

Corporate Restructuring and Streamlining Moves Improve Operations and Profitability

In March Cooper Hotels underwent corporate management changes at a time when some executives were retiring after many years of service. Internal promotions filled the ranks with experienced, talented professionals.

Brian Carney was named vice president of operations to replace Hugh McFarland, after a stellar career. Brian formerly served as corporate food and beverage director. His replacement was Andy Laubscher, former corporate chef.

Russell Hanover was appointed director of revenue, a new corporate position. Russell was previously director of operations for CSS Hotels. Bob Williams, longtime director of accounting for CSS Hotels assumed Russell's duties.

Webb Myers, director of capital improvements, and Bill Rodgers, head of construction, also retired. Alan Lamkey and John Griffin assumed their responsibilities.

Cooper Opens New Hampton Inn & Suites at Detroit Metro Airport

In May Cooper Hotels opened its newest hotel and its third hotel at Detroit Metro Airport, the 126-room, 38-suite Hampton Inn & Suites Detroit/Airport-Romulus, located at 31700 Smith Road. Ten years ago to the day, Cooper opened its first hotel at the airport, the Hilton Garden Inn Detroit Metro Airport, located adjacent to the new hotel. Cooper also has an Embassy Suites hotel at the airport.



Hampton Inn & Suites Detroit/Airport-Romulus.

Cooper Hotels Sells Hampton Inn & Suites Atlanta Downtown, Continues Management of the Hotel

Cooper Hotels sold its 119-room Hampton Inn & Suites Atlanta Downtown property to Fairwood Capital, LLC, a real estate investment firm focusing on hospitality assets. Cooper manages the hotel with the existing management and staff in place. The 100-year-old former office building was converted to a hotel by Cooper Hotels in 1999. It is now undergoing a major renovation.



Left: Hilton Worldwide president and CEO Christopher Nassetta assists in serving dessert treats to the Cooper Hotels headquarters staff. Mr. Nassetta paid a visit to Cooper headquarters in Memphis to tour the offices and enjoy refreshments and desserts from Lynchburg Legends Bar & Grill at the Doubletree Hotel Memphis.

Right: Pace Cooper (right), Cooper Hotels president and CEO presents Geoff Thompson, general manager of the Embassy Suites Detroit Metro Airport, with Cooper Hotels' highest honor, the Louis Cooper Reaching for Excellence Award. It was presented at the Cooper Hotels General Managers Conference, which was held in May at the Hilton Knoxville Airport.



MEMO FROM MANAGEMENT

By Brian Carney
Vice President of Operations
Cooper Hotels

"Morale is the capacity of a group of people to pull together persistently and consistently in pursuit of a common purpose."

All of us at Cooper headquarters are proud of the way our people have tirelessly and unceasingly pulled together to make things happen even in the midst of an industry-wide crisis. The morale among the hotel teams was never more tested or never needed more. In 2010, it was never better displayed.

Three of our Doubletree Hotels in Tennessee were certified "green", the first in their markets to be so. They join six sister properties in Florida, all now certified green, making 50% of the Cooper Hotels portfolio now officially certified green hotels. Certification requires a team effort, and we are proud of these accomplishments.

The prestigious CARE Cup, one of the most important awards given by Doubletree Hotels, and an award definitely linked to morale, was won by the Doubletree Hotel Murfreesboro for the second quarter. Doubletree Oak Ridge was a finalist for the third quarter. The award was won by the Doubletree Hotel Jackson in 2009.

The Knoxville Airport Hilton was the #1 Problem Free Hilton in the entire Hilton system for three consecutive months in 2010.

Through November, the Crowne Plaza Fort Myers was ranked sixth in overall satisfaction scores among the 138 Crowne Plaza Hotels worldwide. The hotel's score for November was the second highest in the Crowne Plaza system.

These all-important achievements are indicators of friendliness, service and cleanliness that are continually measured by all of our franchised brands, and they are on the rise at almost all of our hotels.

All of these accomplishments show that great things can happen when people feel good about the work they're doing and the people they're doing it for.

Take the definition of "morale" above and it couldn't apply more or fit better than it did throughout 2010. I look forward to seeing us accomplish great things together in 2011.

DECATUR, AL: HOLIDAY INN HOTEL & SUITES

2009 Employee of the Year

(Announced in 2010)

Angela Hill, House-keeping Lobby Attendant. According to management, she is always willing to assist her fellow staff members in any way.



Angela Hill

Angela also has a very positive attitude, and she is greatly appreciated by the guests that she comes in contact with.

Employees of the Month

- January – **Jimmy Tucker**, Engineering
- February – **Marilyn Wallace**, Louie's Restaurant Server
- March – **Maria Martinez**, Housekeeping
- April – **Patrick Bumpus**, Front Desk
- May – **Amy Hill**, Housekeeping
- June – **Kristy Hargrove**, Louie's Restaurant Cashier
- July – **Sandra Torreblanca**, Housekeeping
- August – **Alex Sanders**, Restaurant
- September – **Willie Bell**, Kitchen Manager
- October – **Miranda Breeding**, Restaurant
- November – **Lisa Weber**, Housekeeping



Sue Sergio

2009 Employee of the Year

(Announced in 2010)

Assunta Sergio, Front Desk, has been a valuable part of the Kingston team since September 2006. Management says that she is hardworking, consistent and dependable. Her willingness to stay at the hotel during inclement weather to operate the desk is greatly appreciated.

Community Activities

Marcy Goulart, Outside Sales, is very dedicated to her community. Her efforts include: Salvation Army board member, nine years; Alzheimer's Association board member, two years; American Red Cross volunteer, three years; Ulster County Democratic Women, seven years, Development Chair; Ulster County Democrats Executive Committee, Chair—Annual Campaign School; The Eleanor Roosevelt Legacy Committee; Saugerties Democrats – committee person.



