

# FOCUS



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**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.

## Remembering Roy Winegardner

**ROY E. WINEGARDNER 1920-2009**

Roy Winegardner grew up in Springfield, Mo., in the heart of the Ozark Mountains. He served in the Merchant Marine during World War II before returning home to follow in his father's footsteps and become a plumber. Having success and expanding his business to an 11-state area, Winegardner was a shrewd businessman and frequent traveler.



During one of his many business trips, he found himself grounded by bad weather in Huntsville, Ala., and unable to find a motel room for the night. An inconvenience and annoyance for many, Winegardner was focused on the opportunity this ordeal presented. He soon returned to Huntsville and built his first motel.

Around the same time he was building his independent motel, the Holiday Inn chain was breaking into markets across the country. Winegardner recognized the opportunity, secured a franchise and opened his first Holiday Inn in Lexington, Ky.

In 1958, Winegardner joined forces with John Q. Hammons and the duo formed Two Sports from Springfield, Missouri, Inc., which later grew into Winegardner & Hammons, Inc. In 1969, the two merged most of their hotels into Holiday Inns, Inc. in exchange for Holiday Inn stock and the right to continue management of the hotels.

During the energy crisis of 1974, Holiday Inn stock plunged to record lows. Winegardner had not lost his instinct for opportunities, especially ones born out of crises. In 1974, when Kemmons Wilson asked him to come to Memphis to take over Holiday Inns, Inc., Winegardner became a major corporate executive. By 1979, he was chairman and CEO of the organization, and plumbing was a distant memory.

Winegardner's accomplishments were vast and his influence can be seen in every WHI property. His ability to seize opportunities and keep his finger on the pulse of the industry is renowned; his legacy is immeasurable.



Pictured above: John Q. Hammons, Erik Kamfjord and Roy Winegardner

The Winegardner of Winegardner & Hammons will surely be missed. In October, WHI's chairman and CEO Erik Kamfjord reflected on his mentor Roy Winegardner at a memorial service in Lexington, Ky. His tribute in its entirety is to the right.

**Roy E. Winegardner – R.E.W.** – How very fortunate I have been to have known him for 42 years. He was my boss, my mentor, my business partner and my good friend.

My family and I will be forever grateful for the opportunities Roy and his long-time partner, John Q. Hammons, have extended to us.

Working with Roy you learned very quickly his expectations and business disciplines: a few of his priorities were:

- 1.) Have a GOOD GAME PLAN for your business and stay focused on it. Don't show up in the morning, have a cup of coffee and then decide what you're going to do that day!
- 2.) CONTROLLING COSTS is very important to success. Roy even demonstrated on a few occasions that you could get a little carried away controlling costs. Back in 1969, we were preparing to open a 20-story Holiday Inn in downtown Syracuse, New York. Several months prior to opening I made a trip to Syracuse to determine if the construction completion was on schedule. As I drove up to the project, I realized the balconies the plans called for were missing. I learned they had been deleted by Roy ... after all ... who would ever sit on a balcony to look at anything in downtown Syracuse? Unfortunately, the architect had included the balconies as the most cost effective way to clean the 20 floors of windows on a regular basis and also comply with New York State regulations.
- 3.) Last, but not least, Roy believed to be successful, you must have GOOD MANAGEMENT – he demanded it! The subject of good management and his encouragement to only hire the best became a constant in our dialogue.

Over the years, I have contemplated Roy's many skills and talents that made him so successful. I have come to one conclusion: COMMON SENSE IS NOT A COMMON VIRTUE and Roy Winegardner had been blessed with way more than his fair share!

Roy was not all about business and work; he had a good balance in his life. He enjoyed his wonderful family and also the great outdoors.

Roy was a good golfer. I'm reminded of a round of golf when Roy taught me you can control costs on the golf course as well as in business. Roy hit a ball into the bushes. I started looking for the ball, and then I heard, "Erik, don't look for that ball. I buy only the cheapest balls I can find, so I don't have to waste my time searching for them."

Roy was also a skilled hunter and an avid, talented fisherman. When all else failed, you fished and then you fished some more! I learned from Roy that you could travel great distances to pursue good fishing holes.

From campfires in Argentina to salmon shore lunches in Alaska, I will cherish the memories of My Good Friend; whose WORD WAS HIS BOND and whose HANDSHAKE WAS GOLD!

– Erik Kamfjord

## A refreshing look at Holiday Inn

In its heyday, the iconic Holiday Inn hotel was the popular lodging choice for everyone from families to rock stars. In its prime, the franchise averaged a new inn opening around the world every three days.

More than 20 years after the brand hit the market, Roy Winegardner took over the reins and shook things up when he formed a new management team that refocused the brand, divested some 30 unrelated businesses and came up with a new hotel concept, Hampton Inn.

Fast forward 25 years and the hospitality chain is due for another shake up, a total refreshment of the brand: a new logo, new bedding, updated showers and new marketing and advertising. About a third



Holiday Inn Cincinnati-Airport, Erlanger, Ky.

(Continued on Page 8)

## Housekeeping Week

Marriott Cincinnati-North held a Hawaiian luau complete with a limbo contest and prizes during housekeeping week. Executive housekeeper Tammy Clements and assistant executive housekeeper Anna Dooley created a week of fun for their team. Relay races, back massages and an omelet breakfast were on the agenda. Supervisors cleaned rooms for a few hours to show the housekeeping associates their appreciation.

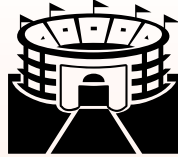


See more stories on Pages 6 & 7.



## Understands sports business

Sports are a big business at **Ohio University Inn & Conference Center, Athens, Ohio** ... literally. Big meals, lots of parking and ample meeting and banquet space are common needs for visiting teams, while tailored services, impeccable timing and efficient teamwork are in the OU Inn's playbook for successfully handling the challenges.



"When calling the sales office, the coach (or operations manager) feels a sense of relief that they have called a location that understands their business," explains sales account manager **Betsy Baringer**. "When we speak of suite upgrades for the head coach and late checkout for evening games, as well as complimentary meeting and banquet space, they feel that they have come to the right location."

Traveling football, basketball, soccer, volleyball and field hockey teams appreciate the uneventful stays and timely service at the OU Inn.

## A winning combination

**Embassy Suites Williamsburg, Va.**, uses time-honored tricks as well as new technology to grow its sports business. The hotel has developed a strong relationship with William & Mary College's athletic department and has set up a preferred account allowing it to view schedules before they're made public.



"We advertise in all teams' athletic programs and display hotel information on the scoreboard during basketball games," explains **Candace Masengale**, director of sales. "The hotel also works hard to secure business from the local youth athletic teams. Building relationships and satisfying every customer have been key to our success in this market."

Masengale shares some her secrets to success: "We dial, dial and dial. We also have been collecting contact information on sports teams for the last two years, and we send regular e-blasts. I have joined social media groups on LinkedIn and Facebook. And last but not least, we use WHI when we need information, manpower or resources. They are the BEST. Thank you **Ingrid Meyer**, business development information specialist at WHI."

## Lions pride

Every July and August, associates at **Doubletree Hotel Dearborn, Mich.**, have the important job of treating the stars of the Detroit Lions like VIPs while not appearing star struck. Executive housekeeper **Leticia Smith**, better known as "Mama" by the team, looks after the team like a mother hen, occasionally doing players' laundry and prodding them to clean up their rooms.



*Hotel associates pose with members of the Detroit Lions at the team's annual charity event at Ford Field.*

Front desk supervisor **Megan Marshall** receives countless compliments on the smooth processes of checking in and out, the prompt wake-up calls and, most importantly, the fresh-baked, football-themed cupcakes, brownies and candies that magically appear in players' rooms.

