

ANNOUNCEMENTS

UPCOMING BIRTHDAY'S

- Hector Barrera: 7/13
- Gabby Valgardson: 7/23
- Jill Mower: 8/16

OTHER ANNOUNCEMENTS

As of April 1st, 2017, Max Sorto has been promoted to our corporate office in a new role of Director of Special Projects. We want to welcome him to our corporate team and wish him the best in his new position with our company.

As of June 5th, 2017, Kimberly Havatone has been promoted as General Manager of the Holiday Inn Express of Heber. Congratulations and we wish you the best in this new role.

We are celebrating 1 year of ownership of the Holiday Inn Express of Orem as of June 30th 2017. Thank you to the onsite team and we look forward to many more years of success!



Holiday Inn Express of Orem Team

ANNUAL MAINTENANCE TRAINING

We held our Annual Maintenance Training on May 3rd, 2017. During this annual event, we gathered all Head Maintenance Engineers from our hotel portfolio as well as our Maintenance Leaders from the corporate office at our Holiday Inn Express of Orem. We had great training and input from our Managing Director, Gary Patel. We hope that this training was beneficial to all who attended and that going forward we will all strive to have better organization in how we run our department at the property level. We have an amazing team in this department at all our locations and hope that they strive to improve each day.



2017 Annual Maintenance Training

Celebrate Service Week

Several of our hotels participated in Celebrate Service Week at their properties. Here are some activities that took place at our hotels.

- Employee BBQ's
- Employee Giftbags
- Fun Games & Activities
 - Raffles for Prizes
 - Employee Lunches
- Extra Motivational Items in the back of house
- Manager Appreciation Gifts



Here are some fun images from Celebrate Service Week 2017

Thank you to all who participated in Celebrate Service Week! We look forward to next year!

SUMMER IS HERE!

Summer season has arrived. During this time, we need to ensure that we are striving to maximize revenue, provide outstanding service to our valued guests, utilizing all approved extra staffing allowed during June, July & August as well as providing extra support to our team members.

Our goal this summer is to ensure that our Guest Satisfaction Scores do not drop. We have provided each property with extra staffing to ensure that we are providing our guests with the best service possible.

We also want to ensure that we are providing extra support to our housekeeping department during these 3 months to ensure they do not get burned out while we are experiencing such high occupancy. Be sure that you are utilizing the new housekeeping runner position to benefit your hard-working housekeeping team. Make the effort to provide some extra employee appreciation items and motivation items to your team.

Let's work together to work together closely to make this our best summer yet!

GETTING TO KNOW YOU... JILL MOWER

Jill is currently the GM of Comfort Inn of Orem and has excelled in her role as a GM. She began her career with us as a part-time Front Desk agent at the Best Western. She was promoted to FOM shortly after and assisted our GM (Lindsey McCuistion) with the conversion of Best Western into Baymont Inn & Suites of Provo. Once we took ownership of Comfort Inn & Suites we knew that Jill was the best candidate to take this operation to the next level of success. She has been a valuable member to our team and we look forward to many more years working with her.

Favorites: Cartoon

Character: DJ Sooky (Trolls)

Color: Green Animal: Dog

Snack: Beef Jerky Candy:

Almond Joy Drink: Diet Coke

Food: Mexican Movie: Hope Floats

She also enjoys anything outdoors – such as camping, hiking, fishing and boating.

Fun Fact: She has not read a book in 25 years! She also enjoys spending time with her family.