Marcy Goulart

Marcy is also a member of: National Organization of Women, Friends of Stone Ridge & Rosendale Libraries, Saugerties Boys & Girls Club, Friends of Bard – Fisher Center for Performing Arts, Friends of the Rosendale Theater, Ulster County Cooperative Extension, Rural Ulster Preservation-Affordable Housing, Hudson Valley Hunger Project and Friend of The Queen's Galley.



Gilberto Penarietta



Luis Hernandez



Mirella Rosas



Ron Mannello



Steve Lattin



Rose Krein



Liz Hill



Diane Nissen-Fehring



Yolanda Chub-Sacul

Employees of the Month

- January – **Gilberto Penarietta**, Banquet Staff, has been dedicated and reliable for ten years, said management.
- February – **Luis Hernandez**, Cook, has shown a great attitude and ability to work well under pressure in 16 months on the job. His hard work and reliability were recognized by management.
- March – **Mirella Rosas**, Housekeeper, joined the Kingston team just over a year ago. Her supervisor has noted her positive attitude and consistent performance.
- April – **Ron Mannello**, Maintenance, has done a great job in just over a year on the staff. He is enthusiastic, dedicated, and goes "above and beyond" his supervisor says.
- June – **Steve Lattin**, Bartender, is a two-year employee with a positive attitude. His guest service skills are outstanding.
- July – **Rose Krein**, Waitress, joined the Kingston team in 1999. Her dedication and hard work are superior, and her willingness to help guests earns many compliments.
- August – **Liz Hill**, Checker, is a six-year employee. Her reliability and consistency with follow-through put her at the top. Liz is also always very positive and friendly.
- September – **Diane Nissen-Fehring**, Sales Secretary, is a four-year team member whose willingness to help, contributions to all departments and "going the extra mile" earn her a "thank you" from co-workers.
- October – **Yolanda Chub-Sacul**, Housekeeper, joined the team in June 2007. Her work ethic and dependability are an asset to the hotel according to her supervisor.

CSS Holiday Inn and Holiday Inn Express Hotels Relaunched

New Holiday Inn and Holiday Inn Express signs are the seal of approval that the Holiday Inn Hotel & Suites Decatur, Holiday Inn Kingston and Holiday Inn Express Hotel & Suites Pigeon Forge hotels exemplify the standards of the \$1 billion Holiday Inn brand relaunch program established to create a more contemporary brand image, increase quality and drive consistency.

CSS Hotels invested heavily in the relaunch upgrades to make these hotels the premier hotels in their markets. In 2009 the Holiday Inn Pigeon Forge was the first of the CSS Hotels to be relaunched.

Key elements of the relaunch include the redesigned brand signage, new bedding with triple-sheeting and pillows in two comfort levels, improved showerhead and bath amenities, new landscaping and exterior features, customized music and scent selections and a new "service promise".



Holiday Inn Express Hotel & Suites Pigeon Forge



Holiday Inn Kingston



Holiday Inn Hotel & Suites Decatur

PIGEON FORGE, TN: HOLIDAY INN EXPRESS HOTEL & SUITES

2009 Employee of the Year

(Announced in 2010)

Peggy Carver, Guest Service Representative, is a 29-year CSS Hotels employee. She was honored for being extremely helpful and pleasant to all guests.



Peggy Carver

Electric Vehicles Embraced in Tennessee

General manager **David Derwin** attended an information session in nearby Knoxville to learn more about free charging stations for electric vehicles being installed in the area.

While the stations are free, the business providing them will pay the cost of the charge, which could be \$120-\$350. "I like the idea and the concept," Derwin said. "It would be a great amenity for our guests." He added that there would be logistics to work out — businesses are required to make the outlets available to the general public at all times, even if they're not customers of the establishment.

Employees Recognized for Service by Management

Brenda Davis, Guest Service Champion and Breakfast Hostess, was chosen to replace **Anna Huff** when she moved on to become executive housekeeper at the Doubletree Hotel in Johnson City. Brenda's responsibilities include solving any guest issues and making sure the hotel projects a warm, friendly atmosphere. **Josh Beaudreau**, Assistant Maintenance, was recognized for being a very hard worker.



Brenda Davis



Sherie Spigelmoyer



Josh Beaudreau

Promotion

Sherie Spigelmoyer was promoted from assistant housekeeper to executive housekeeper. Management said she is a very devoted staff member and a hard worker.

CSS HOTELS

SEVIERVILLE, TN: BAYMONT INN & SUITES

Promotion

Melissa Branch was promoted in August from housekeeping to assistant executive housekeeper. She earned the promotion because of her dedication to customer service and hard work.



Melissa Branch

Improving Scores

The Sevierville Baymont 2010 Q&A Inspection scores have improved, with marked improvement in housekeeping scores and maintenance issues.

The hard work done by **Barbara Stone**, Executive Housekeeper, her housekeeping staff, and **Keith Davis**, Chief Engineer, is paying off.

PIGEON FORGE, TN: HOLIDAY INN RESORT

Promotions and Moves

Angela Wilson recently moved from a sister hotel in Gatlinburg to join the Hotels of the Smokies sales staff.

Kerry Embrey, who has served as group sales coordinator for six years, has been promoted to sales manager, responsible for the tour & travel, motorcoach, military, family, education and wedding market segments.

Carol Warford has moved into the position of sales and catering coordinator. She joined the Holiday Inn Pigeon Forge in the guest services department in 2000 and served as guest service manager for seven years. With all her guest service experience and her knowledge of the reservation and PMS systems, Carol will be a valuable asset to the group sales department.

