

## Announcements

### UPCOMING BIRTHDAYS

- Max – 04/18
- Pamela – 04/22
- Rashae -05/03
- Kimberly – 05/16
- Russell – 05/17
- Terry – 05/25
- Chad – 06/03
- Maeleen – 06/14
- Karen – 06/25

### Max's Farewell

We would like to announce that Max's last day with Status Hospitality Management will be April 9<sup>th</sup>, 2018. He has worked with us for over 2 years and has been a great asset to our team. We want to wish him the best in his future and encourage everyone to join us in thanking him for his time with us.



# Quarterly Newsletter

1<sup>st</sup> Quarter 2018

Status Hospitality Management, LLC

## Great start to 2018

The first quarter of each new year we gather our General Managers for an annual GM training. This year we held the training at our Ramada Provo. We were able to all get in one room to discuss some of our challenges and successes that we faced in 2017. We also discussed what we can try to do to overcome these challenges in the upcoming year.

We also spent time training our General Managers on what their ultimate goal is, which is having a hotel that delivers profit at or above the industry standard, maintains high levels of product quality at all times, serviced by extraordinary hospitable people and has superior organization in overall operations. We used the below to teach our managers how they can achieve their ultimate goal.

Make constant efforts to provide strong leadership to your team

Assemble a strong team with emphasis on service culture

New and unique ideas to constantly motivate and appreciate your team

Accessibility at all time along with superior communication

Give special attention when prioritizing and managing your time

Extraordinary organization skills in all areas

Remain focused and result oriented at all times



We spent time going over how to prepare for our upcoming busy season this summer and the upcoming changes that are happening in 2018.

We also were able to recognize some of our amazing General Managers with awards for their achievements in 2017. Nichole Mancinas (*left*), General Manager of the Holiday Inn Express of Richfield won the award for "Newcomer of the Year" for exceeding expectations in her new role as a General Manager. The winner of the "General Manager of the Year"

award was awarded to a General Manager that is always striving for the best, who always goes above and beyond in her role, is always thinking outside of the box for motivating and appreciating her team, willing to step into any role and did "Whatever it Takes" to make her hotel the best it can be. This award was presented to Jill Mower (*right*), General Manager of the Comfort Inn & Suites of Orem.

We want to thank each of our General Managers for attending this training and we hope that you all learned something from this session. We are looking forward to a great 2018!



## Summer Month Prep

85% of our overall profit is made in the summer months. Average occupancy can easily reach the high 90's during these months. Are you and your team prepared and capable of handling this high demand period?

### How to have a successful summer

-Adequate Staff - Sufficient operation supply - Implimentation of additional practices to appreciate and motivate your employees (as we all know they are working extra hard during this period) - Considering additional spending on labor in positions such as: Runner for Housekeeping staff, Adjust FOM schedule to be able to provide backup support for the front desk especially during high demand dates (12-8 or 1-9), If needed back up FDA between 2-10, Providing FOM dedicated office time when staffing supports.

### As a General Manager

Please also put superior attention to accessibility during this high demand period  
Watch rates, inventory and events like no one's business  
Plan your personal life with some consideration of the summer season



2018 General Manager Training

## (Great start to 2018...continued)

In March we also gathered our entire team of head maintenance personnel for our annual maintenance training. This year we were able to hold the meeting at our newly acquired SpringHill Suites of Provo. Mr. Patel, along with our corporate team, discussed the ultimate goal of the maintenance personnel and their hotel.

Mr. Barrera prepared and presented a working demonstration of pipe leaks and how to repair and patch any damage caused by the leak. Overall this meeting was very valuable to all who attended. Each member of our team was able to gain new knowledge for their department.



2018 Maintenance Meeting

## Getting to know you...Gabby Valgardson

Gabby started her role with us at the Sleep Inn of Provo as a night auditor back in 2009. Since then she was able to move up into several roles with our company ranging from front desk, front desk manager, General Manager, office assistant and personal assistant to Gary to her current role as Director of the Corporate Office. She is married and has 1 daughter and is expecting a new addition to her family in September. She has a love/hate relationship with exercising. Her favorite thing to do when she is not at work is spending time with her family. She enjoys watching makeup tutorials on YouTube – can she re-create the looks? – no,



but she loves watching them. At any given time, she has at least 12 different lipsticks/lip-glosses in her purse. She loves going on vacation and spending time in the sun.

**Favorites:** *Cartoon Character:* Jasmine *Color:* Royal Blue *Animal:* Monkey *TV Show:* Psych *Snack:* Fruit & Cream Cheese Dip *Candy:* Twix *Ice Cream:* Cake Batter *Movie:* Ocean's Eleven *Book:* Harry Potter (this is what started her in enjoying reading) *Writing Tool:* Pilot Pens *Drink:* Gatorade *Restaurant:* Chili's