

THE INN FORMER



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Spring 2023

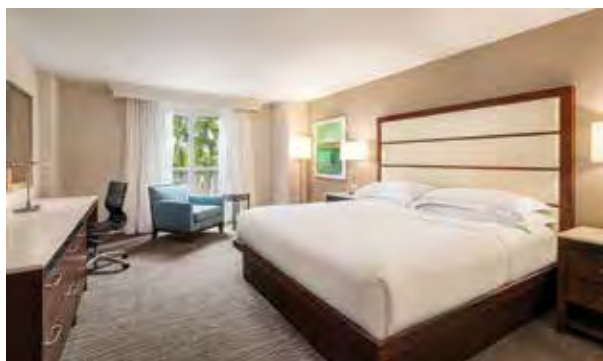
Recent Cooper Hotels Expansion, Update and Renovation Photographs

At Hilton Knoxville Airport's recently completed conference center entrance, dramatic aeronautical architectural features greet event attendees. The hotel's \$7.5 million expansion was a partnership between the hotel, McGhee Tyson Airport and Blount Partnership. It increased the conference space to 21,000 square feet, making it the largest event space in the area.



Among the renovations at Hilton Garden Inn Detroit Metro Airport are a new lobby with a TV media wall, open spaces, comfortable seating, modern lighting fixtures and a welcoming fireplace. The complete renovation, which was completed in January 2023, included guest rooms and all public spaces.

The most recent room upgrades and improvements at Hilton Naples included new night stands, dressers, desks, hospitality units and comfortable seating. The hotel corridors were also renovated including new wall sconces, carpet, paint and wall vinyl.



At DoubleTree by Hilton Jackson, the hotel ballroom, meeting rooms, pre-function area and boardroom were completely redone. Corridors received new wall sconces, carpet, paint and wall vinyl. Elevator lobbies on each floor now have new seating and attractive artwork. New carpet was installed in the hotel's Twist Midtown Grill and Bar.



Memo from Management

By Terry Hendrix

Cooper Hotels Marketing Communications

Having been part of the Cooper Hotels family since 1994, I have seen firsthand the amazing number of loyal employees that have spent almost their entire careers with the company. From housekeeping and food and beverage staff, to sales team members and general managers.

In my profession (marketing, advertising and public relations), careers are typically short-lived with any one company. Likewise, hotel industry careers usually require changing employers often, and even relocating to achieve advancement and compensation increases.

Cooper Hotels team members should not take for granted the stability and job security afforded by the company.

Why? Because since its founding, Cooper Hotels has had a nurturing corporate culture and great respect for loyalty that runs deep within the company.

A few other reasons why employee turnover is low include:

- a strong employee benefits package
- competitive wages
- performance recognition and bonus programs
- opportunities for advancement
- training and educational opportunities
- strong diversity and inclusion policies

Another reason for the great number of longtime employees is because unlike many hotel companies, Cooper Hotels is not in the business of buying and selling hotels for profit. Rather, the company retains its hotels and spends millions of dollars annually renovating and updating them to keep them the leaders in their markets.

In just over the past year, some rare retirements have taken place. Several back of the house and front of the house team members and management team members

Bryan Cable, general manager at Hilton Knoxville Airport, retired after over 40 years of service.

Frank Cirrincione, general manager at Hilton Orlando/Altamonte Springs, retired after a 33 year Cooper Hotels career.

Most recently, Pam Little, regional director of sales, retired after 25 years with Cooper Hotels.

All of these were replaced by Cooper Hotels team members who received promotions.

Cooper Hotels team members should be proud and grateful to be a part of the Cooper Hotels family. I am.

DECATUR, AL: DoubleTree by Hilton



Kaitlyn Yarbrough has become a proven team player at DoubleTree by Hilton Decatur. She is not only attentive to the needs of her position as a housekeeper but often assists in other departments.

Whitney McBride was promoted from housekeeper to assistant housekeeper in November because of her hard work and dedication to the team during some of the busiest days that the hotel has experienced in many months.



As one of the hosts and Starbucks kiosk baristas, Kylee Kilgore consistently shows guests great service and a positive attitude.