Ashley Elkins has been promoted from assistant guest services manager to guest services manager. She has also taken over part of revenue management, the hotel website and social media duties.

Randy Barnes joined the hotel team in 2003. Since then, he has worked as a front desk shift supervisor, manager on duty, and recently assumed half of the revenue management position duties.

Terri Hardin was promoted from assistant executive housekeeper to executive housekeeper. She has been with the Holiday Inn Pigeon Forge for 15 years, beginning her



Angela Wilson



Kerry Embrey



Carol Warford



Ashley Elkins



Terri Hardin



Candis Mullins

career as a room attendant.

Miranda Pelfrey moved to housekeeping after working in the guest services department for four years. She moved to the housekeeping department as the assistant executive housekeeper. Her knowledge of the PMS system and the front desk will be an asset to the department.

Candis Mullins, a former employee for several years, has returned to the Holiday Inn Pigeon Forge as catering director. After moving from Tennessee for several months, she decided to return home.

Convention Center is a Big Hit

According to **John Field**, director of sales at the Holiday Inn Pigeon Forge, all of the hotel's return groups are very happy with the new convention facilities. "A year after its total renovation, it is pleasing to hear from many repeat groups how wonderful and impressive our new facility is," John said.

The \$7 million renovation added 8,500 square feet of conference space, boosting the hotel's event space to 11,500 square feet.

Johnny Hill Named Sevier County Lodging Alliance Hotelier of the Year

According to the Sevier County Lodging Alliance, this award provides SCLA with an opportunity to recognize a member who has demonstrated outstanding contributions of leadership, service, professionalism and community and/or civic affairs. The nominations are based on performance that goes above and beyond normal job responsibilities to outstanding and unusual service to the property guests, employees and community. This is the highest award for an SCLA lodging property.



Johnny Hill

COOPER HOTELS

ATLANTA, GA: HAMPTON INN & SUITES

DETROIT, MI: HAMPTON INN & SUITES

Welcome to the Cooper Team

At the Hampton Inn & Suites at Detroit Metro Airport grand opening, many city, county and airport officials joined **Pace Cooper**, President and CEO, in celebrating.



Romulus Chamber of Commerce President **Chuck Zuerner** (left) and Councilman **John Barden** (right) cut the ribbon at the Hampton Inn & Suites at Detroit Metro Airport. Assisting are general manager **Carolyn Mondry** (center left) and **Geoff Thompson**, Embassy Suites general manager.

Employees Fight Cancer

“Casual for a Cure” day at the hotel netted a nice contribution to the American Cancer Society. It was a really fun way for the staff to participate, by making donations in order to wear jeans and pink to work.



Hampton Inn & Suites “Casual for a Cure” donor employees from left to right are: **Tyrone Houston**, **Alexa Anason**, **Erika Skalski**, **Greta Gatzke**, **Amy Witney**, **Brigette Maynie**, **Rosario New** and **Marcella Ferrell**.

2009 Employee of the Year

(Announced in 2010)

Grady Flowers, Assistant Housekeeper, is an 11-year team member. Management says that he always provides guests with exemplary “service with a smile”. His work is a great contribution to maintaining high SALT scores according to management.



**Grady
Flowers**

Employees of the Quarter

■ First Quarter,
Richard Baker,
Front Desk

■ Second Quarter,
Michael Webster,
Front Desk

■ Third Quarter – **Fabiola Zamarripa**, Breakfast Server

■ Fourth Quarter – **Gregory Richardson**, Engineering



**Richard
Baker**



**Fabiola
Zamarripa**

DETROIT, MI: EMBASSY SUITES

Promotions

Greta Gatzke was promoted from sales coordinator to sales manager. **Tyrone Legette** was promoted from night manager to assistant F&B director. **Joe Hooper** was promoted from line cook at the Embassy Suites to kitchen manager at the sister property, Hilton Garden Inn.

Welcome Home Andrew

Dave Wilson, the hotel’s most frequent guest (125+ nights per year), has a son, Andrew, who serves in the Army and was deployed to Iraq just over a year ago.

To show the hotel’s support for Mr. Wilson and Andrew, a yellow ribbon was tied around a tree in the hotel courtyard in view of Mr. Wilson’s regular room. Andrew recently returned home safely, and Mr. Wilson participated in a ceremony to remove the ribbon.



Guest **Dave Wilson** removes the yellow ribbon honoring his son. He is joined by the hotel team including executive housekeeper **Yvonne Anderson**, holding a photo of Andrew, and general manager **Geoff Thompson** (far left).

FORT MYERS, FL: HOMWOOD SUITES- BELL TOWER SHOPS

2009 Employee of the Year

(Announced in 2010)

Jean Morano, Breakfast Supervisor.



Jean Morano

Employees of the Quarter

■ First – **Kristine Peth**, Guest Service Agent

■ Second – **Gleen Calderon**, Engineering

■ Third – **Jeff Mackey**, Engineering

■ Fourth – **Dione Olivera**, Housekeeping



Homewood Suites at the Bell Tower Shops sponsored a 9/11 blood drive netting over 385 donors in eight hours. **Lee Bellamy**, general manager, and **Homewood Suites mascot Lewis the Duck** (employee **Donna Donovan**) attended.

DETROIT, MI: HILTON GARDEN INN

Matt Hurst is Top Chef in “Chopped” Competition

In October the “Downriver Chopped Competition”, taken from the Food Network “Chopped” program, was held to benefit culinary students at Riverview High School. Over \$600 was raised to help pay expenses for the students traveling to compete in contests that test their culinary skills.



Chef Matt Hurst and his first place “Chopped” competition trophy.

