

THE INN FORMER



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Cooper Hotels Recognized by Hilton with 2018 Hilton Legacy Award

On September 11, at the Hilton Americas Owner Conference, Cooper Hotels was honored with a 2018 Hilton Legacy Award for the Hilton Hotels & Resorts Brand Top Performer, Mid-Size Portfolio. Cooper Hotels was the brand's only recipient of the award.

Cooper Hotels' three flagship Hilton brand hotels, Hilton Knoxville Airport, Hilton Naples, and Hilton Orlando/Altamonte Springs, earned Cooper Hotels the prestigious Hilton Legacy Award based on their outstanding performance.

The leadership of Hilton's development and brand teams select the winners based on strict criteria including, but not limited to, hotel quality and commitment to guest experience.

"Cooper Hotels and the Cooper family are delighted to be recognized by Hilton for our commitment to excellence," said Pace Cooper, president and chief executive officer, Cooper Hotels. "With our 37-year partnership with Hilton, we hope to continue our mutual success for many years to come."

According to Hilton, the Legacy Awards recognize the passion, creativity and innovative spirit of Hilton's partners who are committed to quality projects that meet or exceed brand standards and have a positive impact on communities around the world.



David Cooper, left, executive vice president, Cooper Hotels, and Pace Cooper, president and CEO, Cooper Hotels, receiving the 2018 Hilton Legacy Award at the Hilton Americas Owner Conference in Orlando, Florida.

This Issue is Dedicated in Memory of Raymond Shainberg

Raymond Shainberg, prominent Memphis attorney and one of the founding partners of CSS Hotels (which became Cooper Hotels), died July 30. Raymond and his father-in-law, Louis Sturman, joined with Irby Cooper and his father, Louis, to begin their hotel development and management company in 1962.

Renovations and Upgrades

Entire hotel renovations are now underway at DoubleTree by Hilton Murfreesboro, Embassy Suites by Hilton Detroit Metro Airport and Homewood Suites by Hilton Fort Myers at Bell Tower Shops. These renovations include exteriors, lobbies, dining and public areas, guest rooms and meeting facilities.

Substantial upgrades are planned throughout DoubleTree by Hilton Memphis. In Fort Myers, complete guest room redesign and renovations are progressing at Crowne Plaza at Bell Tower Shops, and a new lobby is planned at Hilton Garden Inn Airport/FGCU.

At Hilton Knoxville Airport, a 10,000 square foot expansion of meeting facilities and a new conference center entrance is approaching an expected November completion.



Memo from Management

By David Krueger, CPA
Vice President & Chief
Financial Officer

An exciting and personally very beneficial aspect of working for Cooper Hotels is qualifying for our benefits program after 90 days of full-time work. Not only do these benefits include all of the government-required programs including Social Security, Medicare, Workers Compensation and national holidays, but a comprehensive medical plan is also a valuable part of the benefits program. The medical plan not only meets all of the requirements of the Affordable Care Act, but it also has an extremely low monthly premium and low deductible.

Once you enroll in our medical plan, your premiums are only \$55 per month for the employee share and an additional \$145 per month for your spouse and/or as many dependent children as you have. After you meet your \$500 annual deductible, 80% of

your covered medical expenses are paid by the plan. Should you have major medical expenses in a year, you will quickly become eligible for a 100% reimbursement. And by using the wide selections of excellent medical providers included in the plan, you and your family will receive significant discounts off their normal rates for your medical expenses and prescription medications.

If you choose preventative care or have need for medical care, we want you to be treated by the best possible medical professionals, get well as easily and as soon as possible, and return to work. We believe our medical plan compares favorably to many, if not most, medical plans in our market places. Cooper Hotels contributes \$4,500,000 to our medical plan every year, and Cooper Hotels employees enrolled in the plan contribute \$800,000. The medical plan pays about 84% of the plan expenses.

Cooper Hotels wants to maintain our medical plan premium and deductible costs at their current affordable amounts to provide the best possible care for our employees. To accomplish that, we are reviewing some plan ideas that we

hope will become options in the coming year. Briefly they are as follows:

"Teledoc" medicine. More and more medical plans are offering tele medicine, whereby you call a number and reach a board-certified doctor over the phone to treat many common ailments and prescribe medicine. Think about this on a 24/7/365 basis, at a fraction of the cost of an office visit, and without a long wait.

Since more and more urgent care facilities are open today, a visit to one of them can treat most ailments much quicker and at a fraction of the cost of an emergency room visit. But, if you should have a true emergency, the emergency room will still be an option for you.

As we all get more educated about our medical costs, our plan administrator HealthSmart has a tool called "Blue Book" which will allow us to compare medical costs at different facilities in our area, a possibility for us we hope to have in operation next year.

And as always, HealthSmart will be available to help us both on their website (healthsmart.com) or by phone at 1-844-861-9511.

Visit the New Cooper Hotels Website, Coming Soon to www.CooperHotels.com!

THE CUSTOMERS ALWAYS WRITE – OR POST

Best Western Plus Kingston

“A Comfortable Stay”

We came for a few days to enjoy winter activities at Hunter Mountain. This hotel held up to the standards I would expect from BWP. It is nicely

decorated with



tripadvisor

DoubleTree by Hilton Memphis

“Best Hotel in Memphis”

Great service, food, and location. Helpful staff and rooms are always nice. I stay at this hotel 1 week every month all year long for 3 years now. I wouldn't want to stay anywhere else - just a bunch of regular people who are willing to go out of the way to make you feel at home.

Justin Chambliss/Global48249604563

Hilton Garden Inn Detroit Metro Airport

“Staff help”

I forgot my medicine and the staff worked tirelessly to get it to my destination. I can't thank them enough for doing this for me. My vacation would have been ruined without their help.

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