"We adhere to their strict schedules and make certain team restrictions are enforced, all the while meeting their needs in a friendly and professional manner," states **Sandy Deanna**, HR manager. "We add special touches when decorating the team's banquet rooms and buffets, and we convert two rooms on each of the two floors housing players into hospitality rooms equipped with refreshments, video games and computers."

## Par for the course

**Holiday Inn Cincinnati-Airport, Erlanger, Ky.**, has hosted teams from virtually every sport with players ranging from ages 7 to 70. **Melissa Hendrix**, sales account manager, has been working closely with the athletic department at the University of Cincinnati to secure business. The hotel hosted the 2009 Big East Golf Championship, which resulted in 175 rooms.

"The groups are always very appreciative of the service levels and attention to detail they receive here," says sales coordinator **Awilda Putthoff**. "The Big East Golf Championship conference was such a success, Melissa has booked two more conferences with them." Exceptional experiences at Holiday Inn Cincinnati-Airport are par for the course.



## Game faces on

**Marriott Columbus-Airport, Ohio**, is no stranger to the sports business. Teams visiting The Ohio State University stay at the hotel on a weekly basis. HR manager **Brett Caron** explains the importance of providing an atmosphere in which the teams are comfortable and can get their game faces on. "We have a strict no autograph, no photograph policy for all celebrities and athletes. The athletes are checked in prior to arrival and go directly to their rooms, bypassing the lobby."

Sales account manager **Debbie Edmiston** echoes the importance of discretion and top-notch service. "In the past, when Navy stayed at our hotel before playing, they supplied a 15-page list of meal requirements that even included how many pitchers of water and juice to leave on each table. These teams have tight schedules, and they usually have one team meal with us. They need to get in quickly, stay on schedule and make sure their athletes are well fed," she explains.



*Debbie Edmiston*

Edmiston also shares that a lot of teams are superstitious. "Once they stay at a hotel and win, they will always stay at that hotel."

## Flexibility is key

**Holiday Inn Cincinnati-Riverfront, Covington, Ky.**, is the official hotel for the 2008 Kelly Cup winner Cincinnati Cyclones hockey team. Teams enjoy the special, high-carb pre-game lunches served by the hotel. "We have flexible hours in our restaurant for teams, and we also make sure we cater to them with their workout schedules," shares HR manager **Deedra Kellerman**.

## Personal touches

Sports teams entering the lobby at **Marriott Cincinnati-Northeast** are greeted with the school fight song, balloons in school colors and staff sporting team t-shirts. **Lisa Birck**, sales account manager, specializes in the sports business and strives to make certain Marriott Northeast is the easiest hotel with which sports programs do business.

And the personal touches don't stop in the lobby. Athletes find signs on their doors wishing them good luck, and they receive personal notes from Ella the Towel Elephant wishing them good luck with a Gatorade goody.

**Lisa Compton-Martin**, HR manager, says that the star treatment extends beyond the welcome. "We make sure team meals are to the teams' exact specs, and we do a great job with athletic continentals. No plastic silverware or paper plates here. We make sure teams get the same first-class experience they would get in the restaurant."

## Winning stay



**Marriott Columbus-Northwest, Ohio**, has accommodated four of Ohio State's visiting teams this season. Navy, USC, Illinois and New Mexico State all benefited from the hotel's meticulous planning of every detail, adherence to precise schedules, outstanding culinary team and ability to anticipate needs.

"We are successful because *our* team focuses on the basics that create an exceptional stay for these football teams," shares **Pat King**, sales account manager. "We provide a 'winning stay' for every team that stays with us."

## Wildcats in the house

**Marriott Cincinnati-Airport, Hebron, Ky.**, has hosted many athletic teams, from amateur clubs to professional teams and officials of the NFL. Sales account manager **Stephanie Rork** has made a number of contacts with various sporting venues.



*Stephanie Rork*

She and all Cincinnati Airport Marriott associates ensure teams are secure, focused and well fed.

The hotel recently hosted the University of Kentucky football team while it was in town to play Miami University at Paul Brown Stadium. The culinary team, led by executive chef **Marty Chermely**, prepared a nutritious, high-protein pre-game meal, in addition to the abundance of snacks and drinks consumed during team strategy sessions.

HR manager **Lorraine Sanz** shares that all departments play an important role in servicing the hotel's athletic business. "Our front-of-the-house staff was proud to sport blue and white shirts in addition to UK hats. We were able to accommodate the university's request for room blocking, security and bed checks to ensure the team was not distracted before the game."

## Unforgettable experiences

"**Stephanie Luginbuhl**, front desk supervisor, and **Kim Sherlock**, sales account manager, team up to create unforgettable experiences for our athletic business," explains **Elizabeth Hill**, HR manager at **Marriott Cincinnati-North**. "Banners and balloons in the lobby, welcome packets with information on local attractions and Gatorade-to-go are just a few of the ways we welcome our athletes and their parents."

Recent guests, the Northern Illinois Huskies, commented that Luginbuhl and Sherlock were more prepared than any hotel at which they had stayed in the past.



*Stephanie Luginbuhl (left) and Kim Sherlock*

## Official hotel in Longhorn country

**Marriott Austin-North at Round Rock, Texas**, has hosted nearly every opposing football team that has traveled to play the University of Texas Longhorns over the past five years.

Sales coordinator **Abby Melde** and sales manager **Dedi Kavanaugh** describe the hard work that goes into making each team more than satisfied: "It starts with a lot of pre-planning ... goody bags at check-in, personalized slide show of the incoming group on TV monitors in the lobby, framed pictures for players to take with them at meals, etc. We also escort head coaches and other dignitaries to their rooms upon arrival, prepare special menus for the team, adhere to strict timelines and maintain the utmost privacy."



*Abby Melde*

One recent guest commented that she was concerned about the ensuing mess when large team busses pulled up during her stay. She recalled: "I was amazed that within 10 minutes, the entire lobby filled and emptied and I barely noticed the team the rest of my visit. Very organized!"



*Mindi Munch (left) and Allison Brown*



*The staff at Marriott Austin-North at Round Rock, Texas*

# Awards Awards Awards

## Outstanding service recognized

**Britni Stephens**, guest service representative at **Renaissance Hotel Indianapolis-North**, was awarded the Star Award by the Hamilton County Convention & Visitors Bureau. Stephens was recognized after HR manager **Erin Hayek** nominated her for the quarterly honor and submitted a guest thank-you note showing just one example of Stephens' commitment to outstanding customer service.

"The guest mentioned that Britni recognized him from when he stayed at another hotel for which she worked," Hayek explains. "She thanked him for his business and had two cold drinks delivered to his room when he returned from a business meeting. The guest was amazed at not only Britni's recognition but also her generous hospitality."

AGM **Kenny Didier** adds: "We're so lucky to have Britni on our team. The guests appreciate her sincerity and genuine hospitality, and we appreciate her leadership and commitment."



*Britni Stephens*

## Compliments to the chef

**Doubletree Guest Suites Cincinnati** received the honor for Best Entrée at the 2009 Taste of Blue Ash for the second year running. The culinary department's Spice Rubbed Salmon Salad was competing against many local restaurants with various types of cuisines.

"We're also an event sponsor, hosting the music groups for the weekend," says HR manager **Kier Muchnicki**. "The management team has a great time working the booth, and it's a great opportunity to advertise the hotel in a very positive way."



*Chris Marck, sous-chef*

## Best of the best

**Watercolour's Steakhouse at Marriott Suites on Sand Key, Clearwater Beach, Fla.**, won the coveted "Best Overall" designation at the 19<sup>th</sup> Annual Taste of Clearwater Festival. Appetizers, entrées and desserts from 50 area restaurants were judged by festival goers, and the top two in each category were named winners. One restaurant was then named "Best Overall" for the event.



"To be recognized as 'Best Overall' amongst such stiff competition was quite an accomplishment," says **Donna Bolich**, HR manager. "Congratulations to the entire Watercolour's team."