Hilton Garden Inn Chef **Matt Hurst**, the contest winner, was one of six chefs from local restaurants invited to compete.

The competition challenges chefs to turn selected everyday ingredients, presented to them just before cooking begins, into a three course meal. Two chefs were “chopped” after the first two courses, and the final two chefs competed for first place.

FORT MYERS, FL: CROWNE PLAZA HOTEL

Employees of the Month

- January – **Joseph Andre**, Kitchen
- February – **Daniel Martinez**, Banquets
- March – **Carlos Alfanador**, Bellstaff
- April – **Jesus Rivera**, Engineering
- May – **Rick Aguilera**, Night Audit
- June – **Jessie Harbord**, Shoeless Joe's
- July – **Carlos Perez**, Kitchen
- August – **Laura Cornwall**, Catering
- September – **Ella Hodgson**, Front Desk
- October – **Jimmy McGregor**, Shoeless Joe's
- November – **Desmond Ellis**, Housekeeping

Superior Guest Satisfaction

Through November, the Crowne Plaza Fort Myers was ranked sixth in overall satisfaction scores among the 138 Crowne Plaza Hotels worldwide. The hotel's score for November was the second highest in the Crowne Plaza system. The scores show what great teamwork can accomplish.



The Crowne Plaza Fort Myers recently hosted a Jewish Book Fair sponsored by the local Jewish Federation. At the author luncheon event above, author Dennis Danziger speaks on his book – *A Short History of a Tall Jew*.

Busy, Charitable Weekends

Working with two local Rotary Clubs, the Crowne Plaza donated its ballroom on a Saturday morning for a meal production program to benefit families in need and two local food banks. Over 250 Rotary members, firefighters and hotel staff and their families participated. In just over two hours they produced 104,000 meals.

The hotel also participated for the fourth consecutive year in the local Relay for Life to benefit the American Cancer Society. Hotel staff members raised over \$3,000.

"Evening with the Red Sox"

For the third consecutive year, the Crowne Plaza Hotel will be hosting an "Evening with the Boston Red Sox" dinner and auction in February, 2011. Proceeds benefit the Boys & Girls Clubs of Lee County. The 2010 event sold out a week in advance and raised over \$80,000. The Crowne Plaza Hotel is the official Spring training home of the Red Sox.

COOPER HOTELS

FORT MYERS, FL: HOMEWOOD SUITES- AIRPORT/FGCU

Employees of the Month

■ January – **Bernie Valdivia**, Food & Beverage Manager, otherwise known as "Director of Happy Tummies", which he proudly wears on his name tag.

■ February – **Maryann Toms**, Van Driver, is always smiling and pitching in anywhere she is needed.

■ March – **Raphael Gonzalez**, Lead Houseman, is an inventory expert, often multitasking between departments and inspecting rooms.

■ April – **Andy Kinbacher**, Van Driver, is pleasant to every guest and employee. The word "No" is not in his vocabulary.

■ May – **Robin Choinski**, Suite Care Maintenance, is known for her attention to detail and greeting guests on the elevator.

■ June – **Silvia Rivera**, Suitekeeper, has been known to take guests' dogs for walks and making them feel at home.

■ July – **Amy Pringle**, Guest Service Representative. Guests are treated as if they are family when they are in Amy's care.

■ August – **Rosita Gonzalez** proudly wears "Supervisor of Suite Dreams" on her name tag.

■ September – **Manuel Romain**, Laundry Attendant, takes his job very seriously. If he feels he didn't get enough done during his shift, he "lies awake thinking about it".

■ October – **Maria Maldonado**, Restaurant Attendant, solely works the evening reception with a huge smile and attention to detail. She achieved 100% satisfaction in her department three consecutive months, and recently in September.

■ November – **Yolanda Matheis**, Housekeeping Inspector, brings her smile to work. Her multitasking between laundry, cleaning rooms, lobby and inspecting makes her a very valuable team member.

■ December – **Jennifer Panaretos**, Guest Service Representative and full-time FGCU student, proudly wears "Day Maker" on her name tag, and she makes friends with all guests she encounters.

Kudos!

Of the 302 Homewood Suites hotels in the system, the Fort Myers-Airport/FGCU property was ranked third in total quality scores for the 2010 second and third quarters. The hotel is also in the top 10% for guest satisfaction on the SALT reporting site for 2010. In the TripAdvisor Popularity Index, the hotel is consistently ranked second of 62 hotels in Fort Myers.



Bernie Valdivia



Maryann Toms



Raphael Gonzalez



Andy Kinbacher



Robin Choinski



Silvia Rivera



Amy Pringle



Rosita Gonzalez



Manuel Romain



Maria Maldonado



Yolanda Matheis



Jennifer Panaretos

3rd Quarter Spirit Award

Congratulations **Alisha Velasco**. According to management, she has great multitasking abilities. When faced with distressed air travelers she never skips a beat when under pressure. Alisha is always smiling, organized and keeping guests informed of shuttle departure times.

Hilton presented her with an engraved plaque, a cash award, a radio/CD player and a personalized poster. Hilton treated the staff to a celebration, including a congratulatory phone call from Bill Duncan, Global Head, Brand Management, Homewood Suites.

Catch Me at My Best Honor

John Adams, Van Driver, was chosen for the "Catch Me at My Best" award by the Homewood brand team. He received a plaque, cell phone docking station and a cash award.

