

THE INN FORMER



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Cooper Hotels Property Renovations and New Development Project in High Gear



DoubleTree by Hilton Jackson New Junior Suite and King Room. All of the DoubleTree by Hilton hotels under renovation will feature the same design and furnishings. More photos on page 4.

Cooper Hotels is intensifying its ongoing effort to ensure that all 16 of its Hilton brand hotels are the most up-to-date and premier lodging choices in each of their markets.

The company's DoubleTree by Hilton hotels in Jackson, Johnson City, Murfreesboro and Oak Ridge, Tennessee, are being completely renovated in the coming months. The Jackson and Murfreesboro renovations are underway. Oak Ridge improvements will begin in late summer, and the Johnson City project will begin in the fall.

At each property, all guest rooms, lobbies, ballrooms and meeting rooms, corridors and even restaurant and lounge facilities will be totally renovated.

In addition to new furnishings, a few of the guest room improvements include new 55" televisions, new carpet, lighting, draperies, soft goods and wall mounted thermostats. New activity tables and casual chairs will replace the traditional work desks and desk chairs.

The extensive bathroom renovations will include enhanced lighting, new vanities with backlit mirrors and the conversion from bathtubs

to frameless glass showers in many guest rooms.

Lobbies will receive new tile floors, wall covering, lighting and convenient grab and go markets. Restaurants will be totally re-vamped from top to bottom, showcasing the latest comfortable furnishings and striking decor.

Fitness center renovations include upgraded equipment, flooring, wall covering and new televisions.

Even the hotel corridors and elevators will have new lighting, flooring and wall covering.

Also in the renovation pipeline are major guest room and bathroom renovations at Hilton Garden Inn Fort Myers Airport/FGCU and Homewood Suites by Hilton Fort Myers Airport/FGCU. Guest rooms will receive stylish new furnishings and open closets with built-in cabinets. Bathrooms will be updated with new tile floors, vanities with backlit mirrors and wall covering.

In late summer, construction will begin on the company's 17th property. A Hampton Inn & Suites will be built adjacent to Cooper Hotels' DoubleTree by Hilton and Homewood Suites by Hilton in Fort Myers at Bell Tower Shops.



Memo from Management

*By Candace Seelman
Cooper Hotels Accounting
and Benefits Manager*

My journey with Cooper Hotels began over 20 years ago at the front desk of our Knoxville Airport Hilton. Since then, I've had the opportunity to work in virtually every area of our operations including upper management, giving me a deeper understanding of the roles each of you play. I've truly been in your shoes and understand the hard work and dedication it takes to successfully run our hotels.

While our guests may come and go, it's our team that leaves a lasting impression. We are privileged to have many team members with long tenures – 10, 20, 30 and even 40+ years. It's the collective effort of each one of you – working together, supporting one another, and truly enjoying what you do – that makes all the difference. It's your collective effort that truly defines our success. Whether it's orchestrating a last-minute banquet room transformation at midnight or flipping dozens of rooms during peak demand, you consistently rise to the occasion.

At Cooper Hotels, we are deeply committed to fostering a positive and engaging work environment for each of you. To that end, we're actively working to enhance our human resources platforms to become more digital. Currently, we're collaborating with our payroll provider to integrate vacation balances directly into Paychex, providing you with easy access to this information.

In the future, we plan to include our employee manual, performance reviews, and other important HR resources on Paychex. Additionally, we're excited to roll out future annual training modules that can be conveniently accessed through our HR platform.

In my new role, I'm dedicated to supporting our controllers and serving as your primary resource for any questions you may have about our outstanding insurance benefits and 401k program.

Thank you for your ongoing dedication and hard work.



Michael Goforth

Michael Goforth Named Director of Construction

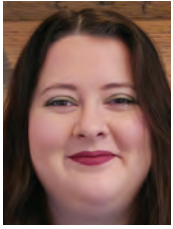
With a substantial number of property renovations underway and planned, and the upcoming construction of a new property in Fort Myers, Florida, Cooper Hotels bolstered its Memphis headquarters team of specialists. Michael Goforth has joined the

company as director of construction.

With a degree in architectural engineering and a general contractor license, he has more than 30 years in hospitality design and construction.