Johnathan Pickett, guest service agent and night auditor, is known for providing incredible hospitality to guests.

DETROIT METRO AIRPORT, MI: Embassy Suites by Hilton, Hilton Garden Inn and Hampton Inn & Suites by Hilton

#1 on TripAdvisor Since 2010!

#1 in Cooper Hotels SALT Scores

Hampton Inn & Suites by Hilton Detroit Metro Airport continues to provide unmatched service and superior accommodations to guests. The hotel is ranked first among 26 area hotels once again on TripAdvisor.

Also, the hotel ranked #1 among all Cooper Hotels properties in SALT (service and loyalty tracking) scores in 2022.



Vetese Brinson-Howard joined the Hampton Inn and Suites Detroit Romulus in June 2022 as assistant general manager. With over 20 years in healthcare management and hospitality, she also worked as an operations manager for both Hilton and Marriott.

Embassy Suites by Hilton Detroit Metro Airport Shows Increase in Positive Service Scores

The Embassy Suites brand held a quarterly Service Impact Challenge with the goal of increasing overall service scores at its hotels.

Embassy Suites by Hilton Detroit Metro Airport won its bracket consisting of three Embassy Suites properties by dramatically increasing its brand service impact metric in the fourth quarter of 2022.

Community Service

Team members at Hilton Garden Inn and Hampton Inn & Suites Detroit Metro Airport ended 2022 on fun, charitable notes by having Casual for a Cause Jean Day Fridays.

In October, they donated \$3 to dress casual, which was donated to the American Cancer Society.

In November they donated \$3 or two non-perishable food items for Gleaners Community Food Bank.

In December they donated \$3 or an unwrapped gift.

November and December cash donations were used to purchase children's Christmas gifts for the Toys for Tots program.



Hilton Garden Inn Detroit Metro Airport first floor rooms, lobby, dining and bar area, meeting rooms and fitness center were all renovated in 2022. Some of the final artwork and decor arrived in January 2023. The entire hotel has now been renovated. Above is the new lobby TV wall.

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



Maria Clarke

2022 Employee of the Year

Maria Clarke, Guest Service Agent, is the true definition of what it means to be hospitable, according to management. In February 2023 Maria was promoted to front office supervisor.

2022 Employees of the Month

- January – Frank Grajales, Maintenance
- February – Carmen Cabrera, Housekeeping
- March – Mervin Metellus, Driver
- April – Denia Collazo, Food & Beverage
- May – Juan Santiago, Maintenance
- June – Ali Matheson, Housekeeping
- July – Maria Clarke, Front Desk
- August – Genoveva Alvarez, Housekeeping
- September – Maria Hernandez, Housekeeping
- October – Terry Kane, Driver
- November – Estrella Bell, Food & Beverage
- December – Maria Ortega, Housekeeping

Team Huddle Idea Pays Off

Each Wednesday at Homewood Suites by Hilton Fort Myers Airport/FGCU, team huddles are held to discuss what's going on at the hotel, what the guests are saying through online feedback and what they need to work on as a team.

During a recent huddle, team members worked on improving teamwork and understanding by completing a puzzle together. They communicated and listened to each other, no one person tried to solve the puzzle, and all participated.

Team members learned when they do not fully understand instructions, to say "I don't understand" rather than just "ok".



Three huddle team members who won gas gift cards for finishing their puzzle first. From left, Estrella Bell in food and beverage, Yliese Saint in housekeeping and Rafael Borrero in food and beverage.

FORT MYERS, FL: Crowne Plaza at Bell Tower Shops



**Irma
Calderon**

2022 Employees of the Year/Month

From Crowne Plaza Fort Myers at Bell Tower Shops management:

The following employees were with us before, during, and after Hurricane Ian, working tirelessly to ensure everything was clean, our guests were satisfied, and our kitchen was productive and serving our guests. We thank not just them, but our entire team for getting us through the hurricane and fourth quarter of 2022.