COOPER HOTELS

JACKSON, TN: DOUBLETREE HOTEL

FORT MYERS, FL: HILTON GARDEN INN

Employees of the Month

- January – **Christopher Ernest** in engineering focuses on guests and how to improve their experience at the hotel.
- February – **Francisco Borrero**, Banquet Supervisor, goes out of his way to make sure all clients are beyond satisfied.
- March – **Jared Miners**, Guest Service Agent, goes above and beyond every day, and continues to WOW everyone.
- April – **Sylvester Solis** in housekeeping and banquets helps in every way he can.
- May – **Celina Lopez**, Dishwasher, never complains regardless of her workload.
- June – **Zoraida Ortega-Romera**, Housekeeping Supervisor, is a hard worker who is always willing to work an extra shift.
- July – Chef **Bob Montgomery** is “the hotel’s perfectionist”.
- August – **Brooke Benkert**, Front Office Supervisor, always has a smile and makes the workplace enjoyable every day.
- September – **Daisy Rivera**, Assistant Controller, is a quick learner, always willing to help in other departments.
- October – **Bob Duncan** in engineering is a team player who is willing to help out with anything.
- November – **Mitch Veopaseuth**, Chef, can create anything for banquets using fruit.
- December – **Monique Glosson**, Lounge Attendant, does her best to satisfy every guest every day.



Christopher Ernest Francisco Borrero Jared Miners



Sylvester Solis Celina Lopez Zoraida Ortega-Romera



Bob Montgomery Brooke Benkert Daisy Rivera



Bob Duncan Mitch Veopaseuth Monique Glosson

Promotion

Yuri Tremearne was promoted from housekeeping supervisor to executive housekeeper.

2009 Employee of the Year (Announced in 2010)

Fannie Hankins in the housekeeping department is known as a dependable team player.

Employees of the Month

- January – **David Mackey**, Maintenance
- February – **Sharon McBride**, Kitchen
- March – **Jay Springfield**, Housekeeping
- April – **Jessica Cope**, Restaurant
- May – **Mallory Stewart**, Front Desk
- June – **Fannie Hankins**, Housekeeping
- July – **Cord Link**, Maintenance
- August – **Chris Barnes**, Banquets
- September – **Felicia Murray**, Front Desk
- October – **Natalia Franco**, Catering

Hilton Spirit of CARE Award

Arlanda McKinnie, Front Desk, received the Spirit of CARE Award. Her award display in the hotel reads: A winner you won't forget. Arlanda not only remembers guests' names, but also their likes, dislikes, families, businesses, and anything else they happen to mention.

One guest who has been coming to town for over 15 years wrote a letter to comment on the stellar service he had received from her. Arlanda is a shining example of what hospitality and CARE are all about.

CARE Committee at Work

Members of the Doubletree Jackson Hotel CARE Committee raised over \$1,200 for March for Babies. They also raised over \$400 for the Alzheimer's Walk.

JOHNSON CITY, TN: DOUBLETREE HOTEL

2009 Employee of the Year

(Announced in 2010)

Rebecca Campbell, a cook at the time, was chosen for her willingness to learn and to help in any capacity. Her dedication is “amazing”.



Rebecca Campbell



Terry McKee Corey Bailey Jeannie Byrd



Bianca Ocegüera David Cole Hazel Winterroth



Whitney Ray Christine Williams Corinna Barnett

Employees of the Month

- January – **Terry McKee**, Maintenance
- February – **Corey Bailey**, Banquet Server
- March – **Jeannie Byrd**, Cook
- April – **Bianca Ocegüera**, Room Attendant
- May – **Matt Wells**, Restaurant Server
- June – **David Cole**, General Maintenance
- July – **Hazel Winterroth**, Laundry
- August – **Whitney Ray**, Restaurant Server
- September – **Christine Williams**, Houseperson
- October – **Corinna Barnett**, Restaurant Server

Catch Me at My Best Award

Amanda Shifflett, Guest Service Agent, is a 2010 Hilton “Catch Me at My Best” winner.

Promotions

Rebecca Campbell was promoted from cook to AM F& B assistant manager. **Terry McKee** from general maintenance to chief engineer. **Ashlee Martinis** from banquet server to banquet manager. **Matthew Wells** from server to assistant F&B manager.

Housekeeping Week Event

At the September Housekeeping Week luncheon/karaoke contest, **Anna Huff**, **Diane Hampton**, **Pauline Williams**, **Sandra Bradley**, **Gale Scott**, **Christine Williams** and **Felicia Perkins** all performed.



The annual **Boone Lake Clean Up** was held for the community to prepare the lake for the season. Fanatics restaurant employees **Michelle Pierson** (left) and **Natalie Pittenger** volunteered on behalf of the hotel.

KNOXVILLE, TN: HILTON AIRPORT



Eugene Morton



Donald Malburg



Blanca Guzman



Betsy LeQuire



Ralph Laney



UV Aguilar



Isidra Vicuna



Mary Moore



Patricia DeGross

Employees of the Month

- January – **Eugene Morton**, Dishwasher
- February – **Donald Malburg**, Banquet Staff
- March – **Blanca Guzman**, Laundry
- April – **Betsy LeQuire**, Culinary Staff
- May – **Ralph Laney**, Maintenance
- June – **UV Aguilar**, Server
- July – **Isidra Vicuna**, Room Attendant
- August – **Mary Moore**, Server
- September – **Patricia DeGross**, Hostess/Concierge
- October – **Kevin Goodall**, Culinary Staff



Kevin Goodall

Promotions

Jan James was promoted from banquet server to banquet manager. **Amanda Ailey** was promoted from guest service agent and morning supervisor to revenue manager.



In May the Hilton Knoxville Airport did a fantastic job of hosting the Cooper Hotels General Managers Conference. The managers, Cooper corporate staff and guest speakers gathered for this parting photo.