Prior to joining Cooper Hotels, Michael was senior vice president for design and construction at Development Services Group in Memphis since 2007.

DECATUR, AL: DoubleTree by Hilton



Adrianna Jones

Adrianna Jones is Cooper Hotels 2024 Star Performer

Adrianna Jones, DoubleTree by Hilton Decatur sales and catering manager, was honored with the company's 2024 Sales Manager Star Performer Award.



Racheal Baker

Celebrating 40 Years

Racheal Baker has been with the Decatur property since 1985, when the hotel was a Holiday Inn hotel. She has maintained her position as a morning line cook that many guests have come to know and love over the years. She

says that "meeting guests and moments of joy and laughter" are among her favorite memories. For anyone starting a career with the company, her advice is to "set clear goals, keep learning, be kind to others and invest in work relationships". Cooper Hotels and DoubleTree by Hilton Decatur Riverfront appreciate Mrs. Racheal and her time invested with the company. We all hope for many more years to come.

Decatur Team Participates in Autism Sensitivity Program

In March the DoubleTree by Hilton Decatur team completed training for Tourism ALL-a-Bama, a statewide program aimed at helping destinations be more autism/sensory aware and creating a more accessible and relaxing stay for autistic individuals and their families.

CARE Committee Activities

The Decatur CARE committee meets monthly. The focus has been delving deeper into each aspect of the HEART program, to make it right when guests encounter a problem. They Hear the guest, Empathize, Apologize, Resolve the issue and Thank the guest. Although the program is exclusive to the DoubleTree brand, the Decatur team recommends taking those same steps to resolve any guest issues at your hotel.

The committee also held a Luau CARE Rally in September. They played luau themed games, won door prizes and learned more about the latest Hilton initiatives.

September was also housekeeping appreciation month. Management toured the hotel with a luau themed happy cart delivering tokens of appreciation to team members.

FORT MYERS, FL: Homewood Suites by Hilton at Bell Tower Shops



William Dukes

Promotion

In August 2024 William Dukes was promoted to front office manager at Homewood Suites by Hilton at Bell Tower Shops. He has been a team member since 2014, when he was in food and beverage operations.

Management says that William's dedication and heart for service define the spirit of Homewood Suites.

Hurricane Service is Recognized by Florida Army National Guard

Last October the property was presented with a certificate of appreciation by the Florida Army National Guard for its "exemplary service and steadfast support" during its local operations following Hurricane Milton.

The certificate also stated, "Your efforts demonstrate a remarkable partnership between our military and the community embodying the true spirit of service and American patriotism."

DETROIT METRO AIRPORT, MI:

Embassy Suites by Hilton, Hilton Garden Inn and Hampton Inn & Suites by Hilton

Community Involvement

Last October Embassy Suites Executive Housekeeper Yvonne Anderson and General Manager Joe Felice worked an event at a local high school with Forgotten Harvest, distributing food to those in need.

The Embassy Suites housekeeping department assembled care packages containing soap, shampoo, conditioner, razors, shaving cream and deodorant for the Romulus MLK Day Celebration. The packages, along with donations from other local companies, were distributed to the community's homeless.



Assistant housekeepers Rosita Cartagena (left) and Cynthia Angulo-Gutierrez assembled over 200 care packages for the Romulus MLK Day Celebration.

#1 on Tripadvisor Since 2010!

Congratulations to General Manager Felicia Nyugen and her team at Hampton Inn & Suites by Hilton Detroit Metro Airport for helping the hotel continue to be ranked #1 of 26 hotels in the area on the Tripadvisor website.



Hilton Garden Inn Detroit Metro Airport Front Desk Agent Kathie Henderson, a team member since October 2012, always greets guests with a warm and welcoming smile. She is always happy, singing and dancing! She is loved by her coworkers and guests - and it shows. She has received a dozen name mentions in Stay Experience surveys by happy guests - only through March, 2025! Above are Katie and Embassy Suites General Manager Joe Felice at her surprise 70th birthday party on March 17th.



Ashley Adkins

Shining Star Award

Ashley Adkins, sales and catering manager for the Detroit Airport Hotels cluster received the Cooper Hotels Shining Star Award for the third quarter of 2024 for achieving 100% of her quarterly sales goals.