■ **2022 Employee of the Year – Irma Calderon**, Housekeeping

■ **October – Jordany Justama**, Dishwasher
■ **November – Maricela Zamora**, Housekeeping

■ **December – Olivia Barrera**, Guest Services



**Jordany
Justama**



**Maricela
Zamora**



**Olivia
Barrera**

Expanding Meeting Space Idea

What do you do when you have too many baseball fantasy camps and not enough ballroom space? You rent a 5,000 square foot tent for a month. The Crowne Plaza sales team wanted to win all the business from the fantasy camp organizers, but we knew we could not do it with just one ballroom.

Hosting five fantasy camps is not for the faint of heart, but our experienced sales team was ready for the job!

Not only do these camps bring a lot of business to our hotel, but they also bring a lot of baseball greats such as Tony Oliva, Bert Blyleven, Frank Viola, Bob Stanley and Jeff Reardon.

– *Laura Spencer, Crowne Meetings Director*



The Crowne Plaza Fort Myers rented this 5,000 square foot tent, allowing them to host five baseball fantasy camps.

October Hurricane Ian Relief Drive

Following the devastation to the Fort Myers area created by hurricane Ian on September 28th 2022, a collaborative effort with iHeart Radio, The Greater Fort Myers Chamber of Commerce, the Crowne Plaza hotel and volunteers from around the community was organized nine days later.

A distribution event of essential supplies was organized at our Crowne Plaza hotel. Two semi-trucks full of much-needed supplies collected and sent by our neighbors in Northern Florida were sent to our hotel. They were to be distributed as soon as possible to families that were impacted by the storm.

The distribution event was scheduled to take place on October 7 from noon until 5:00 p.m., but with the line of vehicles growing to nearly a mile long by 10:30 a.m., the popular event began early.

Cooper Hotels' own **Geoff Thompson** and **Andy Laubscher** were on hand to help direct traffic and load vehicles.

With great teamwork and smiling faces, everything went efficiently and quickly. All of the supplies were distributed by 3:00 p.m., making the day a great success!

– *Jonathan Healey, Chief Engineer*



The photos above show the Crowne Plaza team members and volunteers distributing donated supplies to Fort Myers residents on October 7, 2022.

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



**Jessie
Hammig**

2022 Employee of the Year

Jessie Hammig on the front desk demonstrates a positive, "can-do" attitude and a willingness to lend a helping hand in any department, any time – including her added efforts during Hurricane Ian.

2022 Employees of the Month

■ **January – Victor Almarante**, Lobby Attendant

■ **February – Paul Hickey**, Auditor

■ **March – Melissa Young**, Front Desk

■ **April – Jekseny Castellon**, Housekeeping

■ **May – Miguel Marty**, Engineering

■ **June – Matthew Young**, Front Desk/Auditor

■ **July – Todd Moyer**, Engineering

■ **August – Anderson Jabouin**, Houseman

■ **September – Jessie Hammig**, Front Desk

■ **October – Maria Ferreyra**, Kitchen

■ **November – Jesenia Mercado**, Housekeeping

■ **December – Jean Etienne**, Houseman



**Victor
Almarante**



**Paul
Hickey**



**Melissa
Young**



**Jekseny
Castellon**



**Miguel
Marty**



**Matthew
Young**



**Todd
Moyer**



**Anderson
Jabouin**



**Maria
Ferreyra**



**Jesenia
Mercado**



**Jean
Etienne**

FORT MYERS, FL: Hilton Garden Inn Airport/FGCU

Promotions

■ **Stacy Black** was promoted from front desk clerk to supervisor within a few months. She stepped up and has taken on extra responsibilities. Stacy is willing to learn and works audit shifts two days a week.

■ **Taylor Lambert** has worked just over a year at the front desk. She has proven to be a leader and takes the initiative to train new staff members. She also trained on the night audit position in case of an emergency.



Stacy Black



Taylor Lambert

County Service Award Nominees

Congratulations to team members at Hilton Garden Inn Fort Myers Airport/FGCU. Front desk team member **Ralph Louissaint**, Night Auditor **Becky Jo Crews** and Area Director of Sales **Maureen Killeen** were nominated for the 2022 Outstanding Service Awards. The awards are sponsored by the county visitors and convention bureau and the Fort Myers News-Press newspaper.



Ralph Louissaint



Becky Jo Crews

Airline Crew Revenue Opportunity

Having airline crews staying at the property, there are some days they check out late and the airline pays for the room.

