

# focus

WINEGARDNER & HAMMONS  
HOTEL GROUP

summer 2017

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Focus is published for the associates at our properties who continually strive to exceed our customers' expectations. Thanks for your efforts and commitment.

## Hyatt Place Austin — Round Rock opens

**Hyatt Place Austin – Round Rock**, the first Hyatt-branded hotel in Round Rock, Texas, opened in early June under the leadership of GM **Mindi Marshall**.

"As Round Rock continues to grow and thrive economically, we are excited to add to the momentum by welcoming the first Hyatt Place hotel to the area," Marshall shares.

The property, located in the La Frontera E-commerce Park (just across the parking lot from **Marriott Austin-North at Round Rock, Texas**), employs 30 associates, including a small group of WHG veterans in both management and line-level positions. Hyatt Place Austin is managed by WHG and owned by Sundance Hotel LLC.

Hyatt Place is a limited-service brand, tailored to business travelers – who will delight in the new property's proximity to Dell headquarters and the Emerson Process Management training center – and families on weekends – who may be visiting nearby Austin or attending a Round Rock Express minor league baseball game.

*Continued on Page 4*



## BEHIND THE SCENES OF THE NEW AC HOTEL OPENING



Q&A with GM **Jessica Carlson** on Page 7

## TRIBUTE TO VETERANS



WHG salutes its associates who served in the Armed Forces.  
**Thank you for your service to our country.**  
Read more on Page 6

# GM ANNOUNCEMENTS



Scott Klukas

**Scott Klukas** has rejoined WHG as GM of **Marriott Cleveland-East**. After several successful AGM assignments with WHG, he served as GM at hotels in Detroit and Cleveland. Klukas initially joined the company in May 2007 after graduating with a hotel management degree from Purdue University.



John McAuliffe

**John McAuliffe** has been named GM at **Mobile, Alabama, Marriott**, a property in the PHG hotel portfolio. He most recently was AGM at **Marriott Cleveland-East**. He is a graduate of the hospitality program at Oklahoma State University. This represents the first "inter-company" promotion between a WHG and PHG property.



Michael Smith

**Michael Smith** has been named GM of **Purdue University Union Club Hotel**. Smith joined WHG in 2013 as an AGM trainee and progressed to AGM assignments at **Holiday Inn Cincinnati-Riverfront, Covington, Ky.**; **Holiday Inn Cincinnati-Airport, Erlanger, Ky.**; and **Marriott Pittsburgh-North**, where he also served as director of F&B. He is a graduate of Virginia Tech's hospitality & tourism program.

## SERVICE PLEDGE TRAINING

WHG properties celebrated the 21st anniversary of the Service Pledge in April with rallies that were full of fun and reminded all of the Pledge's importance.

Continued on Page 5

### Rally for the Pledge

**Radisson Hotel Lansing, Mich.**, held a Pledge rally, where management handed out \$20 bills as one of the prizes in honor of the anniversary. **Kevin Gordon**, maintenance technician, was named Pledge Champion.



Room attendant **Gwendolyn Gray** showing off her cash prizes



Gordon

### 'Hit me' for the Pledge

**Holiday Inn Cincinnati-Airport, Erlanger, Ky.**, hosted Black Jack, where associates played against the dealer. If an associate wanted to "hit," they had to answer questions about the Pledge and other hotel facts. Prize wheel giveaways included tickets to Cincinnati Reds games and other memorabilia, an overnight stay, gift cards and \$21 in cash. **David Stichman**, night auditor, was named Pledge Champion.



Stichman



**Kay Clowers** and **Kellie Davis**, a.m. servers, enjoying the party

### Demonstrating the Pledge

**Linda Cherry**, housekeeping inspectress at **DoubleTree Suites by Hilton Cincinnati-Blue Ash**, was chosen as Pledge Champion. Cherry inspects rooms with care and kindness toward room attendants. She's always willing to pick up a board to help the room attendants or cover days off for the lobby attendant. She demonstrates the Pledge every day by showing genuine care, respect and kindness to every guest and associate.