## Team promotes teamwork



*Debbie Harding (left) and Kristin Paul*

**Debbie Harding**, bookkeeper, and **Kristin Paul**, assistant executive housekeeper, were recently recognized by the culinary department on behalf of all associates at **Marriott Cincinnati-Northeast** for going above and beyond in organizing and executing pledge retraining.

The Boy Scout/Girl Scout-themed event kicked off with associates making sashes with badges representing the different parts of the Pledge.

Associates then formed teams and participated in a scavenger hunt to find pieces of a pinewood derby scout car to assemble and race against other teams.

Executive chef **Chris Lantz** and sous-chef **Josh House** recalled sampling a few Girl Scout cookies and a brownie or two ... but all in the name of the Pledge.



*Troop Housekeeping donning homemade sashes.*

## WHI associates named 'Catch Me at My Best' national winners

"Catch Me at My Best" is Hilton Corporation's national guest comment card program. Hotels collect comment cards for associates throughout the summer and submit their top winners for the competition. Those associates then compete with other Hilton hotels' top winners for the national honors. National winners receive recognition from Hilton Corporation, Hilton duffle bags filled with goodies and \$200.

This year, Hilton's "Catch Me at My Best" program featured two national winners from **Homewood Suites Dayton/Fairborn, Ohio**, for collecting the most guest and team member praise for exceeding expectations. Suitekeeper **Tee Colbert** received 78 comment cards while suitekeeper **Annie Thomas** collected 77.

"We're so proud to have two national winners here at Homewood Suites," shares **Gina Moore**, bookkeeper/HR manager. "Both Tee and Annie do an amazing job and add those personal touches to every room."

**Embassy Suites Williamsburg, Va.**, has two "Catch Me at My Best" national winners for the second year in a row. Guest service representative **Cynthia Reid**, a repeat winner from last year, and **Kelvin Fieldings**, maintenance technician, have been selected based on guest and co-worker comment cards that detail the spirit and pride they show in their work each and every day.

"Cynthia is a shining star, and we often receive guest letters stating that Cynthia is like family, making guests' stays the best ever," shares HR manager **Brenna Dill**. "Guests seek her out because she's made it her business to know information about the area and share with them the latest great place to shop or eat."

Fieldings has made a big impact on service scores in the maintenance department since he joined the team a year ago. "He is always willing to do whatever needs to be done to help the guests and his fellow co-workers," Dill adds.



*Pictured above, from left: Greg Horeth, regional VP; Annie Thomas, suitekeeper; Jamie Walters, GM; Tee Colbert, suitekeeper; and Sylva Mumphrey, executive suitekeeper*



*Cynthia Reid (left) and Kelvin Fieldings*

# WELCOME AGM



*Bryan Johnson*

**Bryan Johnson** is the new AGM at **Radisson Hotel Lansing, Mich.** Prior to joining WHI, Johnson was general manager of Smokey Bones restaurant in Mentor, Ohio. "Bryan's management experience in food and beverage will be a great asset to the hotel," states **Michelle Miller**, HR manager. Johnson started his career in the restaurant business while attending college at Franklin University in Columbus, Ohio. He holds a Bachelor of Science in business management.

# PROMOTIONS

*from within WHI*



*Barney Dixon Jason Shalosky Kamall Saleh Nate Pratt Darlene Howley*

## BANQUETS

**Barney Dixon** has advanced to the position of banquet captain at **Ohio University Inn & Conference Center, Athens, Ohio**. Formerly bartender and banquet set up for seven years, Dixon was a clear choice for the position with his experience and knowledge in the banquet department. "Barney shows a lot of initiative and continues to put customer satisfaction first," shares **Karisa Batchik**, HR manager.

with his family. After a successful run, he returned to work in the banquet department in 2008.

HR manager **JoAnn Masi** states: "Upon his return, Kam quickly took the lead in many areas. He is well respected by his peers and brings a great deal of restaurant knowledge to the hotel."

## FRONT DESK

**Nate Pratt** advances to guest service supervisor at **Embassy Suites Lexington, Ky.**, from the position of banquet setup attendant and bellman. A recent graduate from Sullivan University in business management, Pratt has worked at the hotel for five years.

"Nate has demonstrated his leadership abilities by taking every new hire under his wing and mentoring them," says HR manager **Susan Klueenberg**. "He ensures that guests are satisfied. He also maintains focus on accuracy and efficiency for billing purposes for functions held at the hotel."

## HOUSEKEEPING

**Darlene Howley** is the new executive housekeeper at **Marriott Pittsburgh-North**. She holds a bachelor's degree from St. Anselm College in business with a certificate in human resources.

"Darlene has more than 20 years of experience in the hotel industry and has had stints at various hotels, including a Renaissance and other full-service Marriotts in Pittsburgh," says **Michael Schlutz**, HR manager. Howley has spent the last five years as an assistant bookkeeper and GSR at the hotel.

## DINING

**Kamall Saleh** has been promoted to restaurant supervisor at **Marriott Hartford/Windsor Airport, Conn.** Saleh came to the hotel in 2003 as a banquet setup attendant and server but left in 2005 to open a restaurant



## Baby pool

GM **Andy Seal** (top left) poses with baby Ethan, and **John Staub**, sales account manager, poses with new son Jake. The baby pool was in effect at **Marriott Birmingham, Ala.**, as the babies shared the same due date. Baby Staub, the underdog, arrived four days earlier.

# WHI ORIGINAL HIRES



Terry Bumpass



Left to right: Minerva Velazquez, Adalberto Lugo and Phyllis Mannix



Ed Backscheider (left) and Paul Blau



Roslyn Fryman, left, and John Wark



Left to right: Amanda Jenkins, Andrea Dierker, Diane Kelley, Denise Adkins, Natalie Bullock



Donna Sallee (left) and Darlene Ziegenhardt



Kathy Mayher



Susan Gilliland (left) and Cheryl Weaver

**Focus** interviewed associates who have worked at WHI hotels from the day they opened their doors to learn about the grand-opening experiences, what changes they have noticed and why they continue to work for the company. The following excerpts are highlights to these questions:

## What was the hotel opening like? Were there any growing pains?

*"Definitely growing pains. I was a GSR at the desk, and there was a reservation from Mr. Hammons. We were told not to ask for any ID when he came to check in. Well, of course, I was the lucky (or unlucky) one to check him in. When he said his name, it didn't click. So, for probably the next five minutes, I tried to convince 'this man' that I needed a credit card or driver's license. In the end though, I checked him in without ID and all was well."* – Pam Willoughby, sales coordinator, **Holiday Inn & Suites Cincinnati-Eastgate**



Pam Willoughby

*"The training was rigorous but fun. It was exciting to know we were going to be the new hot spot night club in the area. I enjoyed the trial runs/role plays on each other before we opened to the public."* – Pam Cretney, bartender, **Doubletree Hotel Dearborn, Mich.**

*"It was so long ago, but I remember how much fun it was. Two weeks of intense training. I made some life-long friends. I remember thinking how glad I was that I got the job in the first place."* – Nancy Testani, greeter/server, **Doubletree Hotel Dearborn, Mich.**

*"It was very exciting, very busy and hectic meeting the Bengals; they stayed with us for one season."* – Vina Marks, banquet server, **Holiday Inn & Suites Cincinnati-Eastgate**



Vina Marks

*"It was hard but fun. Ninety percent of the staff were not only new to the hotel but had never worked in the hotel industry before."* – Paul Blau, bookkeeper, **Holiday Inn Cincinnati-Airport, Hebron, Ky.**, with opening at hotel no longer in WHI family

*"I remember the sixteen hour days. I also remember a practical joker (who will remain nameless) putting a catfish and a carp in the fountain ... pre-opening."* – Ed Backscheider, maintenance supervisor, **Holiday Inn Cincinnati-Airport, Hebron, Ky.**, with opening at hotel no longer in WHI family