This creates the opportunity for extra revenue during busy days by selling the late check-out rooms to another guest.

Working closely with housekeeping to stay late, we open the overbooking limit to sell the extra rooms. Once a booking comes in, you can check out the vacant and ready airline room and adjust the overbooking.

If we sell all rooms, then we can double the revenue in the late check-out room.

– *Margie Panayotti, Assistant General Manager*

JACKSON, TN: DoubleTree by Hilton



Victoria Dotson-Tipler

2022 Hero of the Year
Victoria Dotson-Tipler, Bartender. One guest said that Victoria is his favorite bartender across the state of Tennessee. She remembers him every time he stays at the property and always has his favorite beer waiting for him when he comes to the bar.

2022 Heroes of the Month

- July – **Terry Taylor**, Maintenance
- August – **Bethany Long**, Front Desk
- September – **Fannie Hankins**, Housekeeping
- October – **Mickey McBride**, Kitchen
- November – **Casey Fisher**, Housekeeping
- December – **Heather Ross**, Sales



Terry Taylor



Bethany Long



Fannie Hankins



Mickey McBride



Casey Fisher



Heather Ross

CARE Committee Activities

The DoubleTree by Hilton Jackson CARE committee partnered with the local Boys and Girls Club to talk about hospitality for Hilton's Youth in Hospitality initiative. The annual pumpkin decorating contest took place for the October CARE rally. The CARE committee was also active in the community, attending the Veterans Day parade and handing out DoubleTree cookies.



In September the Jackson team wanted to say congratulations to new Madison County Sheriff Julian Wisner. And what better way to do that than with a DoubleTree cookie and candy bouquet!

Mary Ross is Honored

DoubleTree by Hilton Jackson Director of Sales, Catering and Marketing **Mary Ross** received a Sterling Award. Mary was named one of the 20 most influential women in West Tennessee by the Sterling Awards organization, created by the Jackson Area Business and Professional Women.

The televised award ceremony acknowledges women of distinction who make dynamic contributions to their communities and in the lives of all West Tennesseans.

Mary is also deeply involved in the West Tennessee Veterans Coalition, which held its Veterans Military Ball at the hotel in November. The event raised \$19,500 to begin a veterans in crisis fund. The ball also resulted in \$12,500 spent at the hotel for guest rooms, food and beverage and the event itself.



Mary Ross

JOHNSON CITY, TN: DoubleTree by Hilton



Penny Burleson

2022 Employee of the Year

Penny Burleson, Banquet Captain, was also September Employee of the Month. She is known as a friend to all and always wears a smile, no matter what the situation.

2022 Employees of the Month

- January – **Hannah Johnson**, Room Attendant
- February – **Chris Fields**, Front Desk Supervisor
- March – **Tammy Sherfey**, Houseperson
- April – **Felicia Perkins**, Guest Service Agent, has 18 years of service
- May – **Triston Daniels**, Cook
- August – **Heather Blankenship**, Room Attendant
- October – **Martha Scott**, Laundry Attendant
- November – **Greg Griffin**, Maintenance
- December – **Meghan Thomas**, Guest Service Agent



Halloween pumpkin winners, and those who won best costumes, Anna Croghan (from left), Beth Fleming, Misty Taylor and Dawn Swanson.

COOPER HOTELS

KINGSTON, NY: BEST WESTERN PLUS

Team News from Kingston

■ The Venue Uptown and First Capital Bistro at Best Western Plus Kingston welcomed Executive Chef **Dane Fullenweider**. He stepped right into a record-breaking catering season without skipping a beat and proved to be a rock star with 10 star reviews from catering clients according to management.

■ **Chuck Stark** has joined the Kingston team as chief engineer.

■ **Deb Harris** received the Cooper Hotels director of sales, catering and marketing Shining Star Award for quarter one and quarter two in 2022.

It is the top performance award for her position at Cooper Hotels.

The recognition is based on overall total sales segments to budget, where the total sales rooms segments to budget and total catering segments to budget are both over 100%.

■ The sales office has a new executive administrator, **Ginny Muré**.