Cherry

### Living the Pledge

**Kenesha Balasubramanian**, p.m. concierge at **Marriott Chicago-Northwest**, was awarded Service Pledge Champion. Balasubramanian was hired by the banquet department nearly four years ago and is the "Jill of all trades." She is always willing to jump in and assist in the laundry room, dining room or in the kitchen. No matter how difficult the task may be, she does whatever it takes to make the guest experience brilliant. She is regularly recognized in guest comments and is a true example of living the Pledge.



Balasubramanian

### Celebrating the Pledge

**Embassy Suites Lexington, Ky.**, celebrated with good food and company, a Prize Wheel and stories of how associates have lived the Pledge. Banquet set-up attendant and associate of four years, **Jacob Pauley**, won the Service Pledge Champion Award. Pauley always goes above and beyond and has a great demeanor with both guests and team members.



Pauley, second from right, accepting his hardware

### Hunt for the Pledge

**Ohio University Inn & Conference Center, Athens, Ohio**, held an Easter egg hunt. There were more than 150 eggs hidden with great prizes along with a Pledge Wheel for those living the Pledge every day. Cook **Mathew Davis** was celebrated as the Service Pledge Champion, and the day was accompanied by amazing food.



**Haylie Fogt**, GSR, collecting eggs



Davis

# PROMOTIONS FROM WITHIN



Kim Wright



Jennifer Scanlon



Trent Morris



Danielle Spagnolo



Emily Semmelroth



Kelsey Danielson



Matthew McDonnell



Craig Poydence



John Nick Davies



Kelli Porter



Christopher Foglio



Chris Clem



Megan Timmons



Jasmine Hammons

## SALES

**Kim Wright** has been promoted to sales account manager at **AC Hotel Cincinnati at the Banks** and **Residence Inn Cincinnati-Downtown**, soon to be called, collectively, the Downtown Collection. Wright spent more than a year as a sales account manager at **Holiday Inn Cincinnati-Airport, Erlanger, Ky.**, where she achieved 141 percent of her sales goals for 2016 and \$1,058,782 towards future booking goals. Wright received her bachelor's degree in English literature, certification in secondary education and minor in behavior management from Highpoint University.

**Jennifer Scanlon** has been promoted to director of sales from sales account manager at **Marriott Pittsburgh-North**. Scanlon joined the property in September 2010 as a sales and catering account manager. She is a graduate of Mercyhurst College.

## FRONT DESK

**Trent Morris** has been promoted to a.m. guest service supervisor from assistant executive housekeeper at **Marriott Columbus-Airport, Ohio**. Morris graduated from The Ohio State University with a degree in hospitality management and a minor in business administration. Morris began working at the property in March 2015 as a GSR. He was promoted to manager-in-training and then to assistant executive housekeeper.

**Danielle Spagnolo** has been promoted to guest service supervisor from front desk lead at **Marriott Pittsburgh-North**. Spagnolo joined the property in February 2015 as a GSR. She is a senior at Slippery Rock University, graduating this fall. Spagnolo has previously been Front-of-the-House Associate of the Month.

**Emily Semmelroth** has been promoted to guest service supervisor from GSR at **Marriott Pittsburgh-North**. Semmelroth joined the property in June 2015 and was named Associate of the Month in January 2016. She has been a valuable asset to the property's GSS scores. Semmelroth graduated from Butler County Community College with an associate degree.

**Kelsey Danielson** has been promoted to p.m. guest service supervisor from GSR at **Renaissance Hotel Indianapolis-North**. Danielson earned her bachelor's degree in hospitality from Ball State University. She brings experience in salon management as well as an internship with Disney to her role.



Darlene Howley



Jeremy Worrell

**Matthew McDonnell** has been promoted to guest service relief supervisor from GSR at **Renaissance Hotel Indianapolis-North**. McDonnell has been with the property for a year and is very skilled and ready to lead the team. He earned his bachelor's degree in general studies from Indiana University.

**Craig Poydence** has been promoted to rooms manager-in-training from housekeeping intern at **Marriott Columbus-Airport, Ohio**. Poydence graduated from The Ohio State University in May with a bachelor's degree in hospitality management. He started with the property as an intern in January and quickly set himself apart with his contagious personality, keen eye for detail and ability to build relationships with guests and the team.

