

### Taking the Time to Show they CARE

On December 7<sup>th</sup> the CARE Committee at the Wit Hotel in downtown Chicago paid a visit to the future site of the Ronald McDonald House. While there they handed out warm, freshly made DoubleTree Chocolate Chip Cookies to the 80 construction workers who are helping get this house off the ground. This was done as one of their CARE committee initiatives for the year. All the workers were very happy & they thought the cookies were delicious!



*Right: The CARE Committee with the bags of warm, freshly made DoubleTree Cookies that were dropped off at the construction site.*



### Perfect Score!

Victor Gaytan, the Chief Engineer from the TownePlace Suites Indianapolis Keystone, scored 100% on the hotel's most recent maintenance inspection! This inspection is conducted at each hotel by FHG's Regional Engineer Wolfe Bollerud. The five parts of the overall maintenance inspection include: Guest Room Maintenance, QA Preparedness, Equipment Maintenance, Cable & CATV & Life Safety & Security. Each category contains three to five subcategories which are worth five points each. The hotel received 95 out of 95 points on the inspection giving them the perfect 100% score! Way to go Victor for receiving the perfect score!

### Directly from Our Guests...

#### TownePlace Suites Indianapolis Keystone

Dianne Turner went above & beyond for me during my recent stay at your hotel. First, I realized that my shirt had been ruined in the dryer by some bubble gum & she offered several solutions to my problem. Second, I had a family member visit me & when they were leaving their car battery wouldn't start. She immediately pulled her car up & help him jump his car with a smile. I often stay at Marriotts for business travel & have never been treated with such outstanding courtesy & encountering a worker like her is rare. Thanks again!

#### Fairfield Inn & Suites, Chicago, IL

I am a very loyal Marriott client & I recently stayed at your hotel for the second time. After I left I incurred a traveler's nightmare while at the airport I realized that I lost my wallet. I called your hotel & spoke with Darcel at the front desk & he confirmed my fears that my wallet had been left at the hotel. He was the picture of professionalism & assured me that he would ship my wallet via FedEx. Later that day I spoke with Jennifer who confirmed that my package was on its way, she even called on Saturday to ensure that I received it! Both of their efforts went above & beyond the call of duty. This incident makes it even more clear why I always stay at a Marriott property when I travel & when I stay in Chicago I will definitely be staying at your hotel!

#### Country Inn & Suites, Mt. Prospect, IL

My wife & I had an extremely pleasurable stay at your hotel. The success of our daughters wedding at a nearby banquet hall was due in part to the support of your staff. They provided refrigerator space for roses & refreshments as well as room cleaning flexibility & they did it all with a smile on their face. Thank you all for going beyond the call of duty!

#### TownePlace Suites, Bloomington, IN

I've been in the Hospitality & Travel industry for 25 years & have worked at many hotels throughout New York & Chicago. I want to tell you that everyone at your hotel does a great job! Your employees are so great because they've been properly motivated by their leaders & managers. I know the hard work that it takes to make people happy & the reason it works for you is because you keep it simple. I wanted to personally thank you as managers because I know how hard it is to find such great employees. Thank you again for a wonderful stay!

#### **SALES**

- Director of Sales**  
Hampton Inn & Suites  
Columbus, OH
- Revenue Manager**  
Homewood Suites  
Chicago, IL
- Director of Sales**  
Fairfield Inn & Suites  
Cincinnati, OH
- Director of Sales**  
Holiday Inn  
Maumee, OH

#### **OPERATIONS**

- Breakfast Hostess**  
Hampton Inn  
Ann Arbor, MI
- Maintenance Supervisor**  
SpringHill Suites  
Chicago/O'Hare, IL
- Housekeeper**  
**Front Desk Agent**  
Hampton Inn  
Southfield, MI
- Guest Service Representative**  
**Night Audit**  
Fairfield Inn & Suites  
Chicago, IL
- Guest Service Representative**  
Hampton Inn & Suites  
Lincolnshire, IL
- Lead Cook**  
Hilton Garden Inn  
Indianapolis, IN
- Engineer Coordinator**  
**Maintenance Engineer**  
**Banquet Barback**  
**Bellman/Driver**  
Hilton Indian Lakes Resort  
Bloomingtondale, IL
- Server**  
**Housekeeper**  
Hilton Garden Inn  
Oakdale, MN
- F&B Director**  
**Front Desk Agent**  
Hilton Garden Inn  
Minneapolis, MN
- State & Lake Server & Host**  
**Cooks**  
**ROOF Door Host**  
**Guest Service Representative**  
**Night Audit**  
**Night Audit Supervisor**  
theWit Hotel  
Chicago, IL
- Housekeeping Supervisor**  
**PM Houseperson**  
**Guest Service Representative**  
Homewood Suites  
Chicago, IL