Dane Fullenweider



Chuck Stark



Ginny Muré

KNOXVILLE, TN: Hilton Airport

Promotions

■ **Hamilton Martinez** was promoted from assistant general manager to general manager.

■ **Lisa Abbott** was promoted from assistant food and beverage manager to food and beverage director.

■ **Monique Ayala**, who has been with Hilton Knoxville for over nine years in various positions, was promoted to front of house manager.

A Cooper Hotels Shining Star

Tiarra Knipp earned the Cooper Hotels sales manager Shining Star Award twice in 2022. First place for quarter two and second place for quarter three.



Tiarra Knipp



Beautiful lighting and a welcoming seating area welcome conference center guests.



Hamilton Martinez



Lisa Abbott



Monique Ayala



The striking new conference center entrance at the Hilton Knoxville Airport.



The Cove pre-function area just inside the new conference center entrance.

A Record-Breaking 2022!

Hilton Knoxville Airport broke multiple records last year.

In June, it had the highest revenue per available room, occupancy percentage, room revenue and total hotel revenue for a single month.

The property also had its highest room revenue for the entire year ever, as well as the highest occupancy percentage and revenue per available room for the year.

The sales department broke records with the most definite bookings in 2022 with a total of \$3,186,455. Sales annual consumption was also a record-breaking year with a total of \$5,377,900.



The design of the hotel's conference center entrance resembles an airplane wing.

Assisting Those with Disabilities

Hilton Knoxville is now the primary site for Project Search, a program for young adults with several businesses participating. The program's main objective is to secure competitive employment for people with disabilities. Participants serve a one-year internship with three ten-week rotations. Hilton Knoxville takes in three to four students every rotation.

MEMPHIS, TN: DoubleTree by Hilton

2022 Employees of the Month

■ June – **John Armstrong**, Front Desk

■ July – **Patsy Jones**, Housekeeping

■ August – **Roxy Evans**, Food & Beverage

■ September – **Joel Pirtle**, Housekeeping

■ October – **Charles Middlebrook**, F&B

■ November – **Aliyah Alexander**, F&B

■ December – **Mark Clayton**, Engineering



John Armstrong



Aliyah Alexander



Mark Clayton

Anthony Troxel Promoted

Congratulations to **Anthony Troxel**, who has been promoted from director of sales, catering and marketing to Cooper Hotels regional director of sales for the southern region.



Anthony Troxel

MURFREESBORO, TN: DoubleTree by Hilton

Team Member News

■ **Cass Woodall**, banquet manager, joined the Murfreesboro team in July 2022. She has experience in banquets and stage management from nearby Middle Tennessee State University.

■ **Carl Hickman** came to the hotel in February 2022 as a houseman. Later that month he transferred to the maintenance department. By year-end, he was promoted to maintenance supervisor.

■ **Chason Porch**, sales coordinator, was promoted to sales manager because of his hard work and dedication.

■ **Ryn Bohac** joined the team as restaurant manager in June 2022. With her background in the restaurant industry, she implemented many positive changes to the bar menu.

■ **Betty Kelly** joined the Murfreesboro team in November 2022 as director of sales, catering and marketing.



Cass Woodall



Carl Hickman



Chason Porch



Ryn Bohac



Betty Kelly



On September 11, 2022, the Murfreesboro CARE Committee visited first responders in town, treating them to DoubleTree cookies. Shown with cookie boxes are front desk agents Kara Potter, left, and Michelle Williams.



In September DoubleTree by Hilton Murfreesboro team members volunteered to rebuild benches at the local animal shelter. At the end of the day Jacob Morris, catering sales manager, adopted an adorable kitten now named Freddie.



It's here at DoubleTree by Hilton Murfreesboro and soon at all Hilton hotels! Now guests can experience the OnePeloton Bike. Another innovation by Hilton to elevate our already industry-leading hospitality and guest satisfaction scores.



In January 2023 the Murfreesboro team created Valentines for elderly residents of nearby assisted living facilities.

NAPLES, FL: Hilton

Promotions

■ **Bella Hernandez** joined the Hilton Naples team in 2015 as a front desk agent. She was promoted to front office supervisor in 2017, to assistant front office manager in 2018, and in 2019 to front office manager. In the winter of 2022 Bella was promoted again, to assistant controller.