## FOOD & BEVERAGE

**John Nick Davies** has been promoted to p.m. dining room supervisor from a.m. guest service supervisor at **Embassy Suites Lexington, Ky.** Davies earned his bachelor's degree in hospitality and tourism management at University of Kentucky. He had nine years of experience with Marriott properties and two years of experience in supervisory retail before joining the property.

**Kelli Porter** has been promoted to F&B manager at **Hyatt Place Austin-Round Rock** from dining room supervisor at **Marriott Austin-North at Round Rock, Texas**. Porter has worked in several positions at various WHG properties, starting as a GSR at Austin Marriott North. She later was promoted to relief supervisor. Porter also was dining room supervisor at **Marriott Suites on Sand Key, Clearwater Beach, Fla.** She graduated with a bachelor's degree from McMurry University.

**Christopher Foglio** has been promoted to a.m. dining room supervisor from barista at **Renaissance Hotel Indianapolis-North**. Foglio earned his bachelor's degree in accounting and management from Ohio University. He brings management experience in tax preparation as well as F&B experience to his role.

## CULINARY

**Chris Clem** has been promoted to lead cook at **Hyatt Place Austin-Round Rock** from line cook at **Marriott Austin-North at Round Rock, Texas**. Clem graduated with a culinary arts degree from Art Institute of Austin.

## HOUSEKEEPING

**Megan Timmons** has been promoted to assistant executive housekeeper from F&B manager-in-training at **Marriott Columbus-Airport, Ohio**. Her incredible work ethic and dedication to the team will be essential as she expands her knowledge into the rooms division. Timmons graduated from Franklin University with a degree in criminal justice. She started with the property in September 2016.

**Jasmine Hammons** has been promoted to assistant executive housekeeper at **Residence Inn Cincinnati-Downtown** from manager-in-training at **DoubleTree Suites by Hilton Cincinnati-Blue Ash**. Hammons joined the WHG family in May 2016 and brought with her five years of experience at Hilton properties in Charlotte, N.C. She graduated from Miami University with a bachelor's degree in family and child studies.

## BOOKKEEPING

**Darlene Howley** has been promoted to executive bookkeeper from GSR and bookkeeping assistant at **Marriott Pittsburgh-North**. Howley has held several positions at the property since joining in 2004 and came to the hotel with extensive experience in a variety of roles with Marriott properties, including human resources. She is a graduate of Saint Anselm College.

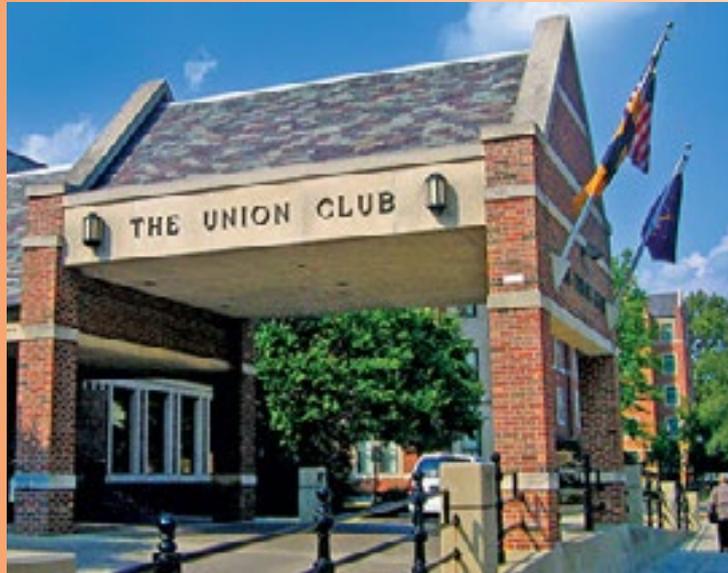
**Jeremy Worrell** has been promoted to bookkeeper/payroll supervisor at **Hyatt Place Austin-Round Rock** from GSR at **Marriott Austin-North at Round Rock, Texas**. Worrell started with WHG in 2008 as a bellperson at Austin Marriott North and worked as a GSR, maintenance technician and concierge while also assisting the bookkeeping department. He has a degree from Austin Community College.

# WHG adds Purdue Union Club Hotel to roster

WHG assumed management responsibilities for **Purdue University Union Club Hotel** in May. Under the leadership of GM **Michael Smith**, who most recently served as AGM and director of F&B at **Marriott Pittsburgh-North**, the property is well positioned to be a strong “front door” for the university.

