

QUARTERLY NEWSLETTER

STATUS HOSPITALITY
MANAGEMENT, LLC

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3RD QUARTER 2017

Housekeeping Appreciation Week 2017

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, which was September 10th to September 16th.



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 defiantly deserve the spotlight!



Announcements

Upcoming Birthdays

- ◇ Rima – Oct. 22nd
- ◇ Nichole – Nov. 29th
- ◇ Lindsey – Dec. 3rd
- ◇ Kimberly H. – Dec. 12th

We are pleased to announce that as of July 17th, Ms. Pamela Dixon was assigned the role of General Manager at the Holiday Inn Express of Orem.

Ms. Karen Carpenter began working for our corporate office on August 3rd and is taking on a new role as Payroll Admin.

We are pleased to announce that we have a new General Manager at our Fairfield Inn of SLC Airport, Ms. Brandy Washington joined our team as of September 5th. Mr. Dave Mehr (previously GM of Fairfield Inn of SLC Airport) has been assigned a new role as the General Manager of the Holiday Inn of SLC Airport.

We are very excited to add 2 new properties to our portfolio. We acquired the Fairfield Inn of Provo on August 5th and the Holiday Inn Express of Price on September 14th. Mr. Chad Sorensen is the GM of our newly acquired Fairfield Inn of Provo and Ms. Maeleen Robison is the GM of the Holiday Inn Express of Price.

We look forward to these recent changes within our organization and want to wish each of our new team members the very best as they begin on a new path with our company.

Reminder:

We will be holding our annual Manager Appreciation Night on October 19, 2017. Please ensure that you RSVP to Darcie by Tuesday October 10th with the names of your key managers that will be attending this fun event. We look forward to seeing you all there!

Best Practices for the Winter Season

Now that summer is officially slowing down we want to ensure that all our managers are getting back into the winter mentality. Since our occupancy is going to be declining over the next few months there are a few items that you need to keep in mind to ensure that we are managing our budgets properly.

We need each of you to keep a very close eye on your overall labor management – ensure that you are keeping a close eye on overtime, no longer utilizing a back-up front desk or the housekeeping runner positions and implementing proper staffing to ensure that we are not over-scheduling employees. Labor can be our biggest cost, thus making it one of the more important items to watch during our slower season.

Ensure that you have proper ordering practices in place. This is equally important as we do not want to be spending an excessive amount of money while our occupancy is down. Keep an eye on your overall occupancy and order according to the occupancy. If you are needing to place a large order, please work with the corporate office to ensure that funds are available for the items you are requesting. Ensure that when it comes to your breakfast and food supplies you are keeping in mind the expiration dates of food and breakfast practices in the last 30 minutes of breakfast hours. By implementing proper practices, we can prevent overstocking our pantries and food waste at our properties.

Getting to know you...Nichole Mancinas

Nichole started working in the Hospitality Industry as a housekeeper. During this time, she was a single mom of 2 boys and attended college. She began work for the Holiday Inn Express of Richfield in August 2010 and quickly worked her way up working through several different roles including; housekeeping, breakfast, front desk, FOM and was recently promoted to the GM role as of January 2017. When she is not at the hotel, she enjoys spending time with her 4 sons, husband and "adopted" daughter. She also enjoys four wheeling, swimming, working on vehicles, sitting by the fire and anything outdoors. She hates wearing shoes and only wears them at work – or sandals (even in the snow). She also recently began a relationship with her biological mother after 24 years of no contact. She has been a great asset to the hotel and is working hard every day to take the property to the next level of success.



Favorites:

Cartoon Character: Tom & Jerry **Color:** Midnight Blue **Animal:** Squirrel Monkey **TV Shows:** Grey's Anatomy, The Night Shift & The Walking Dead **Candy:** Purple Skittles & Snickers **Ice Cream:** Ben & Jerry's Cookie Dough **Movie:** Gladiator **Drink:** Crowne & Squirt **Restaurant:** Olive Garden **Quote:** "Enjoy the little things, one day you will look back and realize they were the big things:"