COOPER HOTELS

MEMPHIS, TN: DOUBLETREE HOTEL

Employees of the Month

(Front of House/Heart of House)

- January: **Kendra Harmon**, Hostess / **John Garcia**, Cook
- February: **Zacariah Clements**, Bellman / **Cedric Holman**, Houseman
- March: **Angela Grose**, Restaurant Supervisor / **Mahmoud Hassan**, Driver
- April: **Reshonda Davis**, Hostess / **Wayne Sanders**, Banquet set up
- May: **Kelli Evans**, Bartender / **Sanya Phoophuak**, Engineering
- June: **Gerald Coston**, GSR / **Alicia Tomlinson**, Inspectress
- July: **Kathryn Hayes**, Room Service / **Timothy Chiles**, Engineering
- August: **Felecia Black**, Banquet Server / **Randy McKinney**, Houseman
- September: **Lamika Young**, Server / **Robert Davis**, Cook
- October: **Robert Alexander**, GSR / **Odis Scullark**, Houseman
- November: **Lynn Washington**, GSR / **Wanda Brown**, Cook
- December: **Kristina Bradshaw**, Hostess / **Bobbie Washington**, Lobby Attendant

Local Charity Hotel Sponsor

In October the Doubletree Memphis was named sponsor hotel for Ronald McDonald House, a complimentary “home-away-from-home” for families of children being treated at St. Jude Hospital. Team members will be involved with the charity in many ways.

City’s First “Green” Hotel

In November the Tennessee Hospitality Association awarded the Doubletree Hotel Memphis its Tennessee Green Hospitality Certificate for the hotel’s conservation efforts. In addition to being the first green certified hotel in Memphis, the Doubletree Hotel Memphis is also the only certified hotel in West Tennessee.



The legendary fountain in front of the Doubletree Memphis has been restored and is now providing a beautiful and tranquil setting in the hotel’s busy location. New landscaping and lighting were installed, and benches will be added. During a recent cold day, the 50-foot tall fountain became an ice sculpture.

MURFREESBORO, TN: DOUBLETREE HOTEL

2009 Employee of the Year

(Announced in 2010)

Irene Gooch, Housekeeping

Employees of the Month

- January – **Ryan Pruitt**, Banquets
- March – **Jeremy Snyder**, Cook
- April – **Matt Stevens**, Front Desk
- May – **Diane Kost**, Housekeeping
- July – **Darren Shockey**, Cook
- August – **Lindsey Brown**, Banquets
- October – **Lori Yeager**, Server/Bartender

First Certified “Green” Hotel

In August the Tennessee Hospitality Association awarded the Doubletree Murfreesboro its Tennessee Green Hospitality Certificate. The hotel is the first in the city and the county, and it was the first of three of Cooper’s Doubletree Hotels to be certified.

Voted Best in the County

In October readers of the *Daily News Journal* voted the Doubletree Murfreesboro the 2010 “Best Hotel/Meeting Facility” in the county and the hotel’s Fanatics Sports Bar & Grill the “Best Sports Bar”.

CARE Cup Winner!

In November the Doubletree Hotel Murfreesboro was awarded the prestigious CARE Cup Award by Doubletree Hotels. The award represents the highest form of company recognition for performance.



Pace Cooper, Cooper Hotels president and CEO, is presented the CARE Cup by Doubletree Hotels vice president brand performance support **Gary Steffen**. At left is **David Cooper**, executive vice president, center is Doubletree Murfreesboro general manager **Sandra Miller**, and at right is **Anne Thompson**, Doubletree Hotels director of culture and internal communications.

COOPER HOTELS

NAPLES, FL: HILTON HOTEL



2009 Employee of the Year (Announced in 2010)

Kholdor Inogamov in banquet set-up is said by management to be a hard working, friendly team member who works long hours under stressful conditions – always with a smile.

Kholdor Inogamov

Promotions

Anna Proffit was promoted to sous chef, **Imre Dobi** from bellman to assistant banquet manager, **Jessica Rigor** from server to Shula's manager, **Heni Pinter** from executive lounge supervisor to leisure sales manager, **Jessica DiCarlo** from hostess to Shula's manager and **Shannon Dilworth** was promoted to Southwest Florida Revenue Manager.



Anna Proffit



Imre Dobi



Jessica Rigor



Jessica DiCarlo



Shannon Dilworth

PRIDE Awards

- Second Quarter, **Diane Cepaitis**, Guest Services
- Third Quarter, **Alex Carranco**, Engineering
- Fourth Quarter, **Patricia Marsh**, Conference Services

Support for FSAE

Hilton Naples hosted the opening reception for the Florida Society of Association Executives Annual Conference with over 100 association executives in attendance. **Nicole Haschak**, Hilton Naples director of marketing, was selected chairperson for FSAE for 2010 and Foundation Member during 2011.

Outstanding Accomplishments

Hilton Naples was among the top 10 Hilton hotels in service delivery for the 2nd quarter. Shula's Steak House was voted 2010 Best Steakhouse, Best Lunch and Best Romantic Dining by *Naples Daily News* readers and Best Business Lunch by *Gulfshore Life* readers. Shula's again received the Wine Spectator Magazine Award of Excellence.

OAK RIDGE, TN: DOUBLETREE HOTEL

Employees of the Month

- February – **Matt Ward**, Kitchen
- March – **Patti Collins**, Restaurant
- May – **David Ramey**, Front Desk
- June – **Stephen Denney**, Kitchen
- July – **Carole Middleton**, Concierge
- August – **Ryan Lively**, Restaurant
- September – **Samuel Burns**, Banquets
- October – **John Hall**, Banquets
- November – **Benjamin Hill**, Maintenance



Patti Collins



Carole Middleton



Ryan Lively



Sam Burns



John Hall



Benjamin Hill

Area's First "Green" Hotel

In November the Doubletree Hotel Oak Ridge received the Tennessee Hospitality Association's Green Hospitality Certificate, making it the first certified "green" hotel in the city and the Knoxville Tourism Alliance.

