

QUARTERLY NEWSLETTER

STATUS HOSPITALITY MANAGEMENT, LLC

3RD QUARTER 2018

Housekeeping Appreciation Week 2018

Every year we urge all General Managers to go above and beyond to recognize the hard-working employees in our housekeeping departments during National Housekeeping Appreciation Week.



This year our Managers did an excellent job ensuring that our Housekeepers had an excellent week by doing activities, providing gifts, decorating the back office and making sure that each of our employees know how much we truly appreciate their dedication to making our hotels shine. Here were some of the highlights from some of our hotels that went the extra mile to ensure that their team knows how much we appreciate them.



Magnificent job by all who participated in this fun week and for recognizing the hard-working employees at your hotels. They definitely deserve the



Announcements

Upcoming Birthdays

- ◇ Rima – Oct. 22nd
- ◇ Nichole – Nov. 29th
- ◇ Lindsey – Dec. 3rd

Upcoming Hotel Anniversaries

- ◇ Fairfield Inn & Suites SLC- Oct. 3rd
- ◇ Comfort Inn Orem- Oct. 7th
- ◇ Hampton Inn Tre. -Dec. 12th
- ◇ Springhill Suites Provo- Dec. 31st

We are pleased to announce that as of September 24th, Ms. Phyllis Ruiz was assigned the role of General Manager at the Holiday Inn Express of Heber.

Congratulations to Darcie Crowe and Gabby Valgardson on the arrival of their babies in September!



SPENDING CONTROL-

As we head into the slow season, Remember to keep a close watch on all spending at your property.

*Keep in mind that the largest expense is **LABOR**. Remember to cut out secondary shift help, FOM management days, and OT to the best of your ability.*

Reminder: We will be holding our

Special Annual Manager Appreciation Night on November 1st, 2018. We look forward to seeing you all there!

What do we want? SALES SALES SALES!!

Here are some great tips from Nicole Walker, Director of Sales for the Holiday Inn Salt Lake City, and Fairfield Inn & Suites Salt Lake City

1. Respond to all incoming leads for groups, meetings and RFP's within 2 business hours. Time is money and if we are the first to respond, we are more likely to gain the business.
2. Review the detailed arrivals list. Identify any VIP's coming in, as well as any new prospects. Place a welcome note & treat in the guestroom. Make an effort to touch base with them during their stay to identify any future needs.
3. Visit your top 10 accounts on a monthly basis. Make sure the decision makers feel appreciated.
4. Visit your top competitors on a regular basis. Identify any company names on their welcome marquee, meeting room directional signs, as well as company vehicles. Determine if they might be a good fit for your hotel & start prospecting!
5. Follow your competitors on Facebook, Linked In, and Twitter. Keep tabs on what they are up to. Sometimes they mention groups in-house, or other events going on that you might be aware of.
6. Invite your competitors over for a site tour and breakfast or lunch. It's important to be close with your competitors. They can provide insight on the local market, as well as be a great source of referral business.
7. Attend networking events as often as possible. This is a great way to keep in contact with business leaders in your area.
8. Follow your current accounts and prospective accounts on Linked In, as well as their Facebook Business page. Keep tabs on what's new with their business.

We challenge all of you to make special efforts in sales in the last quarter of this year. Use the above tips and tools and utilize the tools provided by your Brand for training and best practices.

Getting to know you...Alex Hammond

Alex started as a front desk agent at a Best Western in 2012. He was then transitioned to the maintenance position. When he excelled at that, the company created a new position for him called Maintenance Manager. He oversaw maintenance, housekeeping, and breakfast. While in this position Alex won multiple maintenance excellence awards, as well as housekeeping excellence awards. Alex was then put in charge of the full property renovation. Looking for something new, Alex moved to the Fairfield Provo as an AGM. While there, he was asked to go out and help with another property within that company, so he flew out to a Courtyard Marriott in Alabama where he worked for a month to help resolve issues there. Then after Status bought the Fairfield Provo, he flew back to come work for Gary. We recognized great skill and again asked him to support a hotel as a task manager at the Holiday Inn Express, Orem. He did great work and was given a promotion to the GM position at the Holiday Inn Express of American Fork. Recently, we asked him to return to the Holiday Inn Express, Orem this time as the GM.

Alex has been a full-time student the entire time he has worked in hospitality. He is finishing his bachelor's degree and will graduate in December! His degree is in construction management with an emphasis on facilities management and a minor in business administration. Alex had no intention of working in hospitality until he started at his first hotel. Then realized that this is what he loved and wanted to be doing for the rest of his life.

Alex loves the snow. He enjoys being outdoors, hiking, mountain biking, snowboarding, boating and dirt biking. He also love going on long rides on his motorcycle. He loves football his teams are the Packers and the Utes. He loves going to scenic places on vacations and wants to spend a couple weeks in Alaska.

Favorites:

Cartoon Character: Aladdin **Color:** Green **Animal:** Grizzly Bears and Dogs **TV Show:** Friends **Snack:** Sweet Chili Doritos **Candy:** Peanut Butter Twix **Ice Cream:** Reese's Ice cream **Book:** Harry Potter **Writing Tool:** Any nice pen **Drink:** MTN Dew **Restaurant:** Texas Roadhouse
Saying/Quote: "The man on top of the mountain didn't fall there." –Vince Lombardi