*"It was very nice. It was beautiful and it went very smoothly."* – Mikki Latherow, cook, **Marriott Suites on Sand Key, Clearwater Beach, Fla.**

*"It was very exciting opening a hotel on the beach."* – Yvette Levan, banquet bartender, **Marriott Suites on Sand Key, Clearwater Beach, Fla.**

*"It was very exciting. There were still some finishing touches to be done, but we opened and somehow managed to get it all done."* – Frank Gugliuzza, buggy driver, **Marriott Suites on Sand Key, Clearwater Beach, Fla.**



Frank Gugliuzza

*"It was very exciting. Everyone got along and worked well together. It was wonderful to train under Gary Britton. He taught me everything that I know today."* – Bessie Bodzakos, cook, **Marriott Suites on Sand Key, Clearwater Beach, Fla.**

*"It was exciting. There were definite growing pains like finding where all of the rooms were and all of the storage and location of items."* – Donna Sallee, banquet server, **Marriott Cincinnati-Northeast**

*"There were little things to be worked out like which door to enter. But it all came together and was great."* – Darlene Ziegenhardt, banquet server, **Marriott Cincinnati-Northeast**

*"Opening was a lot of hard work and long hours. Cleaning, stocking, learning menus, etc., kept us busy for two weeks before we opened the hotel. I was new to the industry in 1983, so pretty much everything was growing pains to me."* – Carol Keller, bartender, **Holiday Inn & Suites Cincinnati-Eastgate**



Carol Keller

*"The opening was great. I met many new people, a lot of smiling faces. One of the growing pains was that we had to work longer than expected. We needed to learn co-workers' strengths and weaknesses to make a better team."* – Adelina Allen, banquet server, **Marriott Columbus-Northwest, Ohio**

*"The opening of the hotel was great; very organized, very professional and with tons of resources and staffing. It was top-of-the-line."* – John Wark, banquet manager, **Marriott Cincinnati-Airport, Hebron, Ky.**

*"When we opened the hotel, it was busy all of the time; we were slammed!"* – Roslyn Fryman, a.m. dining room server, **Marriott Cincinnati-Airport, Hebron, Ky.**



Carol Herbstreit

*"I recall having lots of heavy equipment in the lobby, including a Bobcat driving through the restaurant. The construction part of the conversion was crazy, but worth it in the end."* – Natalie Bullock, a.m. F&B supervisor, **Doubletree Guest Suites Cincinnati**

*"I have never helped to open a hotel before, and it was hard work. I learned many things and, overall, had a lot of fun."* – Phyllis Mannix, assistant executive housekeeper, **Marriott Chicago-Northwest**

*"All of the new employees were very excited and everyone had been through at least two full weeks of Marriott and WHI training."* – Rosemary Newton, concierge attendant, **Marriott Chicago-Northwest**

*"It was exciting and scary. I did not know what to expect since it was my first hotel job."* – Adalberto Lugo, utility attendant, **Marriott Chicago-Northwest**

*"Our nickname was the dream team, because we hired only the best of the best. During the opening, the managers were introduced as if they were professional athletes. There were some growing pains; we could tell after a few days whether or not a new associate had what it took to succeed in our culture. Also, learning the Marriott standards took some time and was difficult in the beginning."*

– Shannon Zoelle and Julie Moody, River City Grille associates, **Marriott Pittsburgh-North**

*"The hotel opening was grand. It was a big event in the area with the flag raising followed by the meet and greet with local businesses testing our menu and service. There were some growing pains, especially when our water sprinkler burst in the kitchen during the first weekend. Other growing pains were getting to know all the new people and developing our own culture."* – Kathy Mayher, server, **Marriott Cleveland-East**

*"This was my second hotel opening, and this opening was a lot more intense as far as hours put in and quality product coming out. I am very proud to have been a part of the opening team."* – Justin Winkler, line cook, **Renaissance Hotel Indianapolis-North**

## What changes have you seen at the hotel since its opening?

*"It's interesting to think about all the different GMs, AGMs and supervisors we have had ... each one has left an impression. I also think about all of the uniform changes we have seen. It is fun to look back at us in old pictures."* – Pam Cretney, bartender, **Doubletree Hotel Dearborn, Mich.**

*"The number of employees is a lot less now. The companies we do business with are now different; when we first opened it was all about Ford Motor Company."* – Nancy Testani, greeter/server, **Doubletree Hotel Dearborn, Mich.**

*"Everything (has changed) with the renovation/re-launch. It's a completely different hotel."* – Pam Willoughby, sales coordinator, **Holiday Inn & Suites Cincinnati-Eastgate**

*"New GMs, AGMs, managers and other personnel has been a major change. The hotel is always upgrading or remodeling to keep up with the times. Many guests that have been coming here a long time remember me and seem pleased that I am still here and remember them."* – Carol Keller, bartender, **Holiday Inn & Suites Cincinnati-Eastgate**

*"Closing our fine dining restaurant, Rudy V's, and our lounge, L.A. Oliver's. We have a new board room that is very nice, but the newest changes are our rooms and suites and our new signs and landscaping."* – Vina Marks, banquet server, **Holiday Inn & Suites Cincinnati-Eastgate**



Yvette Levan

*"The conversion from Radisson to Marriott. Now there seems to be more opportunity for cross-utilization and training. Management has changed for the better."* – Yvette Levan, banquet bartender, **Marriott Suites on Sand Key, Clearwater Beach, Fla.**

*"The transition from Radisson to Marriott was very exciting. Even though we were undergoing a major renovation we remained open. Everyone pitched in and got it done."*

– Frank Gugliuzza, buggy driver, **Marriott Suites on Sand Key, Clearwater Beach, Fla.**

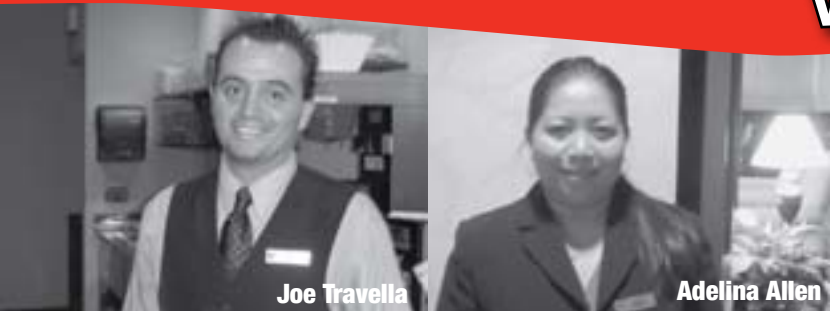
*"There have been a lot of new faces over the years."* – Bessie Bodzakos, cook, **Marriott Suites on Sand Key, Clearwater Beach, Fla.**

*"(There have been) lots of changes; GMs, managers, people, but over the years, the Pledge has remained the same and the constant for our hotel."* – Donna Sallee, banquet server, **Marriott Cincinnati-Northeast**



Bessie Bodzakos

# WHI ORIGINAL HIRES



Joe Travella

Adelina Allen

*"We've grown into one big, happy family."* – **Darlene Ziegenhardt**, banquet server, **Marriott Cincinnati-Northeast**

*"All guest rooms, banquet rooms and facilities, the main dining room, tavern, kitchen, outdoor pool, heating and air conditioning, and landscaping have been revamped, upgraded and remodeled during WHI's 12-year tenure. In addition, the Inn currently provides excellence in the areas of fine dining and beverage quality ... second to none in our area."* – **Terry Bumpass**, bartender, **Ohio University Inn & Conference Center, Athens, Ohio**

*"The hotel is much more organized. I learned how important cross-training is in the hotel."* – **Adelina Allen**, banquet server, **Marriott Columbus-Northwest, Ohio**

*"One of the biggest changes when WHI took over in 1997 was in the way we were treated. We also have seen many personnel changes and at least three major renovations."* – **Susan Gilliland**, laundry attendant, and **Cheryl Weaver**, room attendant, **Holiday Inn Dayton/Fairborn, Ohio**