The Union Club is located within the Purdue Memorial Union, a major student hub in the heart of campus. In addition to the hotel, the union contains dining options, more than 20,000 sq. ft of meeting space (including two ballrooms), a bowling alley and several other amenities. “Guests can check into the hotel and then never have to leave to enjoy other services, dining and entertainment options,” Smith says. “It’s unique for a hotel to be located within a larger building such as this.”

Construction began on the Purdue Memorial Union in 1922, shortly after the end of WWI. Graduating students donated \$5 each to help fund construction efforts. It was named in honor of Purdue students who served and died in the war.



The hotel, which was added onto the building later, opened its first wing in 1929. Several expansions later, it now boasts 192 guest rooms (the original hotel had 60). It includes traditional amenities, such as room service and dry cleaning, as well as more nontraditional amenities that come with being attached to the university, such as its location on a shuttle line to Chicago and the Indianapolis airport. Guests who wish to use the university gym also enjoy a discount.

Similar to other WHG properties located on college campuses, the hotel is offering internships to students studying hospitality and tourism, allowing them to rotate throughout various departments in the hotel. Beginning in the fall semester, Smith will co-teach a hospitality and tourism class, allowing he and his property team to teach the internship portion of the class.

Smith looks forward to merging WHG’s strong operations and management experience with Purdue’s prestigious academic background.

## Hyatt Place Austin — Round Rock opens (cont.)

The hotel offers the following amenities:

- 138 spacious guestrooms with separate spaces to sleep, work and play, as well as a Cozy Corner sofa-sleeper
- Free Wi-Fi throughout the hotel
- Complimentary hot breakfast at Gallery Kitchen, offered daily
- 24/7 Gallery menu and Market that serves freshly prepared meals and packaged sandwiches and salads
- Coffee to Cocktails Bar, featuring specialty coffees, premium beers, wines and cocktails
- Odds & Ends program for forgotten items that guests can buy, borrow or enjoy for free
- 1,500 square-feet of flexible, high-tech meeting space
- 24-hour gym featuring cardio equipment with LCD touchscreens and free ear buds



To Marshall, the property’s 24/7 food availability sets Hyatt Place Austin apart. “I don’t know of any other limited-service hotels that offer prepared, fresh food 24/7,” she shares. “This is particularly unique.” Marshall notes that the night auditor and guest service associates can even help serve food to late-night patrons in the Gallery (located in the Hyatt Place lobby).

The opening festivities – both before the public debut and after the first few customers walked through the doors – were a huge success. “Our opening was an amazing experience,” Marshall recalls. The property hosted a large pledge rally with members of the WHG corporate team, and associates were trained by Hyatt personnel in the days before guests arrived.

Marshall emphasizes that Hyatt Place Austin’s successful opening was the result of a true team effort. She gives gratitude to many WHG colleagues who were involved along the way, including Austin Marriott North GM **Melissa Garrett**, AGM **Eddie Fair** and team, for sharing their space and supplies while their property served as Hyatt Place Austin’s pre-opening office; construction team members **Jeff Kohrman**, **Brian Kreke** and **Ray Hicks**; and VP of F&B **Gary Britton**, who served as the “boots on the ground” at the construction

site, which allowed Marshall to focus on recruiting and training her team. The Hyatt Place Austin’s task force members – **Maaikie Ashley**, executive housekeeper at **Marriott at Renaissance Park, Spartanburg, S.C.**; Austin Marriott North executive chef **Tom Stafford**; and **Ohio University Inn & Conference Center, Athens, Ohio**, guest service supervisor **Carrie Ireland** – did a tremendous job.

# SERVICE PLEDGE TRAINING (cont.)

## A pre-opening Pledge

Associates at **Hyatt Place Austin-Round Rock** celebrated the Pledge during opening day festivities, before its public debut.



## Enthusiastic for the Pledge

**Residence Inn Cincinnati-Downtown** celebrated with a taco bar and Prize Wheel, full of goodies such as free-night stays, tickets to Cincinnati Reds games and gift cards.