■ **Michelle Noriega** joined the hotel team in July 2018 as a guest service agent. After two years she was promoted to front desk supervisor. Michelle was recently promoted again to assistant front desk manager.



Bella Hernandez



Michelle Noriega



Hannah Watson

Welcome Hannah Watson

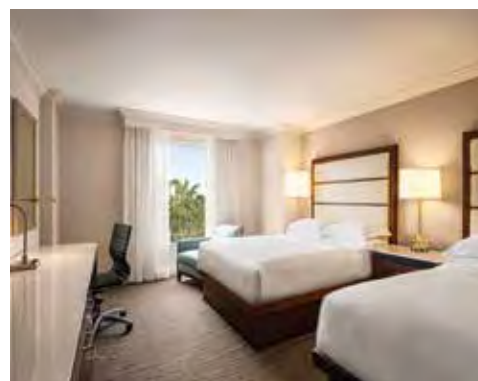
In December 2022 **Hannah Watson** joined the Hilton Naples team as catering and sales manager. She previously worked at another local hotel that closed due to hurricane damage in September 2022.



Hilton Naples celebrated Housekeeping Week in September. They held a special breakfast, a lunch, delivered ice cream during the day, distributed scratch off tickets and held a pizza party. Shown enjoying their ice cream are team members Mari-sol Ramirez, Marta Lysik (housekeeping manager), Jaidel Rodriguez and Maria Vasquez.

Hilton Naples Accomplishments

- 2022 AAA Four Diamond Award
- Gulfshore Business Magazine Readers Choice Awards for Best Business Hotel
- Priceline Agoda's Customer Review Award
- Shula's Steak House received Gulfshore Business Magazine Readers Choice Awards for Best Business Lunch and Best Private Dining
- Shula's Steak House received the Wine Spectator's 2022 Best of Award of Excellence



A recently beautifully updated double queen bed guest room at Hilton Naples



The Sabal Palm Room at Hilton Naples received a dramatic makeover in 2022.

OAK RIDGE, TN: DoubleTree by Hilton



Gary Westberg

2022 Employee of the Year

Gary Westberg in banquet set up was named Employee of the Year because he has a great attitude, is always willing to help out where needed, is very hard-working and is always dependable, according to management.

DoubleTree Angel Tree Program

Last November DoubleTree by Hilton Oak Ridge held an Angel Tree Program. A Christmas tree in the hotel lobby contained special tags with the names of some of the community's needy children. Many donors chose tags from the tree and provided the children with gifts, while others donated cash for hotel team members to buy gifts for the children.

On December 19, the hotel hosted a hot chocolate and cookie event for the children and their families to pick up their gifts, making it a memorable holiday season for many local children.

2022 Employees of the Month

■ June – **Issis Small**, Banquet Server, is very reliable, stays busy and is always a pleasure to work with, her supervisor said.

■ August – **Erik Wesner**, Room Attendant. His manager said that he is a team player, dependable, respectful and keeps morale up with his sense of humor.

■ October – **Gary Westberg**, Banquet Set Up

■ November – **Haley Patterson**, Bartender. She is willing to pick up shifts when needed and helps her teammates out, according to management.

■ December – **Leann Cialella**, Room Attendant. Her manager says that she is a team player who helps others get their jobs done.



Issis Small



Erik Wesner



Haley Patterson



Leann Cialella

ORLANDO/ALTAMONTE SPRINGS, FL: Hilton

Promotions

■ In January 2023 **Jaclyn Lorigan** was promoted to general manager. She has been with Hilton Orlando/Altamonte Springs since 2003. Jaclyn first served as assistant controller, was promoted to director of rooms division and assistant general manager, then to her previous position as director of finance and human resources.

■ **Lee Liebner** was promoted from assistant controller to director of finance and human resources, replacing Ms. Lorigan.

■ **Randi Grisham** has been promoted from sales manager to director of sales.

■ **Aaron Ramnarian** was promoted to front desk lead.

■ **Ramon Mejia** was promoted from captain to banquet manager.