Hampton Inn & Suites maintenance team members Gary Sadler Jr., Marcelino Galindo and Jorge Martinez attend the hotel's annual cardiopulmonary resuscitation infant and life safety training for certification in CPR.

FORT MYERS, FL: DoubleTree by Hilton Bell Tower Shops



Jean Corgelas

2024 Employee of the Year

Kitchen team member **Jean Corgelas** was named 2024 employee of the year for his hard work, teamwork and dedication throughout the year.

2024 Employees of the Month

■ November –

Emma Alarcon,

Front Desk

■ December – **Christopher Young,** Maintenance



Emma Alarcon



Christopher Young

Another Successful St. Patrick's Day at Shoeless Joe's Sports Cafe

This past St. Patrick's Day marked 16 years of successful celebrations at Shoeless Joe's Sports Café. And the all-you-can-eat corned beef and cabbage buffet has been a Joe's tradition every year. Preparations start over a week in advance, and the culinary team cooks over 1,000 pounds of corned beef. This year included 300 pounds of cabbage, 300 pounds of potatoes and 250 pounds of carrots.

The party starts at 11:00 a.m. and lasts until at least 11:00 p.m., with plenty of green beer and live Irish music out on the outdoor deck.

Along with all the great food and beverages, it is the biggest day for Shoeless Joe's SWAG sales, with tee shirts, hats and logoed glasses being sold as well.

The St. Patrick's Day celebration at Shoeless Joe's will continue to be an annual tradition, and it is easily one of the biggest revenue days of the year.

– Fritz Pohler, Shoeless Joe's General Manager

Fantastic Renovations

We moved into our first full tourist season after completing our year long renovation process of the public areas. We were able to welcome back our spring training and spring break guests with warm DoubleTree cookies, guest-first customer service and brand-new facilities for them to enjoy.

A new restaurant, new lobby, new ballroom and new fitness center with state-of-the-art equipment. All of which, were a home run! Pun intended:) Explore our new spaces below.

– Sarah Heusing, Assistant General Manager



Front and Center:

2024 brought many changes and renovations to DoubleTree by Hilton Fort Myers at Bell Tower Shops. One of the biggest changes was redesigning and moving the front desk.

Transitioning from a traditional desk, tucked against the side wall of the lobby, to the bigger and better standalone desk in the center of the lobby was no easy feat.

The transition required the front desk to go mobile for several weeks, but the result was well worth it!



The original front desk inside DoubleTree by Hilton at Bell Tower Shops and the new front desk.



The curved design of the new desk now allows a full view of the entire lobby from any workstation to provide the best guest-centric experience to guests and especially to our Hilton Honors® members.

From expanded storage space, a digital artwork backdrop, a sleek and modern design; to built-in DoubleTree cookie warmers and an ADA accessible counter... we simply couldn't be happier with the new front desk!

– Meg Soltis, Guest Services Manager

FORT MYERS, FL: Homewood Suites by Hilton Airport/FGCU

2024 Employee of the Year

Congratulations to **Nicole Santiago**, who started her journey at Homewood Suites on March 4th, 2024, as a houseperson.

She was later promoted to housekeeping supervisor soon afterward.

Management says that Nicole is highly organized, motivated and a team player. She is well-liked by her coworkers, and she is part of the reason why the hotel's cleaning scores are in the high 90s each year.

2024 Employees of the Month

■ January – **Isaac Guerra**, Front Desk

■ February – **Timothy Hardy**, Bellman

■ March – **Maylove Desinor**, Housekeeping

■ April – **Mercedes Vasquez**, Housekeeping

■ May – **Samy Jean**, Maintenance

■ June – **Marilyn Martinez Pena**, Housekeeping

■ July – **Chiline Veillard**, Housekeeping

■ August – **Marisol Ramirez**, Housekeeping

■ September – **Meyra Merida**, Housekeeping

■ October – **Barbara Miller**, Front Desk

■ November – **Estrella Bell**, Food & Beverage

■ December – **Nicole Santiago**, Housekeeping

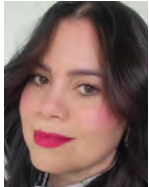


The hotel's Halloween costume contestants (from left) Evi Davis, general manager; Marilyn Martinez Pena, laundry attendant and first place winner; Maria Clarke, front office manager and Barbara Miller, front desk agent.