Creative Facebook Promotion

The Cooper Hotels "Cookie Car" was brought to Oak Ridge where it toured daily. A photo of the car was placed on Facebook for friends and fans to guess its location in town to win a prize.



The Fall Teaching Kids to CARE Initiative in Oak Ridge featured a Community Food Drive to fight World Hunger. The CARE Committee partnered with Girls, Inc. to create posters and collect food to benefit a local food pantry.

ORLANDO/ALTAMONTE SPRINGS, FL: HILTON HOTEL

2009 Employee of the Year (Announced in 2010)



Larry Lupperger

Larry Lupperger in the engineering department is known for having a great attitude and being a dedicated hard worker who always welcomes a challenge.

Employees of the Month

- January – **Daniel Bonilla**, Sous Chef
- February – **Demi Simi**, Concierge
- March – **Edison Jimenez**, Dishwasher
- April – **Edy Morales**, Housekeeping
- May – **Radmilla Kukrika**, Room Service
- June – **Michelle Spaulding**, Cook
- July – **Nicholas Revilien**, Engineering
- August – **Scott Worthington**, Banquet Set Up Supervisor
- September – **Dorie Bonaventura**, Sales Assistant
- October – **Michael Spaulding**, Cook
- November – **Esther Pena**, Guest Service Supervisor
- December – **Ramon Mejia**, Banquet Captain



Daniel Bonilla



Demi Simi



Edy Morales



Michelle Spaulding



Nicholas Revilien



Scott Worthington



Michael Spaulding



Alice Scrima

Catch Me at My Best Award

Alice Scrima, Bartender, was selected.

Promotions

Daniel Bonilla was promoted from sous chef to executive chef, **Sarah Krause** from bartender to restaurant manager, **Vincent Rosa** was promoted to assistant engineer, **John Locke** from banquet manager to assistant food and beverage manager.

THE CUSTOMERS ALWAYS WRITE – OR POST

Doubletree Hotel Murfreesboro

We were greeted warmly at check in and presented with the customary cookies. The snacks and foods presented in the lounge were quite nice and the service in the morning was especially good, the gal in charge offered us a bag to pack away some extra snacks for the road. The room was clean, warm and the bed was comfortable.

TripAdvisor - gonezen, Chicago, Illinois

Holiday Inn Express Hotel & Suites Pigeon Forge

Located in a good area close to everything. Great value that offered everything we needed. Always an adequate breakfast, friendly staff and clean rooms. Would definitely visit again!

TripAdvisor – Jennashay, Redford, Michigan

Doubletree Hotel Johnson City

The front desk staff was very friendly and professional. Room was beautiful with what seemed to be recent renovations. Very stylish, contemporary. Quiet, peaceful night's sleep. Will be my choice for any future trips to the area.

TripAdvisor – hillbilly blonde, Sevier County

Hampton Inn & Suites Detroit/Airport-Romulus

This is a great facility, sparkling clean and totally up-to-date. Staff is friendly and helpful. If you need to stay near Metro, highly recommended.

TripAdvisor – cantjumpBoston, Boston, Massachusetts

Doubletree Hotel Jackson

The two ladies at the front desk, (Arlanda and Iris) treated me like I was actually a High King. When I went up to my clean, comfortable, room to settle in and take a shower, I couldn't wait until I got out so I could come straight down to the computer and write this review. I just don't know what else to say other than if you don't choose Doubletree whenever you come to Jackson, you are crazy.

TripAdvisor – lamar662, Olive Branch, Mississippi

Holiday Inn Pigeon Forge Resort

I just wanted to again say "thank you" and let you know how much I appreciated all you did to assist us with the wedding reception. It was beautiful and the accommodations were perfect, not to mention the food, it was absolutely fabulous. The service was awesome. I can't tell you enough how pleased I was.

Brenda Cassidy

Hilton Orlando/Altamonte Springs

Check-in was handled smoothly. Staff personnel were consistently prompt, pleasant and helpful. The hotel was always clean and the our meeting spaces were arranged perfectly and on time. The brunch was laid out artfully and the food was tastefully prepared. We enjoyed our stay tremendously.

Ernst P. Hall, Jr.

Central Florida Mensa

Crowne Plaza Hotel Fort Myers

The staff took wonderful care of us. The meals were extremely tasty and fresh. We make special mention also of Jules at your front desk along with his colleagues there. We could not have been happier with everything you and your people did to welcome, assist and comfort us.

Rabbi Ken Weiss, Sue Weiss

Executive Vice Presidents

National Association of Retired Reform Rabbis

Doubletree Hotel Memphis

This place has free airport shuttle service, free Wi-Fi, a great location and a great staff. At the front desk, courteous Marilyn greeted us by name with warm cookies and even upgraded our regular king room to a suite! We checked in early to a very comfortable and quiet suite.

TripAdvisor – JJathome, Seward, Nebraska

Homewood Suites by Hilton Fort Myers – Airport/FGCU

Exceptional quality staff from maintenance, housekeeping, food prep, desk agents, sales, and on up to general manager, Debbie Clark. I travel every week across this country on business. This is one hotel operation I could live at...and such a fantastic value for all they do to make you feel at home in such a beautiful and functional facility.

TripAdvisor – Traveler_at_large25, Nashville, Tennessee

Baymont Inn & Suites Sevierville

The staff makes you feel at home and shows you they care about you as the customer, and the staff makes your stay more enjoyable. The rooms are awesome and very well kept. Everyone works hard to make your stay enjoyable.

TripAdvisor – jeruz2632

Hampton Inn & Suites Atlanta Downtown

The staff goes beyond being friendly. Even the man changing lights on my floor greeted me with a smile. Room was excellent. Breakfast was great each morning.