*"The changes I have seen are just in the people ... different staff and less managers."* – **John Wark**, banquet manager, **Marriott Cincinnati-Airport, Hebron, Ky.**

*"One of the biggest changes for the associates that were at the hotel with the former management company was the change of importance on customer service."* – **Denise Adkins**, sales coordinator, **Doubletree Guest Suites Cincinnati**

*"We see a lot more corporate business than we used to as a Guest Quarters hotel."* – **Amanda Jenkins**, a.m. dining room server, **Doubletree Guest Suites Cincinnati**

*"Everyone is much more focused as a team. There is a stronger structure and support system."* – **Diane Kelley**, sales and catering manager, **Doubletree Guest Suites Cincinnati**

*"Although the economic downturn has caused us to reduce some staff, we continue on in the spirit of our opening, and many of our original guests continue to stay with us and bring new guests with them."* – **Rosemary Newton**, concierge attendant, **Marriott Chicago-Northwest**

*"Once upon a time, we were the only building around the area, and now many commercial buildings have gone up, giving us a lot of business."* – **Adalberto Lugo**, utility attendant, **Marriott Chicago-Northwest**

*"Our uniforms for one. The expectations of the guests would be a second change. With a turn in the economy, guests are becoming thrifter with company money and looking for an extra special touch for the money they spend. That is why it is so important to WOW every guest at each encounter."* – **Shannon Zoelle** and **Julie Moody**, River City Grille associates, **Marriott Pittsburgh-North**

*"The changes we have seen include more tasks for individual associates to complete as the economy faltered, but we've all been able to handle it with no problems. The associates now feel like family, knowing each other both personally and professionally."* – **Kathy Mayher**, server, **Marriott Cleveland-East**

*"The responsibilities at the beginning were a little bit in each area and since have become much more streamlined and defined. My job has done a 180 since that first week."* – **Lauren Parker**, sales coordinator, **Renaissance Hotel Indianapolis-North**

*"Nothing big comes to mind when I think about changes at the hotel. I've seen a lot of people come and go. I like the 'morning huddles' we do now."* – **Traci Shafer**, lobby attendant, **Homewood Suites Dayton/Fairborn, Ohio**



Lauren Parker

## I continue to work for WHI because ...

*"I like meeting new people. Being in this industry is definitely a way to do that."* – **Pam Willoughby**, sales coordinator, **Holiday Inn & Suites Cincinnati-Eastgate**

*"Like the Gallup Q-12 asks ... I feel I have the opportunity to do what I do best every day. I still have patrons visit from when we first opened. It feels like a family here, and I like that feeling."* – **Pam Cretney**, bartender, **Doubletree Hotel Dearborn, Mich.**

*"It feels like home. I like what the company stands for, their outlook on service, and the benefits package."* – **Nancy Testani**, greeter/server, **Doubletree Hotel Dearborn, Mich.**

*"I actually enjoy interaction with my customers. Taking care of our guests' needs has its own personal satisfaction. The medical and other benefits are also a plus."* – **Carol Keller**, bartender, **Holiday Inn & Suites Cincinnati-Eastgate**

*"I love my job, the people I work with, our guests and our repeat guests that book functions with us every year."* – **Vina Marks**, banquet server, **Holiday Inn & Suites Cincinnati-Eastgate**

*"It's a wonderful company to work for and they have always supported me. Oh, and you can't beat the view; it's beautiful."* – **Yvette Levan**, banquet bartender, **Marriott Suites on Sand Key, Clearwater Beach, Fla.**

*"I've always enjoyed coming to work and the people I work with. I joined WHI after retiring from the airlines. I was just looking for something for a few more years, and here I am 20 years later. My biggest challenge has been trying to retire. I enjoy it so much, I just can't leave!"* – **Frank Gugliuzza**, buggy driver, **Marriott Suites on Sand Key, Clearwater Beach, Fla.**

*"I love it, and I feel like it's my second home."* – **Bessie Bodzakos**, cook, **Marriott Suites on Sand Key, Clearwater Beach, Fla.**



Mikki Latherow

*"I love our guests; they give us great feedback on our service and that's rewarding."*

– **Donna Sallee**, banquet server, **Marriott Cincinnati-Northeast**

*"I enjoy the people I work with."*

– **Mikki Latherow**, cook, **Marriott Suites on Sand Key, Clearwater Beach, Fla.**

*"I like the company and the people I work with, and the managers make me feel important."* – **Darlene Ziegenhardt**, banquet server, **Marriott Cincinnati-Northeast**

*"During my 34-year tenure with the OU Inn, 12 of those years have been with the quality management, oversight and guidance of WHI. The WHI management team model places its associates' priorities and needs at the top of their pyramid. ... WHI remains one of the nation's best in their industry, and it has been my pleasure to have had the opportunity to serve and continue to serve in their best interest."*

– **Terry Bumpass**, bartender, **Ohio University Inn & Conference Center, Athens, Ohio**

*"I enjoy working with supportive co-workers. All co-workers at WHI help each other in any situation."* – **Adelina Allen**, banquet server, **Marriott Columbus-Northwest, Ohio**

*"I stay with WHI because of the friendly work environment, and I enjoy the friendships I have made with both clients and co-workers."* – **Rhonda Webster**, sales coordinator, **Holiday Inn Dayton/Fairborn, Ohio**

*"We have stayed with WHI for so many years because we are treated fairly. WHI is an understanding organization and places value on their associates and families."* – **Susan Gilliland**, laundry attendant, and **Cheryl Weaver**, room attendant, **Holiday Inn Dayton/Fairborn, Ohio**

*"WHI's commitment to the Mission Statement keeps me working for the company."* – **John Wark**, banquet manager, **Marriott Cincinnati-Airport, Hebron, Ky.**

*"I continue to work for WHI because I am treated very well."*

– **Roslyn Fryman**, a.m. dining room server, **Marriott Cincinnati-Airport, Hebron, Ky.**

*"Birds of a feather flock together. Everyone cares about each other at this hotel, and it makes you want to keep coming back."* – **Andrea Dierker**, a.m. dining room server, **Doubletree Guest Suites Cincinnati**

*"Turnover in management and line level is very low; the consistency and familiarity is great to have."* – **Amanda Jenkins**, a.m. dining room server, **Doubletree Guest Suites Cincinnati**

*"I have had many opportunities to grow with the company. I went from a lobby attendant to a room attendant to an inspectress, and now I'm assistant executive housekeeper."* – **Phyllis Mannix**, assistant executive housekeeper, **Marriott Chicago-Northwest**

*"I love what I do, and I do it well to proudly represent the hotel."*

– **Rosemary Newton**, concierge attendant, **Marriott Chicago-Northwest**

*"I enjoy what I do, making our repeat guests and new guests feel at home."* – **Minerva Velazquez**, guest service representative, **Marriott Chicago-Northwest**

*"It is a good company to work for."* – **Adalberto Lugo**, utility attendant, **Marriott Chicago-Northwest**

*"We are like a big family here! Everyone has fun yet takes their jobs seriously. They are flexible with scheduling and every manager cares what you have to say. All opinions count, and this is why we are so successful."* – **Shannon Zoelle** and **Julie Moody**, River City Grille associates, **Marriott Pittsburgh-North**

*"I love what I do. It's versatile, and I have the freedom to treat the guests like it is my very own small business. I enjoy the people I work with at Marriott Cleveland East. Finally, WHI offers good benefits, including medical, dental and 401(k), which many companies have recently cut out. They truly care for associates."* – **Kathy Mayher**, server, **Marriott Cleveland-East**

*"I was honored to be chosen to open the hotel. I'm still here because I have a solid staff that has mostly been with us since opening. They are the best, most hard working and reliable associates I have ever had."* – **Meredith Wilde**, sous-chef, **Renaissance Hotel Indianapolis-North**

*"I'm still here because of the wonderful people I work with and this beautiful property we have to work in every day."* – **Lauren Parker**, sales coordinator, **Renaissance Hotel Indianapolis-North**



Rhonda Webster



Traci Shafer



Pam Cretney



Nancy Testani



Original employees at Renaissance Hotel Indianapolis-North



Justin Winkler



Meredith Wilde



Shannon Zoelle (left) and Julie Moody

# INTERNATIONAL HOUSEKEEPING WEEK

## Team adventure

Housekeeping week was truly an adventure at **Quality Suites San Luis Obispo, Calif.**, as associates took advantage of the beautiful September weather and the natural wonders of the area. "We set out on an adventure just a few miles up the road to explore a cave and have a picnic lunch in a meadow," shares managing partner **George Newland**. "We then took a ride on a tree swing overlooking the city and finished off our outing on a four-mile hiking trail."