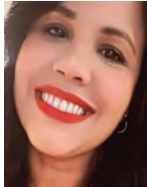
FORT MYERS, FL: Hilton Garden Inn

Promotions

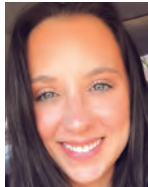
Glorianne Rivera Lopez joined the hotel team in November 2017 as a room attendant. She was promoted to supervisor in December 2020, promoted to assistant executive housekeeper in January 2023 and to executive housekeeper in July 2024.



**Glorianne
Rivera Lopez**



**Sandra
De Jesus**



**Casey
Matheson**

Sandra De Jesus, who also joined the team in November 2017, was promoted to supervisor in May 2022 and promoted to assistant executive housekeeper in July 2024.

General Manager **Daryl Miesner** said, "We are very proud to have these two ladies to advance the housekeeping department to new heights!"

Casey Matheson has been named assistant general manager. She most recently was with sister hotel Homewood Suites Fort Myers Airport where she started in 2014 as a dishwasher while in a high school hospitality program. While at Homewood Suites, she moved from food and beverage to guest services. Casey was then promoted to front office manager in 2018 and Homewood Suites assistant general manager in 2021.



Easter decor at the Garden Grille inside Hilton Garden Inn Fort Myers Airport/FGCU.

Another Successful Easter at HGI Garden Grille & Bar

Food and Beverage Director **Jeff Brodnick** and his team once again prepared the Garden Grille's annual Easter Buffet Luncheon, which is always sold-out weeks prior to event.

The Garden Grille was transformed into an elegant dining room with Easter (and Thanksgiving) luncheons continuing to be total sell outs, thanks to the hotel's amazing front of the house and back of the house staff.

JACKSON, TN: DoubleTree by Hilton



**Joseph
Shaw**

2024 Hero of the Year

Congratulations to **Joseph Shaw** in the banquet department. He was also named the January 2024 Hero of the Month. Joseph is known for his dependability and being a team player.

2024 Heroes of the Month

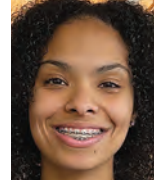
- February – **Erica Parram**, Guest Services Clerk
- April – **Sherman Cole**, Public Space Attendant
- May – **Iesha Bond**, Reservationist
- June – **Jessy Briggs**, Inspector
- August – **Annette Denton**, Pantry Cook
- September – **Omarion Greer**, Houseman
- October – **Josten Finley**, Night Houseman
- November – **Santana Parish**, Guest Services Clerk

Welcome

Chef **Mariah Thompson** has joined the DoubleTree by Hilton Jackson team as executive chef. She most recently served as the executive chef at the River Inn Hotel in Memphis.

Promotion

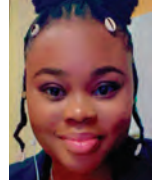
Consuela Williams was promoted from guest services clerk to assistant director of front office.



**Erica
Parram**



**Sherman
Cole**



**Iesha
Bond**



**Jessy
Briggs**



**Omarion
Greer**



**Josten
Finley**



**Santana
Parish**



**Consuela
Williams**



**Mariah
Thompson**

Total Renovation is Progressing

Renovations have been taking place for the last few weeks, with guest rooms being the first to be completed. Here is a look at some of the beautiful new guest room features.



JOHNSON CITY, TN: DoubleTree by Hilton



Felicia Perkins

2024 Employee of the Year

Felicia Perkins joined the Johnson City team in 2004 as a room attendant. She was in the laundry for some time, became assistant and executive housekeeper, then worked on the front desk. She currently works in human resources.



Last September during housekeeping week, team members in the department were surprised by goodies and games with prizes from the front desk, banquets and sales departments.