TripAdvisor – chris1916, Orem, Utah

Hilton Naples

Everyone felt very well cared for and privileged to be staying in such fine accommodations, with such wonderful customer service. Everyone on staff takes great pride in being part of the Hilton Naples team. It's nice to know that we have a luxurious, clean, warm and welcoming place like the Hilton Naples to go to.

LuAnn Ballesteros, Sr Development Office

The Jackson Laboratory

Holiday Inn Hotel & Suites Decatur

My family is still talking about what fun they had last Saturday. The staff was extraordinary!!!! They all were happy, pleasant and dressed professionally. It was nice to know that you are surrounded by such great folks. Thank you is hardly enough to say when all of your staff went the extra mile. Again thanks for all of your help.

Youlanda Ficzeko, Marietta, Georgia

Holiday Inn Kingston

We had a lot of compliments about the great food. I have never seen that many dinners turned over in such a short time. You and your staff need to be complimented. My hat is off to you and all your staff. Please let them know how much we appreciate their good service. Thank you all!

Joseph Fay, Executive Director

Boys & Girls Clubs of Kingston

Doubletree Hotel Oak Ridge

Everyone was very pleased with their stay. I appreciate the hard work your staff did to make our time there pleasant. Please pass along our appreciation to everyone who helped us. We were particularly pleased with the food and beverage services, so kudos to Laura and her team.

Heather Struss, Energy Solutions

Homewood Suites by Hilton Fort Myers at the Bell Tower Shops

The Homewood was well-staffed, and the rooms were great. It definitely felt like a home away from home. Overall, I was very pleased with my stay. I would definitely recommend this hotel to anyone traveling to Fort Myers!

TripAdvisor – EDWatts, Antigua, Guatemala

Hilton Garden Inn Fort Myers – Airport/FGCU

We were especially pleased with the arrangement of our hospitality area in the restaurant. The young lady in the restaurant seemed to be everywhere tending to our needs. Every person spoke only praise for the food and service. Please thank the staff who made our weekend most enjoyable.

Charles H. Gilmore

President, Massachusetts Maritime Academy Alumni Association, Florida Chapter

Hilton Garden Inn Detroit Metro Airport

We found the property to be not only very clean, but I would call this a hidden gem in the DTW area. The breakfast attendant on the morning of our departure (Michelle) was a delight and a true asset to the property. ALL employees we came into contact with were very pleasant.

TripAdvisor – bbarkholz, Orlando, Florida

Embassy Suites Detroit Metro Airport

The staff at the bar and in the hotel cafe were all incredibly friendly and accommodating. The rooms were clean and the bed quite comfortable. Thank you Embassy Suites – Romulus for an excellent stay. The friendliness of the staff really left me with a pleasant impression of the hotel.

TripAdvisor – asg27, Phoenix, Arizona

Hilton Knoxville Airport

I would like to thank the staff at your hotel for their support and services. The workshop attendees were very complimentary of the facilities, food and services. Again thank you for your support and we look forward to the 2011 Readiness Workshop at your hotel.

Leslie L. Reed, Vice President, Production

B&WY12 Technical Services LLC

Oak Ridge, Tennessee

A MESSAGE FROM CINDY KLATT



Cindy H. Klatt, CIC, CRM, CWCA

***Senior Relationship Manager for Kemmons Wilson
Insurance Group***

It's hard to believe that 2010 is over. I can remember how hard it was for me to say the year "2000" and now we're saying "2011". During the course of last year, I had the opportunity to visit many of your properties, conduct safety meetings, property tours, and most importantly meet and visit with your wonderful staff.

So, in reflecting over meetings, loss summaries, property tours and discussions for 2010, I've put together "Cindy's Top Ten List" of issues discussed at Cooper properties in 2010:

1. Prompt Accident Investigation- Make sure appropriate personnel are trained on how to report an accident, be it a guest injury, property, auto or workers' compensation. Accurate and complete detail. Incidents are to be reported to the insurance carrier and KWIG within 24hours.
2. Safety Meetings- Monthly safety meetings provide the necessary venue to discuss current safety issues, additional training, share ideas regarding accident prevention and recognize achievements in the area of safety.
3. Slips & Falls are the # 1 cause of Guest Injuries as well as Workers' Compensation Losses in the Hospitality Industry. We will see increased focus in this area in 2011 as we continue to emphasize the importance of removing S/F hazards, proper footwear and safety training.
4. OSHA- Be sure and post the OSHA Summary only from February 1, 2011 to April 30, 2011 as required by OSHA. Additional information is available at www.osha.gov or you can give me a call.
5. MSDS - Be sure your personnel are trained on where to locate MSDS binders throughout you properties. In the event of an emergency, personnel should have immediate knowledge on where to locate this important information. Please be sure MSDS Binders are kept up to date.
6. Document, Document, Document- Document safety training, accident reports, maintenance logs, swimming pool chemical logs, etc. Remember, "If it isn't in writing, it never happened".
7. Certificates of Insurance- Please secure current certificates of insurance on any vendor, contractor, third-party outsourced work, etc., that is on property for work related reasons.
8. Wet Floor Signs- Please be sure and use these signs no matter how insignificant it might seem.
9. Bedbugs- They are, unfortunately, making a comeback. I recently sent out some information regarding bedbugs- identification, treatment methods and training. Please follow your property's protocol with regard to these pests!
10. Training, Handouts, and "What ifs"- I'm available for your questions, training resource information, on site safety meetings, etc.

Please don't hesitate to call any time I can be of assistance.

You can reach me at 901-507-1188 or via email at cklatt@kwilson.com.