain, Ghana, Nigeria, Bosnia and the Philippines.

New additions to the team (pictured from left), room attendants **Madhurkar Acharya**,



Saraswati Pradhan and **Bishnu Rai** escaped oppression in their native country of Nepal and settled in the Cleveland area. They were referred to the hotel by a local resettlement and job readiness agency.

Stand-out associate **Yevgeniy Shestakov** began working in the housekeeping depart-



Yev Shestakov

ment in March 2008. However, in his home country of Uzbekistan, he worked in a furniture factory where he learned the trade of wood repair, painting and staining.

These talents are now being utilized as the recently transferred maintenance tech keeps the woodwork around the hotel in top-notch condition. Maintenance supervisor **Tom Rubis** shares that the wood around the hotel looks like it's brand new when Shestakov finishes with it.

Make yourself at home

Renaissance Hotel Indianapolis-North is home to 28 associates from 10 foreign countries, including: Burma, Czech Republic, Brazil, Greece, Switzerland, Burundi, the U.S. territory of Puerto Rico, Mexico, Ghana and United Kingdom. Seventeen associates hail from Burma, a war-torn country in which an armed conflict between the government and ethnic-based groups has been ongoing for 50 years. The Renaissance works closely with Exodus, an organization that helps refugees acclimate to the culture, settle into apartments and find jobs.

The road to the Renaissance for other non-U.S.-born associates varies greatly. GM **Paul O'Connor**, born in Zimbabwe and raised in England by Irish parents, began his career with Hyatt International, traveling outside of



the U.S. for many years. Front desk associate **Nicole Hall** (Switzerland) fell in love with a U.S. soldier while vacationing in Key West. After a year of commuting, they married in Las Vegas. Front desk associate **Vanessa Sindayihebura** (Burundi) studied in Europe for many years before moving to Indianapolis to complete her degree.

Kitchen utility **Vladimir Cerny** worked as a technical engineer for a coal mine company in the Czech Republic and retired shortly before coming to the U.S. to join his wife, daughter and grandson. Banquet setup/server **Labros Christoforatos** left seven siblings behind in Greece when he immigrated at age 23. He started his own family in America and is fortunate to have his son, **Kostandinos Christoforatos**, work with him at the Renaissance.



COMMUNITY INVOLVEMENT

Helping fashionably

Marriott Chicago-Northwest donated one weekend night stay and breakfast for two to the Central Dupage Hospital Auxiliary's Spring Silhouettes fashion show fundraiser. The fundraiser helped the auxiliary raise \$16,000 to fund projects such as the scholarship program for area students pursuing careers in health care.



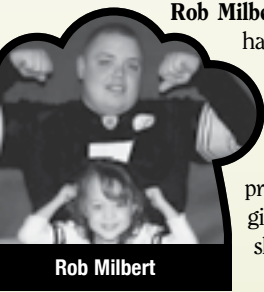
Hector Chaparro

The gift of blood ... the gift of life

Maral Abrahamian, sales manager, coordinated and hosted a blood drive for guests and associates of **Marriott Chicago-Northwest**.

Cook **Hector Chaparro** was happy to donate. He shares: "There are many great reasons to donate, but I currently do it as a life-saving benefit. Research shows that if men give blood three times a year, they can reduce their iron overload and therefore their risk of a heart attack by as much as 50 percent."

Marching for our most precious



Rob Milbert

Rob Milbert, banquet houseman at **Marriott Pittsburgh-North**, and his fiancé Stephanie have been involved in the March of Dimes March for Babies Foundation for four years. Their daughter Gabriella was born premature, and doctors said she was probably not going to make it or would have a good chance of being mentally challenged. She is now four years old and lives a happy life with her parents.

Over the last two years, they have raised nearly \$5,000 to help families with premature babies. "It truly touched me to see Rob get so excited talking about his little girl and how she was a blessing from above," shares **Michael Schlutz**, HR manager.

"If it weren't for all of our supporters, my little miracle would not be here with us today," Milbert adds.



SHOWING THE KIDS HOW IT'S DONE

Associates of **Marriott Pittsburgh-North** spent the day with their kids during Bring Your Child to Work Day.

Applying passion to the greater good



Kelly Hall

Kelly Hall, Grille 39 server at **Renaissance Hotel Indianapolis-North**, volunteers at the Indiana Latino Institute, an organization that promotes a healthy lifestyle for Indiana's Latino community.

Hall lived in Argentina for nearly a year and speaks fluent Spanish. "Currently I help out translating, and soon I will begin mentoring with their education programs," Hall adds.

A hotel that shines like the stars

Marriott at Renaissance Park, Spartanburg, S.C., hosted the Society of 1921 Donor Appreciation Gala on March 26. Put on by the Spartanburg Regional Foundation, an organization whose primary mission is to benefit Spartanburg Regional Healthcare System, this year's gala featured Academy Award-winning actor Robert Duvall as the featured speaker.

More than 800 business owners, community members and Marriott patrons attended the gala. Many attendees congratulated and thanked the Spartanburg Marriott team for its exemplary service.

A high tab

Since 2007, **Embassy Suites Lexington, Ky.**, has been collecting can tabs for Ronald McDonald House. The organization, in turn, sells them to aluminum recyclers. Embassy Suites Lexington has collected approximately 26,000 tabs from both customers and associates.

The hotel's tab collection was started by **Jiman Hilligas**, banquet server, for a student at Mason/Corinth Elementary.



Jason Faulkner and Jiman Hilligas show off their abundance of can tabs.