Jabria Daniels



Eleanor Nelson



Hannah Herrera

2024 Employees of the Month

- January – **Jabria Daniels**, Maintenance
- February – **Eleanor Nelson**, Banquets
- April – **Hannah Herrera**, Room Attendant
- May – **Aaron Boutchard**, Linen Remover
- June – **Jessica Thornton**, Cook
- July – **Jenifer Baker**, Sales
- August – **Kaitlyn Robinson**, Restaurant
- September – **Felicia Perkins**, Human Resources
- October – **Tammy Sherfey**, Houseperson
- November – **Bobby Street**, Houseperson



Jessica Thornton



Jenifer Baker

Community Service

Last June, the CARE Committee held a fundraising event for the American Cancer Society. Team members were asked to reach out to anyone they know that has, had, or beat cancer. The committee sold white or purple bags decorated in honor of the person. A ceremony was held where team member **Susan Holly** spoke about her cancer journey.

Last October, CARE Committee members filled bags with age appropriate Halloween candy and visited an assisted living facility for the elderly.

In November 2024 the CARE Committee and other team members decorated a Christmas tree for the Johnson City Candy Land Christmas display.

Last December Director of Sales, Catering and Marketing **Lauren Stopka** helped with the “Hotels with Heart” campaign. She placed a box in the hotel lobby for team members and guests to donate new gloves, hats and socks for those in need in the area.

Also in December, several team members participated in the National Wreaths Across America at the local veterans cemetery, where they helped lay wreaths at headstones.

KNOXVILLE, TN: Hilton Airport



Cameron Love

2024 Employee of the Year

Cameron Love in the maintenance department was rewarded for his hard work, teamwork and dedication throughout the year.

2024 Employees of the Month

- April – **Bianca Presley**, Server
- May – **Daisy Villanueva**, Housekeeping
- June – **Matt Allen**, Cook
- August – **Cassidy Hart**, Sales Coordinator
- September – **Isabel Fuentes**, Housekeeping
- November – **Cameron Love**, Maintenance
- December – **Donald Malburg**, Banquets



Director of Sales **Kim Fry** placed first for the Cooper Hotels Shining Star sales award for fourth quarter of 2024. The company-wide award recognizes outstanding performance by the recipient and her team members for the quarter.

MEMPHIS, TN: DoubleTree by Hilton



Andrew Harris

2024 Employee of the Year

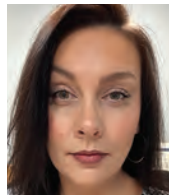
Andrew Harris, engineer, always has a smile and friendly word for guests and coworkers. His passion is gardening, which he showcases in the hotel pool area and the front flower beds. Guests consistently compliment his hard work.

Celebrating 20 Years

For 20+ years the Memphis sales department has been fortunate to have **Sherry Goldberg**. She has been responsible for bringing in and helping host countless important events. Thanks for your service, Sherry.



Sherry Goldberg



Trista Brim

Trista Brim Promoted

DoubleTree by Hilton Memphis has a new assistant general manager as of June 2024. Longtime Cooper Hotels team member **Trista Brim** has served in multiple positions at the company's Fort Myers properties.



Memphis housekeeping team members celebrating at their housekeeping week luncheon. **Ebony Wright** (from left), **Tyisea Allen**, **Maria Upshaw** and **Ladosha Cobb**.

2024 Employees of the Month

- January – **Dejana Thompson**, Server/Bartender
- February – **Andrew Harris**, Engineer
- March – **Katrina Griffin**, Bartender
- April – **Gary Denson**, Engineer
- May – **Kelbey Johnson**, Guest Service Agent
- June – **Joel Pirtle**, Laundry
- July – **Tevin Moore**, Banquets
- August – **Tomi Turner**, Room Attendant
- September – **Sean Simmons**, Bar Manager
- October – **Zachery Johnson**, Cook
- November – **Ana Castillo**, Room Attendant
- December – **Debbie Giles**, Inspector

2024 Stay Experience Scores Improve vs. 2023

- Stay Score: 65.2% - up 12.4%
- Service Quality: 77% - up 14%
- Honors® Appreciation: 54.6% - up 11.7%
- Overall Cleanliness: 72.1% - up 7.4%

MURFREESBORO, TN: DoubleTree by Hilton



Brandon
Cantrell

2024 Employee of the Year

Brandon Cantrell in the engineering department earned the 2024 honor by stepping up to a supervisor role and taking over pool cleaning. Brandon was promoted to supervisor.