**Ramon Lacen-Vasquez**, room attendant at **Mariott-Columbus-Northwest, Ohio**, helps to wrap assistant banquet manager **Luis Cortes** (front left) in a toilet paper mummy during housekeeping week's Mummy Mayhem as executive housekeeper **Stacy Hundt** waits for more wrapping from her team. Lacen-Vasquez and houseman **Jonathan Smith** won the competition. Cortes called the activity a "thriller" of an event and "a wonderful stress-reliever for such a hardworking department."



## Filling week

GM **Ron van Haaren** and cook **Ruby Berry** gave the housekeeping department a taste of their culinary talents during housekeeping week at **Embassy Suites Lexington, Ky.** "The housekeepers ate Omelets a la Ron & Ruby one morning and juicy steaks and baked potatoes grilled by Ron one evening, as they enjoyed the beautiful, sunny day outside on the patio," says **Elizabeth Bailey**, assistant executive housekeeper. The annual piñata bash was also a 'big hit,' stuffed with gift cards and candy, but it was unusually stubborn and only went down after all had attempted to bust it open."

## Fun, food and talent competition



Room attendants enjoy lunch at Mongolian Barbecue.

Roulette, *Let's Make a Deal*, Bingo and *Deal or No Deal* were just some of the fun games the housekeeping department at **Doubletree**

**Hotel Dearborn, Mich.**, played when not eating breakfast at IHOP or lunch at Mongolian Barbecue.

"Each day, we had a food feast and a game of the day," shares HR manager **Sandy Deanna**. "However, the highlight of our week was the Doubletree's Got Talent competition. The first-place winner, room attendant **Linda Benton**, channeled her inner Whitney Houston and sang (well, lip-synched) *Saving All My Love for You*. AGM **Michael Moore** also joined the fray and entertained the group with a rap song."



Above: GM **Ron van Haaren** serves **Nikki Darby**, room attendant, an omelet.

Right: **Stacey Morton** (left) and **Nikki Walker**



The week ended with an ice cream social and the announcement that **Michele Wagner**, lobby attendant, was the winner of the "Bling My Cart" contest.

## A week of relaxation

The housekeeping department at **Embassy Suites Williamsburg, Va.**, had a week of pampering and relaxation as associates enjoyed manicures, pedicures, massages and lunch out of the hotel. The team also received goody bags, played a little bingo and had their cars washed by the AGM and maintenance crew.

"This week is our way of reminding the housekeeping department how much we appreciate all of their hard work throughout the year," says **Brenna Dill**, HR manager.

## Friendly competition

Associates went head-to-head in a housekeeping-themed relay race at **Holiday Inn & Suites Cincinnati-Eastgate**. Split into two teams – one coached by AGM **Chris Reger** and the other coached by bookkeeper **Darla Louderback** – housekeeping staff competed in toilet paper bowling, toilet seat football toss, blind-folded bed making and a scavenger hunt in which associates had to find several guest items hidden in a big pile of linens.

The department also enjoyed the daily gift-basket raffle and a special lunch featuring pizza from sous-chef **Asa Adriatico's** special family recipe.



Team Reger performs a pre-relay race team cheer.

## Fun on the agenda

Housekeeping week was a hit at **Holiday Inn Cincinnati-Airport, Erlanger, Ky.**, as associates enjoyed breakfast at McKennas, a lunch buffet in the ballroom and homemade goodies baked by supervisors. Room attendants "pimped" their carts and competed for prizes as they played *Let's Make a Deal*.

Some housekeeping associates also benefited from having an extra set of hands for an hour as supervisors were raffled off every hour one day.

## Recognizing amazing work

Housekeeping week is about recognizing the amazing things the housekeeping department does day in and day out. The team enjoyed ice cream socials, fun food events and thank-you gifts.

**Tim Farfsing**, maintenance supervisor at **Marriott Cincinnati-Northeast**, states that the two biggest hits were the take-home dinner and the Happy Cart. "On Friday, housekeeping associates took home dinner for four people so that they didn't have to cook. Another favorite was the daily Happy Cart, complete with music, a dancing GM and fun goodies and treats."

The week was capped off with a water balloon toss sponsored by the maintenance department.



Houseman **Rogério Almeida** and laundry attendant **Darlene Eubanks** look on as **Anjelika Khamidova**, room attendant, tosses a water balloon.



International Housekeeping Week at **Marriott Suites on Sand Key, Clearwater Beach, Fla.**, was a fun-filled week with lots of food and daily activities. Highlights included a fabulous luncheon at **Watercolour's Restaurant** served by supervisors from other departments. The team also had "dinner to go" on Friday, so that associates could relax and eat dinner with their families.

## Housekeeping department cleans up

**Marriott Cincinnati-Airport, Hebron, Ky.**, thanked its housekeeping staff for its hard work throughout the year with food, baked goods, a take-home dinner, games and a helping hand. At right, **Yvonne Askew**, room attendant, decides on a mystery prize during *Let's Make a Deal*. Far right, maintenance supervisor **Mike Clark** cleans a bathroom as he assists the housekeeping department for an hour in the Win a Manager contest.



Yvonne Askew



Mike Clark

## And the award goes to ...

**Holiday Inn Dayton/Fairborn, Ohio**, turned into a red-carpet event during housekeeping week as associates in the department dined on homemade waffles with bacon, made-to-order omelets, homemade lasagna and lunch at an area steakhouse.

The star-studded treatment continued with personal massages and a movie day, complete with movie-style popcorn and candy, in the hotel amphitheater turned movie theater. At right, executive housekeeper **Michael Albrycht** presents awards to "winning" room attendants. (**Urmah Watson** – Best Guest Room, is not pictured.)



**Kimberly Peterson** – Leading Actress



**Gillian Lawrence** – Supporting Actress



**Danette Hoover** – Personal Appearance



**Marriott Birmingham, Ala.**, showed appreciation for its hardworking housekeeping team (pictured above) by presenting associates with new uniforms, cooking VIP meals for them in the **River City Grille**, washing their cars and arranging for back massages. The week's grand finale was a movie night, which featured *Maid in Manhattan*.

## Tools-of-the-trade competition

Soap stacking, bed making, sweeping obstacles, floor buffer pad catch with toilet brushes, toilet paper catch with pillowcases and SAFETY bingo ... these were just some of the challenges the housekeeping team faced at **Marriott Dallas/Fort Worth Airport-South** during housekeeping week.

When the housekeeping associates were not busy enjoying a hot breakfast, pizza lunch or ice cream sundaes, they were busy showing off their skills with the tools of their trade. Festivities wrapped up with a pep rally and slide show of photos from the week put together by **Camille Paton**, executive housekeeper, and **Vee Emerson**, assistant executive housekeeper.

Each team member received a monogrammed lunch bag as a gift from the hotel.