Jaclyn Lorigan



Aaron Ramnarian



Lisa New



Carlos Rosario



To commemorate 9/11 last September, Hilton Orlando/Altamonte Springs team members treated a local adopted fire station to lunch. Hotel employees shown above in red are David Newsome (from left) sales coordinator, Randi Grisham, director of sales, catering and marketing and Lisa New, convention service manager.

Welcome

■ **Lisa New** is the hotel's new convention service manager.

■ **Chadrick Gabriel** was appointed sales manager.

■ **Mariah Kennedy** has been named sales manager.

■ **Carlos Rosario** has joined the team as assistant general manager.

27 Team Members

Achieve Cooper Hotels ICON Status in 2022

An ICON is a person widely admired for having great influence or significance in their daily actions. That describes the Cooper Hotels team members whose names were mentioned 25 times or more in guest satisfaction and loyalty tracking (SALT) comments during 2022.

While Cooper Hotels values all of our team members, our ICON program members are the finest and most appreciated team members, since they are recognized by our guests for their exceptional service.

Since great service drives profits, Cooper Hotels believes that our top team members should be rewarded for their efforts. As a result, the 2022 ICON members with 25 mentions earned 25¢ per hour pay increases. For every 25 guest mentions, team members receive 25¢ increases, up to \$1 annually.

Also as part of the ICON program, every time a team member's name is mentioned by a guest in a SALT comment, the team member receives a lottery scratch-off card. Hopefully, we have lucky team members who won cash prizes!



ICON

Congratulations to our 2022 ICON members.

■ Hilton Knoxville: **Steve Henry, Heather Crye, Shaunetta Lowrey, Markos Prewitt** and **Tina Adams**

■ DoubleTree by Hilton Memphis: **Marilyn Walton** and **Anthony Frost**

■ DoubleTree by Hilton Jackson: **Mary Ross** and **Victoria Dotson-Tipler**

■ DoubleTree by Hilton Johnson City: **Alex Smith**

■ DoubleTree by Hilton Oak Ridge: **Tiffany Bradley** and **Haley Patterson**

■ Hilton Orlando/Altamonte Springs: **Joseph Williams** and **Aaron Ramnarian**

■ Hilton Naples: **Diane Cepaitis, Bella Hernandez** and **Michael Hemmer**

■ Homewood Suites by Hilton Fort Myers Airport/FGCU: **Denia Collazo, Maria Clark, Estrella Bell** and **Rafael Borrero**

■ Embassy Suites by Hilton Detroit Metro Airport: **Toiya Neloms, Alesia Moore** and **Jim Shelly**

■ Hampton Inn by Hilton Detroit Metro Airport: **George Conley**

■ Hilton Garden Inn Detroit Metro Airport: **Ken Pipok** and **Kathie Henderson**

We look forward to adding many more Cooper Hotels ICON program members in 2023.

THE CUSTOMERS ALWAYS WRITE – OR POST

Hilton Garden Inn Fort Myers Airport/FGCU

Love it Here

Everything was very clean, and the front desk was very friendly. I recommended this place. It is now my favorite place. Will go back very soon. Keep up the good work. Thank you so much for everything.
hfranceska

DoubleTree by Hilton Decatur Riverfront Best Hotel in Decatur

Double Tree by Hilton Decatur is a fabulous place to stay. The staff there is very helpful and friendly. The rooms are clean and well stocked. Its is easy to find with a lot of free parking. Great for meetings and social gatherings.
jamesamanuel, Santa Maria, California

DoubleTree by Hilton Jackson Always a Great Place to Stay

Always very clean, food is really good, beds are comfortable. Never had a problem when checking in or checking out. If you want a home away from home, this would be the place.
willean7163, Peru, Indiana.

