

Status Hospitality, LLC. Quarterly Newsletter

2019 Annual Training Meetings

February 7th 2019, we all gathered together for the 7th annual General Manager training program at the beautiful Springhill Suites in Provo. Our managing director Gary Patel led us through some steps to help best succeed in your role:

- Provide Effective Leadership
- Build a strong hospitable team
- Build a Unique Culture
- Motivate your team in an innovative manner
- Maintain extraordinary organization
- Prioritize and properly manage your time
- Be very accessible & Superior in communication
- Remain focused and result oriented at all times

We had an amazing time with open discussion on all of these matters and thank everyone who participated in this highly successful day together!



We also held our Annual Maintenance meeting at the Holiday Inn Express & Suites of American Fork. Hector Barrera, Max Sorto, Terry Harris and our area supervisors led in this day of maintenance coaching and training. We discussed the most common issues reported in the 2018 year, and how to better address these matters in the future.

We also held our first annual Head housekeeper meeting at the Holiday Inn Express & Suites of American Fork. Gary Patel, Darcie Crowe and Kimberly Shepherd led this training session focusing on Best Practices noted throughout all locations (please see page two for a list of these), as well as the most common struggles that we face. Ms. Nallely Mancinas from the HIE of American Fork provided us with translation as needed. We were also extremely lucky to have Ms. Judy Jensen of Hampton Inn Provo show us the best practices when working with duvet covers.



Upcoming Birthdays:

- Max Sorto April 18th
- Dave Mehr April 20th
- Rashae Mitchell May 3rd
- Kimberly Shepherd May 16th
- Russell Boltz May 17th
- Terry Harris May 25th
- Jessica Durrant June 3rd
- Maeleen Robison June 14th
- Karen Carpenter June 25th

Upcoming Ownership Anniversaries:

- HIE Richfield, April 28th
- HIE American Fork, June 17th
- Hampton Provo, June 29th
- HIE Sandy, June 29th
- HIE Orem, June 30th

AS of 3/28/2019 we have sold our Sleep Inn location in Owensboro Kentucky.

The Best of the BEST

Within our operation, we are blessed with many of hard working individuals that are dedicated to the success of this company, and their individual locations. Once every year we at Status like to present special awards to some of these amazing individuals. During our GM meeting this year we awarded Ms. Maeleen Robison with our award for best revenue. Mr. Teni Kaufusi was awarded the Rising Star of the year.

Nichole Mancinas from HIE Richfield was our General Manager of the year for 2018. Her hard work and dedication as well as a strong team have lead to this location always delivering results! They are consistently Brand award winners, and deliver in all areas of corporate office expectations.

Mr Jorge Rolon-Miranda from Ramada Provo was awarded the Maintenance Manager of the year for 2018. He has worked directly with his GM, area supervisor and the corporate office to not only meet but exceed expectations in his department.

Ms. Gilberta Cruz from HIE Heber was awarded the Head Housekeeper of the year for 2018. Her hard work has led to consistently high scores in Brand and corporate inspections. Despite having a dated product her inspection scores have beat out nearly every location in our portfolio.

We are honored and thrilled to work with such amazing people everyday, and thank you all for everything that you do!



Are we prepared for 2019 summer months?

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
- Implementation of additional practices to appreciate and motivate your employees (as we all know they are working extra hard)
- Consider unique ways to provide additional needed support to your operation during high demand times
- Runner for Housekeeping staff
- Back up for Front Desk during PM shifts
- Providing FOM dedicated office time
- Superior accessibility during this high demand period
- Watch rates, inventory and events like no one's business



Housekeeping BEST PRACTICES from our portfolio:

- *Doing a daily deep clean item in all rooms*
- *Minimize trips back and forth to the cart by thinking ahead*
- *Spray the bathroom with chemicals and allow it to soak while cleaning the bedroom*
- *Hold a daily meeting with your team*
- *Keep housekeeping cart clean, organized and well stocked*
- **TEAM WORK!!!**
- *As a head housekeeper, take the time to help your team throughout the day*
- *Ensure your team is respecting your assistant as much as they respect you*
- *Hold all housekeepers accountable- make them go back when issues are found!*
- *Have a weekly inspection with yourself and the GM- rate each housekeeper based on what you find*
- *Fold all laundry in a "kit" per bed, not in individual pieces*
- **COME-WORK-GO HOME no more no less, no drama!!**