Cooking up something good

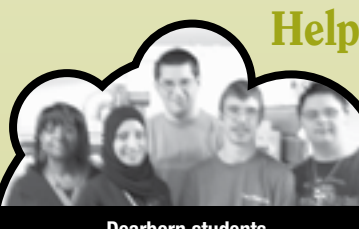
Executive chef **Anthony Peluso** and breakfast cook **Barry Knott** participated in the 2010 Signature Chefs Auction, held at **Embassy Suites Lexington, Ky.** The event raised more than \$50,000 in support of March of Dimes. Peluso and Knott competed in a tasting of a variety of foods, and guests are still raving about the caliber of their creations.



Anthony Peluso Barry Knott

Helping others is a win-win situation

The CARE Committee at **Doubletree Hotel Dearborn, Mich.**, has partnered with Dearborn Public Schools in the development of a work site training program for cognitively impaired students. Each day of the work week, three students work in the laundry room, folding towels and sheets with an assisting teacher. Not only are the students a huge help to the laundry team, but they are learning socialization and job skills.



Dearborn students

And they're off!

As part of the Carlson brand of hotels, Radisson has introduced a new business program for adoption across all Radisson properties with the following initiatives: taking responsibility for diversity, inclusion and the health and safety of guests; showing leadership in social and ethical responsibility issues within the hotel and in the community; and reducing its negative impact on the environment.

Radisson Hotel Lansing, Mich., kicked off its adoption of the program by sending the Radisson Pine Nuts, a team of runners and walkers, to two 5Ks benefiting local charities. On March 26, the team, consisting of GM **Gus Pine**, HR manager **Michelle Miller**, sales and catering manager **Jodi Maslowski** and restaurant manager **Karen Wilson**, participated in the Run for the House 5K. The team also ran in the Susan G. Komen Mid-Michigan Race for the Cure 5K.



Cooking for humanity

Line cook **Peggy Bohlen** and sous-chef **Austin Phillips** of **Ohio University Inn & Conference Center, Athens, Ohio**, competed in the Battle of the Chefs cooking competition to benefit Athens County Habitat for Humanity. Their time and efforts resulted in a meal that fed more than 300 people. The money raised by this competition helps the organization eliminate sub-standard housing throughout the county.



Austin Phillips Peggy Bohlen

Going out of his way

Culinary associate **Dave Mullins** of **Ohio University Inn & Conference Center, Athens, Ohio**, donates his time to the Timothy House, a rural homeless shelter in Athens County. After the hotel's Easter brunch, Mullins, with the support of management, donated the surplus of leftover food to the shelter. Shelter patrons were treated to an Easter meal that they otherwise would not have had.

Essential to the community

In February, **Marriott Columbus-Northwest, Ohio**, hosted the Emerald Celebration, an event organized by the Dublin Foundation, an organization that distributes grant money to help meet the continually evolving needs of the community. More than 200 people attended the celebration, which raised more than \$12,500.

"The Emerald Celebration was a huge success," says GM **Lisa Garner**, chair of the Emerald Celebration. "We are the preferred hotel in Dublin as we are ambassadors of the community. Our relationship has allowed us to host all Dublin City School events and City of Dublin events."



Lisa Garner

Several projects, one greater good

The associates of **Marriott Cincinnati-Northeast** are passionate about helping the community. Throughout the year, they participated in and supported several events and organizations, including: Turkey Trot 5K to support the Live Strong Foundation, United Way coat drive, Deerfield Rotary backpack collection and food drive and the Ronald McDonald House.

These projects were led by **Debbie Harding**, executive bookkeeper; **Gina Robison**, FD supervisor; and **Jarrold Mobley**, assistant banquet manager.



Friendly competition helps those in need

Holiday Inn Dayton/Fairborn, Ohio, finished its fourth consecutive year of collecting pull-tabs for the Ronald McDonald House of Dayton, Ohio. The departments competed against each other to collect the most pull-tabs. AM McKenna's was crowned victorious, though this department was in close competition with banquets, housekeeping and administrative.

The hotel offers a special thank you to **Denise Swihart**, AM McKenna's server, who collects pull-tabs all year in preparation of the contest.



Working together for children

As part of its partnership with The Child Life Department at the Dayton, Ohio, Children's Hospital, **Holiday Inn Dayton/Fairborn, Ohio**, associates interact with children who are staying at the hospital for an extended period of time.

Participating associates visit the kids two hours each month, an endeavor made even sweeter since some of these children do not frequently get out of their rooms.



Matthew Pauley & Tina Thomas

Enriching youth

Jacque Evrard, HR manager at **Holiday Inn Dayton/Fairborn, Ohio**, finished her second year of volunteering with Junior Achievement, a partnership between the business community, educators and volunteers who work together to inspire young people to dream big and reach their potential.

Evrard donated 30 minutes of her time for five weeks volunteering with a first-grade class at Valley Elementary Beavercreek. She discussed the concept of "Our Family" and the importance of family to community with the students.



Jacque Evrard

PROVIDING RELIEF EFFORTS

Marriott Birmingham, Ala., organized a tornado relief effort to provide assistance to associates affected by the April tornadoes. The hotel collected donations of non-perishable items and furniture.

One person can make a difference

Front desk supervisor **Crystal Thomas** (pictured on left) from **Marriott Birmingham, Ala.**, provided her own personal support to a local community affected by the tornadoes. Thomas and a friend visited McDonald Chapel, located 15 miles from Birmingham Marriott, and hauled trash and tree limbs out of yards. Although she had a full shift and MOD responsibilities that evening, she worked as hard as she could to help those less fortunate. Her actions were so inspiring that others joined her the following Saturday.



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