**Marcia Rearon, room attendant, and Alfred Shaw, housekeeping utility, enjoy an ice cream social, one of the many food-related treats the housekeeping department enjoyed during housekeeping week at Marriott Hartford/Windsor Airport, Conn.**

## Food, fun and chocolate

A hot breakfast, fantastic lunch and mid-day snack were daily pleasures during housekeeping week at **Marriott Chicago-Northwest**. The housekeeping team took field trips to Noodles & Company and Anna-Shea Chocolates the final two days of the weeklong celebration. The trip to Anna-Shea Chocolates included a catered lunch, a lesson on how chocolates are made and a to-go box of chocolates for each associate to enjoy.



## A carnival extravaganza

The housekeeping staff at **Marriott Cleveland-East** celebrated housekeeping week with a pizza luncheon and a Housekeeping Backyard Carnival Games Extravaganza.

Associates made their own personal pizzas and played blindfolded bed making, corn hole, football toss, ladder ball and washer toss to win tickets for the Chinese auction. HR manager **Michael Bosch** shares: "Every associate came away with a basket of prizes to celebrate the week. They also had opportunities to win other prizes throughout the week."

"This was a wonderful day," recalls room attendant **Quiana Hall**. "It was wonderful to see all the managers celebrating with us."



**Executive housekeeper Steve Wendland announces the winner of blindfolded bed making.**

## Starting traditions

**Renaissance Hotel Indianapolis-North** celebrated its second housekeeping week by bringing back some favorite activities from last year and starting some new traditions. Supervisors served housekeeping associates breakfast each morning, and every team member received a Renaissance tote bag filled with goodies. Other housekeeping week highlights included massages, pizza lunches, bingo and, finally, an awards luncheon at which gift cards and bathrobes were given.

Executive housekeeper **Carlos Burgos** recounts: "Everyone loved the massages. There were so many prizes and tons of amazing food. I know my team really felt the appreciation from every department in the hotel. It was an awesome week!"



**Room attendant Isabel Canizales took the prize by stacking 26 soaps.**



**Room attendant Jannie Hart shows off the digital camera she won during SAFETY bingo.**



**Room attendants Flor Zaldana (left) and Janet Gergis play SAFETY bingo.**

## exploration

**Marriott Austin-North at Round Rock, Texas**, celebrated the housekeeping department's hard work with an ice cream social, a Mexican lunch, breakfast and special treats at the hotel. The team also enjoyed a field trip to Inner Space Caverns, one of the best preserved caves in Texas, and one of the few places where remains of prehistoric animals have been unearthed.

"It was a one-of-a-kind experience to explore this limestone cavern and discover beautiful examples of nature's perfect artwork that had been hidden for 10,000 years," states **Mily Kennison**, HR manager. "While on our journey, we played, learned and enjoyed a well-deserved break. What a great team-building experience for our associates in housekeeping."



## Focus on families

**Doubletree Guest Suites Cincinnati** focuses on the needs of visiting teams and their families while increasing revenue for the hotel. **Natalie Bullock**, a.m. F&B supervisor, explains that athletic team families receive coupons for a deluxe continental breakfast in the restaurant. "By serving teams in the restaurant, we give them an option of an up-charge of \$5.95 for a full hot breakfast. On average, this brings in an extra \$300 in revenue each day."



**Michael Gaietto**

**Michael Gaietto**, p.m. F&B supervisor found that liquor revenue increased when families opted for the hotel's pasta buffet, an idea chef **Jason Ober** cooked up that brings in an average of \$1,000 each night.

In addition to finding ways to accommodate families and increase revenue, the hotel also helps to entertain families with a movie night in the banquet room. "Michael does an amazing job acting as a gatekeeper for young athletes," says HR manager **Kier Muchnicki**. "Using this extra banquet room is essential and, in addition to being a movie theater, it also serves as an overflow when teams need a place to meet or somewhere to eat pizza and play games."

## Persistence pays off

The Rutgers football team enjoyed the comforts of home at **Marriott Hartford/Windsor Airport, Conn.**, this season as it prepared for a faceoff with UConn. Sales manager **Colby Harvey**, pictured right with a Rutgers representative, won the business thanks to tireless solicitation and hard work.

**Harvey; Amy Epperson**, sales account manager; and **Jen Jones**, front desk supervisor, saw that every detail was handled flawlessly, while the kitchen and banquet staff did an outstanding job preparing and serving the incredible amounts of food that was consumed.

"The team arrived at 4 p.m. and consumed four meals before departing the hotel at 11 a.m. the next morning," recalls HR manager **JoAnn Masi**. "Everyone at the hotel pitched in to accommodate the group. The only issue – we took such great care of them that Rutgers beat UConn!"



## Welcoming atmosphere ... and drinks

Earlier this year, **Marriott Cleveland-East** was the host hotel for the 2009 Senior PGA Tour at Canterbury Golf Club. Players, such as notables Fuzzy Zoeller, Tom Watson and Nick Price; media; sponsors; and PGA staff and board members were welcomed with PGA signage throughout the hotel and greeted by hotel staff sporting Marriott golf shirts.

"We took the golf theme a little farther and had the bar offer gold cocktails such as broken down golf cart, country club cooler, hole in one and sand trap," states **Alan Feuerman**, sales manager.



## What a round

**Renaissance Hotel Indianapolis-North** hosted Greg Norman and his wife for a week when nearby Crooked Stick Golf Course hosted the 2009 Senior Open. "We hosted a reception for Greg and his fans in the Carmel ballroom," shares HR manager **Erin Hayek**. "Guests were so pumped and excited sitting at the bar next to Greg Norman. The energy was contagious throughout the whole hotel."

Grille 39 served wine from the Greg Norman collection; the Great Room was outfitted with TVs featuring golf; and the lobby was home to several putting greens, a Golden Tee video game and a chipping net. "We had a 'great round' with Greg, his wife and all the guests who stayed with us during this exciting week," recalls GM **Paul O'Connor**.

## Season kick-off

No one was more excited to kick off this year's Colts' season than **Renaissance Hotel Indianapolis-North** as it hosted the visiting Minnesota Vikings in the pre-season. "I never would have guessed how much Pedia-Lite a group of adult men could consume in 24 hours," says banquet manager **Chris Snyder**. "I've never felt so comfortable wearing the Renaissance plum jacket as when I was in the hotel all decked out in purple and gold."

All staff were on board while serving three full meals and providing top-notch hospitality and privacy all at the same time. "They must have enjoyed their stay, because, unfortunately, they gave our Colts a beating," recalls GM **Paul O'Connor**. "We'd love to have them back regardless."

## Meeting the man behind it all

"Although associates at our hotel proudly represent the Marriott name each and every day at work, it is seldom that we as employees are given the opportunity to meet the man behind it all," shares **Michael Schlutz** of **Bill Marriott's** visit to **Marriott Pittsburgh-North**. "As he toured the property with GM **Ron Antonucci**, Mr. Marriott took the time to introduce himself, exchange handshakes and pose for photos with each and every employee that he came into contact with."

Five days after Marriott's visit, the staff received a letter of thanks for the warm welcome to Pittsburgh and all of the smiling faces. He was both pleased with the property and with the way WHI conducts business.



**Bill Marriott poses with the banquet department.**



**Room attendants Annette Borders (left) and Lisa Davis pose with Bill Marriott.**



## COMMUNITY INVOLVEMENT

Associates at WHI properties are active contributors to the communities in which they live and work. *Focus* correspondents at the following properties reported news of individual associates as well as teams of staff members who contribute time and effort to help others in the community.

### Helping their own

**Marriott Birmingham, Ala.**, often reaches beyond its walls to provide service to the community, however, this fall, associates focused their attention on one of their own. In September, **Lauren Kimbrell**, lobby/public-space attendant, was in an automobile accident caused by an intoxicated driver. Rushed to University of Alabama Trauma Center and treated for serious broken bones and fractures, Kimbrell was upset when doctors cut her Marriott uniform and lost her name badge.



