

Quarterly Newsletter

Status Hospitality Management, LLC

1st Quarter 2017

Recap of 2017 GM Training

We recently conducted our 2017 GM training in February 2017. Mr. Patel presented a great meeting covering a variety of topics. The main topic of discussion was “what it takes to be a successful General Manager”. There were several key points that we must strive for in our daily, weekly and monthly practices to try to be the best General Manager that we can be. Points of discussion included providing a strong leadership, building a solid team, creating a unique culture, constantly motivating your team, extraordinary organization skill, to be able to properly prioritize & manage your time, overall



GM Meeting February 2017

accessibility & communication and being able to remain focused & result oriented always. Each of these skills will help you in different aspects of your job. If you find yourself lacking in any of these areas, please be sure to challenge yourself to try to improve in that area in the upcoming year.

If you continue to find that you are struggling, please know that our corporate office is here to assist as needed.

We were able to discuss some of the challenges that we faced in 2016 and also our successes, which included the purchase of our first Marriott hotel, the Fairfield Inn & Suites of SLC Airport. We are striving to continue our growth and brand quality in our portfolio in the new year.

We had several awards that we presented to several of our key staff members. Becky Plaizier (Holiday Inn & Suites of SLC Airport) was presented with the “Newcomer of the Year 2016” award for striving to meet our corporate standards as well as working hard to create a new culture at her hotel. Lindsey McCuiston (Ramada Provo and the Sleep Inn of Provo) received an award for “Exceptional Commitment” for always trying her best and keeping a positive attitude even when faced with challenges. Jill Mower



2016 GM of the Year Award presented to Kimberly Shepherd

(Comfort Inn of Orem) received the “Star of the Year” award for 2016 for continually making efforts to ensure that her hotel and team are set up for success. Gabby Valgardson was awarded the “Corporate Associate of the Year” award for continued excellence in her vital role in our corporate office. The “GM of the Year” award was



2016 Corporate Associate of the Year Award presented to Gabby Valgardson

provided to Kimberly Shepherd (Holiday Inn Express & Suites of American Fork) for her hard work and dedication to her property and her “whatever it takes” attitude in all she does for our hotel. Thank you all for attending and your continued efforts in making our operation a success. We truly value each and every one of our managers that dedicate their time into taking their properties to the next level.

Community Service

We want to challenge each one of you to become more involved in your communities this year. As our company and profile expands, we can get out and reach more people and communities that may need help. There are several online resources that you can turn to for ideas, places to volunteer your time, how to host food drives and how to become more involved overall in your cities and communities.

Getting your team involved in these activities is also a great way to build a stronger team and get out of the daily routine every once and a while. It will also make you and your team feel good by going out and making a difference in the lives of others in your local areas. It will also set a great example to your team to show them that we want to be involved with the local communities to help out where we can to make our cities a better place for the future.

As you get involved and have ideas, please share them with our other managers on our Status Hospitality Managers Facebook page. We are a team and we want to grow together as a team and share our ideas and successes. If you have not joined this page and want to be involved in it, please reach out to Darcie or Gabby for assistance.

Try to be more involved this year and going forward. Together we can make a difference.

Summer Season...Are you ready?

Summer is approaching fast and will be here before we know it. We need to make a continued effort to ensure that

we are prepared and do not get caught off guard when we start picking up occupancy.

Work closely with our corporate revenue manager, Russell Boltz to ensure that your rates are being monitored closely. We need to make sure that we are taking full advantage of this time to make the most of the demand. Remember...demand lost for a night is lost forever and we do not have a way to get that back!

Work closely with your head of maintenance as well as your head housekeepers to ensure that they have the proper tools for their job requirements as well as enough

supply that may be required for the higher demand times. Work to ensure that they are trained on what we expect if your property is close to selling out. This goes for your breakfast hosts as well.

We also need to have a focused effort on our front desk staff to ensure that they are providing the level of service that we expect. We need them to understand that guests will be paying higher rates, thus making them expect more from their stay. Service can and will go a long way.

Let's work hard and make this summer great!

Upcoming Birthdays

- Dave Mehr - 04/20
- Rashae Mitchell - 05/03
- Kim Shepherd - 05/16
- Russell Boltz - 05/17
- Lisa Sallenback - 06/30

Getting to know you....Terra Dressler

Terra began her career in the hospitality industry when she was 19 at Candlewood Suites and became the AGM after just 1 year in her role at that property. She has worked in several positions in the hospitality industry including sales coordinator, sales manager, AGM and even working for a hotel management company. Upon moving to Tremonton she began working for the Hampton Inn of Tremonton and became the AGM after 7 years of hard work and dedication. She accepted the offer to become the General Manager in June 2016 and has been a wonderful asset to our property and our team. She is also a mom to 2 wonderful girls, Hailey & Mikayla.

Favorites:

Cartoon Character: Baymax or Olaf **Color:** Green **Animal:** Koala

Snack: Melba Toast & Cottage Cheese or Kettlecorn (if not trying to be good)

Ice Cream: Pistachio **Candy:** Anything Chocolate **Book:** Hunger Games

Drink: Rum & Diet Pepsi **Restaurant:** P.F. Chang's & John Holly's

Quote: "Happiness is not out there, it's in you"

Something Unique: On her honeymoon her and her husband stayed at Time Warner's

Private Villa in Acapulco Mexico. They had the whole villa to themselves with wait staff

included and were treated like royalty. Previous guests included Matthew McConaughey & Sandra Bullock.