Veda
Rothmiller

Promotion

Veda Rothmiller was promoted from a.m. Burger Bar server to banquet manager.

Community Service

CARE Committee volunteer activities have included cleaning headstones at the Stones

River National Cemetery, helping to check in runners for the local Special Kids Race marathon and creating and delivering Valentines to residents of two local nursing homes.



Donna Wood, controller (from left); Kaitlynn Contreras, human resources manager; and Kasha Lane, catering manager, volunteered at the Special Kids Race marathon in March.



During housekeeping week, housekeeping team members were treated to lunch in the hotel's Burger Bar (top photo). Management also treated the team to goodie bags during the day. Above is Daisy Vega being surprised with the delivery of her treats during her shift.

NAPLES, FL: Hilton

Team Member Honors

2004 Team Members of the Year and Quarters:

■ **Team Member of the Year: Tonya Blease** began as a server in Shula's and quickly earned a promotion to assistant manager. Her hard work and dedication have made a significant impact according to management.

■ **First Quarter: Hannah Watson**, senior catering manager, was honored for her hard work and exceptional attention to clients' needs

■ **Second Quarter: Sigitas Degustis** in the maintenance department consistently goes the extra mile to ensure every task is completed efficiently and every repair is handled with the best possible care.

■ **Third Quarter: Sergio Rodriguez** in the maintenance department. His eagerness to learn and willingness to help make him a true asset to the team his supervisor says.

■ **Fourth Quarter: Jason Argueta** was nominated for his teamwork and willingness to help others.

Manager of the Year:

■ **Daniel Oscar**, rooms division manager, has had leadership roles with the property for several years. He is an experienced hospitality industry professional.

Community Involvement

Hilton Naples contributed \$1,000 to the Friends of the Library of Collier County's 2025 Sponsorship, supporting their mission to enhance library services and programs.

Hilton Naples donated food to 27 local firefighters and EMS personnel. They were incredibly appreciative and provided a tour of their facilities.

In March, team members joined the 2025 Great American Cleanup. The nationwide event, led by Keep America Beautiful®, is the largest community improvement program, bringing together volunteers, businesses, and municipalities to support litter prevention and environmental education in Collier County.



Team members from the hotel's Blue Energy program volunteered their time at the Harry Chapin Food Bank of Naples, helping those in need and demonstrating the hotel's commitment to community involvement.



Tonya
Blease



Sergio
Rodriguez



Jason
Argueta



Daniel
Oscar



Stephanie
Roman



Hannah
Watson

Promotions

■ **Stephanie Roman** joined the hotel team in April 2017 as a hostess in Shula's. In November 2024 she was promoted to director of catering.

■ **Hannah Watson** joined the team in December 2022 and was recently promoted to senior catering manager.



The groovy new Hilton Naples VW BUZZ electric beach shuttle, complete with surfboard. This tropically decorated throwback to the original VW bus of the 1960s, provides guests with free transportation to the nearby beach. In addition to being a fun amenity for guests, choosing the electric shuttle furthers the hotel's commitment to responsible environmental stewardship.



Team members participating in the Great American Cleanup picked up trash and discarded items on the nearby Gulf beach. Shown from left are: Arielle Isley, team member ambassador; Isabella Herenandez, assistant controller; Mayra Monroy, executive housekeeper; Eleny Fernandez, room attendant; and Jason Argueta, laundry attendant.

OAK RIDGE, TN: DoubleTree by Hilton



Shelby Word

2024 Employee of the Year

Shelby Word has managed the p.m. front desk shift for almost one year. Her warm smile is authentic, and she exudes a sense of calm. She is professional, reliable and a great communicator. Shelby is quick to make everyone's stay comfortable and meet their expectations.

Ranked #1 on Tripadvisor.com!

Congratulations to the team at DoubleTree by Hilton Oak Ridge on being rated the best of eight hotels in the city by Tripadvisor guests. Tripadvisor is the world's largest online travel website, and hotels are ranked by guest reviews of each property.

Housekeeping Department is Honored with a Week of Events

Last September the housekeeping team was honored and celebrated during housekeeping week with lots of "thank you" gifts, goodies and surprises. They enjoyed a potluck lunch and a build your own ice cream sundae bar.