Hampton Inn & Suites Detroit/Airport- Romulus

Exceptional Hotel, Staff and Above All, Manager, Felicia Nguyen

We have stayed at this location numerous times, and we love staying here! General manager, Felicia Nguyen is absolutely amazing. Friendly, efficient and above all, professional! The staff is also VERY accommodating, and our expectations have always been exceeded.
Jeff N, Mattawan, Michigan

DoubleTree by Hilton Memphis Great Stay in Memphis

Wonderful stay and a good location! Rooms and service where perfect. Bartender Sean had great local knowledge and was helpful recommending the best BBQ. Restaurant food was noteworthy, and there is a breakfast buffet option in the morning.
Ironmenonwoodenships, Park City, Utah

Embassy Suites Detroit Metro Airport Nice, Comfy

After we missed an airline connection, we really liked this hotel and the friendly staff. Didn't have time to eat breakfast, so I can't rate that. Nice, comfy hotel after a difficult flight and missed connection in Detroit.
Mike from Kentucky

DoubleTree by Hilton Oak Ridge Great Hotel

The hotel was very quiet. The staff were all very friendly and helpful with all aspects of my stay. I would highly recommend this place to stay if you are in the area. The breakfast selections were excellent, and what I have come to expect at Hilton.
CHRIS, Los Alamos, New Mexico

Homewood Suites by Hilton Fort Myers Airport/FGCU

A Home Away from Home

Friendly and accommodating staff, especially at breakfast. Good food and variety for breakfast, especially fresh fruit. Room comfort and amenities with no issues. Spotlessly clean hotel and grounds. Dog friendly. Convenient location for services, restaurants and groceries.
Richard M

Hilton Orlando/Altamonte Springs Great customer service

This location is located in a perfect spot. Quiet and clean. The staff and management are amazing and extremely professional. The rooms are always comfortable and clean. Stayed on a few occasions and never had a single complaint about the hotel as a whole. Highway is a hop and skip away. 20 minutes from downtown Orlando and 30 from airport. Give it a try, you won't regret it.
JaydenM

DoubleTree by Hilton Johnson City Great Stay in Johnson City!

We had a great stay. Staff was great and inviting. The room and hotel were clean. Would highly recommend this place to anyone traveling to Johnson City. Great location as well. Thank you, DoubleTree.
Edwin G

Homewood Suites by Hilton Fort Myers at Bell Tower Shops

This Hotel Satisfies

We stayed here for the second time this year. Hotel and rooms very clean and cozy. Super friendly and helpful staff-always smiling. The suites are very spacious, and the kitchenette has everything you need. The complimentary breakfast is a blast, and the pool is one of the largest I've ever seen at a hotel. If you want to have the perfect vacation, STAY HERE. We will definitely come back next year. Thanks for everything.
Eva D, Speyer, Germany

Best Western Plus Kingston Pleasant Stay

Very nice room. Two queen beds with big, fluffy comforters. Bathroom was clean, with everything you would need. My daughter and I were pleasantly surprised. We actually had a lovely view, as well! Friendly staff and a nice continental breakfast.
89dinamarie, Northport, New York

Crowne Plaza Hotel Fort Myers Always Great

Crowne Plaza at Bell Tower is a great choice. We visit Fort Myers twice a year to see family, and this is our hotel. Staff is always welcoming and helpful. Rooms are comfortable and clean. Great location. Wouldn't stay anywhere else.
Buck47, Cleveland, Ohio.

Hilton Garden Inn Detroit Metro Airport Wonderful Service

After having a terrible experience at a hotel down the road, we switched to Hilton Garden Inn and could not be more grateful that we did!! Everyone at the front desk was so welcoming. The room was spacious and very clean. My family was so comfortable and treated so well! We booked our next stay there already!
Emily B

Hilton Knoxville Airport Very Clean Facility, Friendly Staff

Excellent breakfast. Location was ideal for my business trip, and the facility had an abundance of free parking. Appeared to be recently renovated inside and outside. Will visit again.
Keith1188

Hilton Naples Hilton Naples Review

Utterly fantastic in every way. Beautiful inside and out, extremely comfortable beds and pillows, spotlessly clean room, kind front desk staff (thank you Michelle!), beautiful pool area with hot jacuzzi open early and late.
Bernard S, Forest Hills, New York

DoubleTree by Hilton Murfreesboro Great Place to Stay

Beds are comfy! Food is great! The pool is so unique; you can swim from the inside to the outside! Very relaxing! The Wi-Fi worked properly! All the staff was friendly and supportive. I also love the fact I can check in with keyless entry!
kstreet1111, Murfreesboro, Tennessee