**Kelli Burkett delivers gifts to Lauren Kimbrell.**

Kimbrell's Marriott family quickly put together a care basket full of Crimson Tide goodies for the huge Alabama football fan. "Wanting to do more, sales account manager **Kelli Burkett** used her connections with the university's athletic department to connect with famed athletic director Mal Moore," explains HR manager **Karen Jacob**. "Moore wrote Lauren a letter wishing her a full recovery and sent an autographed picture of himself and Coach Nick Saban, as well as a traditional houndstooth hat. Lauren accepted these gifts from Kelli with tears and amazement. We continue to keep her in our prayers as she recovers."

### Donates talent for a good cause

**Patrick Shull**, executive chef at **Marriott Chicago-Northwest**, donates his time and skills on Thursdays to feed the homeless at the Food Pantry at Faith Community Church in Huntley, Ill. He recently organized a brunch at the church for 260 people.



**Patrick Shull**

Shull also organized the food for "Day in the Park," an event benefiting a youth baseball program in Huntley. "In addition to managing the food, Patrick helped to raise money when he was raffled off to be a personal chef to prepare dinner at the winner's home," adds GM **Lance Misner**.

### Running to raise money

**Tessie Smith**, sales and catering manager at **Marriott Cincinnati-Northeast**, participated in the 2009 Reggae Run with her husband Travis. Over the last 14 years, the run has raised more than \$800,000 to benefit non-profit organizations in Greater Cincinnati. This year, more than 8,000 people participated in the event, and all proceeds were donated to the Make-A-Wish Foundation to help fulfill the wishes of children with life-threatening diseases.

To: **Lance Misner, Marriott Chicago-Northwest**

*On behalf of the Village of Hoffman Estates, I would like to thank you all for your assistance in planning and organizing the 50<sup>th</sup> Anniversary Celebration. The event was expertly and excellently planned and executed. Again, thank you for helping to make such a fantastic evening possible for the residents and businesses in our Village. Businesses like yours keep our Village "growing to greatness."*  
Sincerely,  
**William D. McLeod**  
Mayor of the Village of Hoffman Estates



### Educating the next generation

The staff and managers at **Marriott Cincinnati-North** hosted 75 students from Great Oaks Institute of Technology, giving the group an inside look at the hospitality industry. The vocational school enables students to learn about opportunities in the community.

"Students toured the hotel and listened to guest speakers from different departments," states HR manager **Elizabeth Hill**. "It was a fun experience for both the staff and the students who may be interested in the hotel industry."

**Students at Great Oaks pose with Chef Brad Muchnicki (center front) and GM Jason Kreul (far right).**

### Marriott Cincinnati-North to the rescue



**Lisa Compton-Martin**, HR manager at **Marriott Cincinnati-Northeast**, was interested in hosting her daughter's Girl Scout troop for a career day, but the hotel's location was too far from the school. HR manager **Elizabeth Hill** and GM **Jason Kreul** came to the rescue and offered to host the girls at **Marriott Cincinnati-North**.

"Elizabeth gave the girls a fabulous tour of the hotel and described all of the careers available at the hotel," shares Compton-Martin. "The highlight was definitely when Elizabeth, Jason and sous-chef **Darrell North** taught the girls how to 'paint' plates. There are definitely some future hoteliers in the group."

**Lisa Compton-Martin (far left) and Elizabeth Hill (far right) pose with Girl Scout Troop 46775.**

### Supporting good causes

**Marriott Columbus-Airport, Ohio**, has been supporting a number of community activities. The hotel participated in National Lee Denim Breast Cancer Awareness Month in October. Associates wore their jeans on Fridays for a donation.

The hotel also participated in the Marriott-sponsored Children's Miracle Network Torch Relay. GM **Janet Rhodes** assembled a team of walkers that included friends and neighbors and maintenance supervisor **Dan Tripp** and his wife.

Last but not least, the housekeeping team has started collecting and donating partially used shampoo, conditioner and lotion to a local homeless shelter. "The team wanted to find a way to help both the environment and the community," explains HR manager **Brett Caron**. "The hotel produces less waste, and those in need in the community benefit."

### Lends a helping hand

**Sylva Mumphrey**, executive suitekeeper at **Homewood Suites Dayton/Fairborn, Ohio**, donates her time and talents to Judah Sanctuary of Praise Ministries to help the growing homeless situation in the local community. "Sylva has taken old mattress pads from the hotel and created quilts that she then hands out to families and individuals that come to the shelter," states **Gina Moore**, bookkeeper/HR manager. "She also volunteers her time collecting personal items, cooking and serving meals."



**Sylva Mumphrey**

### Special little guy prompts giving

Three-year-old **Daniel Carver**, grandson of long-time banquet associate **Cat Balazy**, has touched the hearts of associates at **Doubletree Hotel Dearborn, Mich.**

Diagnosed with Acute Lymphoblastic Leukemia last year, the hotel has supported Balazy and her family through fundraisers that have included a bowling outing and a dinner buffet.

In October, the CARE Committee participated in "Trick or Suites," an event with Embassy Suites and the Michigan Children's Leukemia Foundation. Local companies reserved suites, decorated them and handed out candy in a safe environment for children afflicted with leukemia.

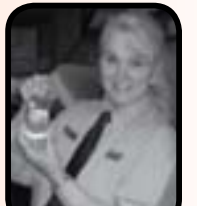
HR manager **Sandy Deanna** proudly states that Doubletree's graveyard-themed room received many compliments. "The children and their families had a lot of fun, and we plan to participate again next year. Daniel, our inspiration, has a good prognosis and will be receiving treatment for the next two to five years," she adds.



**Megan Marshall, front desk supervisor; Nancy Doolittle, sales manager; and Jen Medina, GSR and CARE president**

### Putting a lid on breast cancer

**Debi Byrnside**, a.m. server at **Marriott Cincinnati-Northeast's** River City Grille, has been collecting Yoplait Yogurt lids for years and shipping them back to Yoplait to support breast cancer research. Yoplait donates 10 cents for every lid collected. "Debi has the entire food and beverage department involved," says **Mike Fassler**, a.m. dining room supervisor. "Over the years, she has collected thousands of lids."



**Debi Byrnside**

## FOCUS

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### FOCUS CORRESPONDENTS

WHI's company newsletter relies on a correspondent from each property to submit newsworthy information about co-workers and his or her hotel. Since the last issue of *Focus*, we welcomed **Karisa Batchik, Ohio University Inn and Conference Center, Athens, Ohio**, as our newest member of the newsletter correspondent team.

## A refreshing look at Holiday Inn

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of Holiday Inns and Expresses have been refreshed, and InterContinental Hotel Group (IHG) says that by December 2010 all hotels worldwide will be converted.

WHI's Holiday Inns are transforming their properties and winning over guests with pillow-top mattresses and new bedding, flat-screen televisions and Bath & Body Works amenities. Associates across the board also are taking part in a new "Stay Real" training program.

Guests are welcomed at **Holiday Inn Cincinnati-Airport, Erlanger, Ky.**, with new lighting and signage, branded mats, etched windows and new benches and planters.

A renovated first-floor suite, new furniture and an upgraded fitness room, complete with state-of-the-art equipment with individual, personal monitors, are some of the perks guests at **Holiday Inn Dayton/Fairborn, Ohio**, are enjoying.

**Holiday Inn Cincinnati-Riverfront, Covington, Ky.**, winner of IHG's 2007 Renovation of the Year Award for its recent transformation, also has added the special touches, branding and amenities now standard to all Holiday Inns.

Holiday Inn-Eastgate has re-launched as **Holiday Inn & Suites Cincinnati-Eastgate** as the hotel's guest tower has been transformed to include 32 suites. The suites feature two and three rooms, two full baths, a queen sofa bed, refrigerator, microwave, wet bar and two or three 32" LCD televisions. The hotel's lobby, ballroom and restaurant also have a new look.



*Associates posed for pictures at the IHG re-launch pep rally in August. Cincinnati-area Holiday Inn associates were treated to a picnic meal and Cincinnati Reds game.*