2024 Employees of the Month



Nichole Coffey



Amber Rogers



Francisco Quinonez

- January – **Nichole Coffey**, Restaurant
- February – **Amber Rogers**, Front Desk
- March – **Francisco Quinonez**, Kitchen
- April – **Gary Westberg**, Banquets
- July – **Jennifer Lavelly**, Restaurant
- August – **Randy Johnson**, Lounge
- September – **Erik Wesner**, Housekeeping
- October – **Shelby Word**, Front Desk
- December – **Ember Morris**, Housekeeping



Gary Westberg



Jennifer Lavelly

Promotions

Congratulations to these promoted DoubleTree by Hilton Oak Ridge team members:

- **Amber Rogers**, Front Desk Clerk to Front Desk Supervisor
- **Michael Huckaby**, Assistant Chief Engineer to Chief Engineer
- **Josh Brown**, general maintenance to Assistant Chief Engineer



DoubleTree by Hilton Oak Ridge team members participated in the Hilton Warm Welcome Care Cookie Giveaway last summer, celebrating the 55th anniversary of DoubleTree by Hilton hotels. The local police and fire departments and members of the community were treated to iconic DoubleTree Cookies.

ORLANDO/ALTAMONTE SPRINGS, FL: Hilton



Boris Serrano

Promotion

Congratulations to **Boris Serrano** in the engineering department, who was promoted to engineering supervisor in December 2024.



Aldo Peraza

Housekeeping Excellence Award

Aldo Peraza and **Maria Barbosa** received the Housekeeping Teamwork Excellence Award for assisting in recovering rooms following a sprinkler flood last December. They returned after working full shifts and turned rooms to avoid having to relocate guests.



Maria Barbosa

Second Quarter 2024 Shining Star

Congratulations to the second quarter Cooper Hotels Sales Manager Shining Star winner **Mariah Kennedy**. The company-wide award is presented to the sales manager achieving 100% of their consumption goals for the quarter.

Hurricane Helpers

Hilton Orlando/Altamonte Springs provided the Seminole County Emergency Services offices in five locations around the county with off-site catering for 450 people, six meals each, during Hurricane Milton.



Boris Serrano in the engineering department, top, and other Hilton Orlando/Altamonte Springs team members load meals for delivery to the county emergency services locations in the aftermath of Hurricane Milton.



Hilton Orlando/Altamonte Springs team members celebrated at their annual Christmas Party.



Landrew Douglas, Cooper Hotels project manager, poses in front of one of the hotel's three selfie walls at a nearby sports complex where the hotel is contracted to provide all concessions.

GUEST REVIEWS FROM TRIPADVISOR.COM

Embassy Suites Detroit Metro Airport *"The best hotel"*

This was my first time staying at the Embassy Suites. Check-in was great, the staff was friendly and helpful. I enjoyed my stay, and I have to say that Embassy Suites definitely meets the guest's expectations.

– Kimspearman2023, Ann Arbor, Michigan

Hilton Knoxville Airport

"Everything about our stay here was great!"

The room was clean and the bed and pillows were very comfortable. Our waitress Bianca went above and beyond! She was so kind, and her service was impeccable!

– Sonya H, Walkertown, North Carolina

Hilton Naples

"Five stars for Hilton Naples!"

Hilton Naples is simply the best hotel I stay at... I travel for a living and stay at many different hotels, but when in Naples I stay here every time. The staff is always happy and very accommodating.

– Dave G, Naperville, Illinois

Hilton Orlando/Altamonte Springs

"5 stars every time!"

Always there for business, super frequent customer. I get excellent service every time! Food is good. Every time I walk in, Ashleigh always checks me in. Sweet, polite and respectful! Amazing customer service every time! Super highly recommended!

– Jean R, Managua, Nicaragua

DoubleTree by Hilton Fort Myers

"10/10 Service- Best Hotel When Staying for Captiva and Sanibel Island"

LEXI AND KK! LEXI AND KK! LEXI AND KK! We will be back because of those two hard working women! Can I steal them for my hotel in Lake George?! They went above and beyond delivering 10/10 service!

