

STATUS HOSPITALITY

2019

Quarter 3 Newsletter

Entering the slow season...

As we come to the end of the summer/busy season, it is time to prepare for a slower season, and all the things that come with that. Remember, at this time our focus will be much more for "heads in beds".

As we say, you must maximize revenue at every available opportunity by "renting every single room at **Highest possible price** during the time when **Demand is strong**, and renting every single room at **Best possible price** during the time when **Demand is low or moderate**"

Please work diligently with your onsite staff, corporate revenue manager and Brand revenue managers to maximize revenue to the best of your ability.

This time can also become a struggle for housekeeping staff, as there are less rooms to clean, leaving them with fewer hours. Please work to the best of your ability to provide some deep clean hours, other department work or potentially work with a sister property as this option is available to help compensate for this loss.

Upcoming Birthdays

- ◇ Rima – Oct. 22nd
- ◇ Alex- Oct. 23rd
- ◇ Nichole – Nov. 29th
- ◇ Lindsey – Dec. 3rd

Upcoming Hotel Anniversaries

- ◇ Fairfield Inn & Suites SLC- Oct. 3rd
- ◇ Comfort Inn Orem- Oct. 7th
- ◇ Hampton Inn Tre. -Dec. 21st
- ◇ Ramada- Dec 22nd
- ◇ Springhill Suites Provo- Dec. 29th

UPCOMING EVENTS

Oct. 30th Manager
Appreciation Party
2020 Budget Prep

Entering the slow season continued..

Ensure that you have proper ordering practices in place. This is equally important as we do not want to be spending excessive amount money while our occupancy is down. Keep an eye on your overall occupancy and order according to the occupancy. If you need 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.



HOUSEKEEPING APPRECIATION WEEK 2019

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 had an excellent week by doing activities, providing gifts,



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.



Housekeepers decorating the back office and making

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



Getting to know you... Tracy Osborne!

TRACY HAS BEEN A GENERAL MANAGER WITH STATUS FOR 16 MONTHS, PRIOR TO THAT SHE HAS HAD A LONG CAREER IN HOTELS, WHICH INCLUDED WORKING IN FRONT DESK, SALES AND AS A GENERAL MANAGER. SHE IS CURRENTLY THE GM OF OUR HOLIDAY INN EXPRESS & SUITES OF SANDY

TRACY GREW UP IN CALIFORNIA, 5TH CHILD AND A TWIN, THE BABY IN HER MOM'S FAMILY. SHE HAS 2 CHILDREN, RYAN AND CHELSEA. AND HAS 3 GRANDCHILDREN. SHE LOVES TO GO SHARK FISHING OFF THE CALIFORNIA COAST AND LOVES SHOPPING AND HANGING OUT WITH HER DAUGHTER. SHE LOVES WORKING FRONT DESK AND BEING SUPPORTIVE TO MY STAFF WHEN THEY DESERVE IT! TRACY ALSO HOPES TO SOMEDAY GO ON A CRUISE.



FAVORITES:

Cartoon Character: Elmer Fudd **Color:** Mustard

Animal: Elephant **TV Show:** Black List

Snack: Nuts **Candy:** Reeses

Ice Cream: Cake Batter or Rocky road

Movie: How to lose a guy in 10 days or Devil Wears Prada

Saying/Quote: Beautiful people are not always good, but good people are always beautiful.

Book: Twilight **Writing Tool:** Pen

Drink: Long Island Iced Tea

Restaurant: Red Lobster/Olive Garden