– Elizabeth K, Queensbury, New York

DoubleTree by Hilton Decatur Riverfront

"Fantastic Stay and Experience!"

On a scale of zero to five, this was a six. This hotel was the most courteous, most professional and best staff to work with, by far.

– WWrailscan

DoubleTree by Hilton Jackson

"Positive Vibes!!!"

I travel 49 weeks a year throughout the SE and do not normally write reviews. However, the DoubleTree in Jackson, TN is extraordinary. Thank you!!!

– Nick C, Sioux Falls, South Dakota

DoubleTree by Hilton Memphis

"Great experience!"

The facility is very nice and clean with a great restaurant. We have hosted this training in other hotels in the area and the customer service was nothing compared to the service here.

– amyh1706LV

DoubleTree by Hilton Murfreesboro

"Very nice visit"

Room was clean and comfortable. We had everything we needed. Had no issues at all! Check in was quick and easy. They have started renovations so everything will be fresh and new soon.

– mamaksw, Pleasant Hill, Tennessee

DoubleTree by Hilton Oak Ridge

"Oak Ridge's Secret City Gem"

I can confidently say it is an amazingly unique hotel experience largely due to the truly incredible staff who consistently go above and beyond to make me feel welcome and comfortable.

– Sarah M

Hilton Garden Inn Fort Myers

Airport/FGCU

"Great Stay"

Top notch hotel. The staff does everything possible to ensure you are comfortable. The restaurant is very good, too. I would recommend staying here if in the area.

– Shawn M, Hershey, Pennsylvania

DoubleTree by Hilton Johnson City

"Friendly staff, excellent service, and convenient location"

What separates one hotel from another is the staff. This staff takes ownership in their hotel, and they know there are other places to stay in town. They make their patrons feel valued for choosing their location over other options.

– OhioStephen

Hilton Garden Inn Detroit Metro Airport *"Good Airport Hotel"*

Customer service was great. Hotel is clean and renovated. Comfortable bed, nice bathroom. It's perfect for a one or two night stay at the Detroit Airport. A good airport hotel. I will be back.

– Sherwin M, Brooklyn, New York

Homewood Suites by Hilton Fort Myers Airport/FGCU

"Our Home Away from Home"

It is our "Home Away from Home"! We are always treated as family, and each year we return it's just like we never left. The staff is caring and thoughtful to all guests (family).

– Don R, Woodbridge, Virginia

Homewood Suites by Hilton Fort Myers Bell Tower Shops

"Comfortable, clean and cozy"

Every single staff member with whom I interacted during my 3-night stay was amazing — helpful, kind, friendly and welcoming. And whilst I didn't avail of the free breakfast, it looked pretty good!

– ModernWanderers, Fairfield, Connecticut

Hampton Inn & Suites Detroit/Airport-Romulus

"Great all around"

Easily the nicest Hampton Inn I have stayed at. And I have stayed at many. Must be brand new. Room was huge. It is the best Hampton I've seen. Hands down.

– bjhotel



James Spencer and his CooKey invention.

Introducing the Newly Invented DoubleTree "CooKey"

If you are a DoubleTree by Hilton team member who uses a key fob to enter your building or office, imagine using a replica of the famous DoubleTree chocolate chip cookie instead. That's what many DoubleTree team members are now doing at Cooper Hotels.

The "CooKey" cookie replicas, complete with the DoubleTree logo, were invented by 10-year-old James Spencer, the son of Laura Spencer, meetings director at DoubleTree by Hilton Fort Myers at Bell Tower Shops.

According to Laura, James has enjoyed his 3D printing hobby for the past year. She wanted to give her key fob a fun twist, so James offered to create something special for her with his printer.

After some experimentation, he invented the DoubleTree CooKey by embedding Laura's key fob into a 3D printed cookie. "I was completely amazed when he showed me what he had made," Laura said. "And it actually worked!" Her fob was a hit with her coworkers, so James made and sold 75 more.

Inspired by his cookie invention, James also created 400 DoubleTree cookie Christmas ornaments. They were so popular they were posted on the trendy Savannah Bananas baseball team Instagram page.

To order your own DoubleTree CooKey or Christmas ornaments, please send an email to lrcornwall@yahoo.com for information.