**Angie Rowe**, breakfast attendant, was the hotel's Pledge Champion. She is a prime example of an associate who lives the WHG Service Pledge. Rowe is always smiling, taking care of guests and going above and beyond the call of duty whenever she can.



Rowe

## \$21 for 21 years

**Holiday Inn Cincinnati-Riverfront, Covington, Ky.**, celebrated 21 years with \$21 cash prizes and other items on the Prize Wheel. The rally was entirely about the Pledge, and if an associate had their Pledge Card on them, they were automatically allowed to spin the wheel. If they weren't holding their card, they had to answer questions about its contents to be eligible to spin. **Lyndsey Race**, operations supervisor, was named Pledge Champion.



Maintenance tech **Jeff Palmier** spins the wheel as GM **Gus Krimm** looks on.



Race

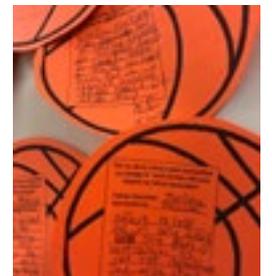
## Hoops for the Pledge

**Marriott Cleveland-East** held a March Madness-themed rally. Associates filled out brackets to post (and brag about), ate hot wings and filled out basketball-shaped papers, recognizing each other for their hard work. The basketballs were displayed around the break room and back hallway all month.

**Danielle Collins**, room attendant, was the hotel's Pledge Champion. She is a team player who is willing to help any of her fellow associates and take on whatever job needs to be done. She lives the Pledge daily by respecting her peers and keeping a positive attitude.



Collins



## "Mash-up" for the Pledge

**Marriott Columbus-Airport, Ohio**, celebrated by hosting a "Mash-up" that contained four different labs and a group activity that covered all five priorities of the Mission Statement: associates played Charades for Customer Satisfaction, won prizes on the wheel for People, participated in a photo scavenger hunt for Product, learned from the "Cake Boss" about Profit and Cost for Profit and attended a presentation by the GM for Growth. Associates had the chance to spin the wheel for prizes if they brought their Pledge Cards with them. **Sherri Fleig**, banquet server, was named Pledge Champion.



Fleig

From left: **Terri Alexander**, room attendant; **Nancy Tavarez**, room attendant; server **Kimberly McIntyre**; and executive chef **Jason Kaufman**

## Recognizing the Pledge

**Renaissance Hotel Indianapolis-North** gave special recognition to associates seen living the Pledge in their own way. Associates enjoyed cake, music and won gift cards from the Pledge Wheel. **Hannah Hisle**, banquet set-up associate, was recognized as Pledge Champion for living each item of the Pledge every day.



Hisle



The housekeeping team enjoying some delicious food



GSR **Dominique Weaver**



Hisle with GM **Ralph Mordocco**



**Dan Gooliak**, concierge, spinning the wheel for a prize



**Wilmer Ortiz**, bellperson, Pledge Champion at **Marriott Suites on Sand Key, Clearwater Beach, Fla.**

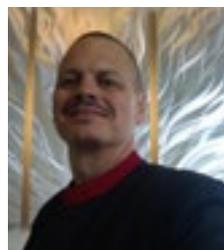


**Tina Roby**, room attendant, Pledge Champion at **Courtyard Pittsburgh North-Cranberry Woods**

**Sam Michaels**, GSR, Pledge Champion at **Marriott Pittsburgh-North**



**Shawn Hammett**, bellperson, Pledge Champion at **Marriott at Renaissance Park, Spartanburg, S.C.**



**Victor Peralta**, banquet captain, Pledge Champion at **Marriott Austin-North at Round Rock, Texas**



# TRIBUTE TO VETERANS



## A chance to 'sea' the world

**Anthony Frazier**, cook at **Marriott Columbus-Airport, Ohio**, served in the U.S. Navy right out of high school and loved his experience. He says his time in the Navy helped him develop as a young man, giving him direction, guidance and structure. Frazier's favorite part was the ability to travel. His ship was based in the Mediterranean.



## Positive collaboration

**Eric Arce**, banquet bartender at **Renaissance Hotel Indianapolis-North**, served in the Army Reserve for more than six years and completed one tour in Afghanistan. "I was very happy to experience the positivity between the U.S. and Afghan military," he says.

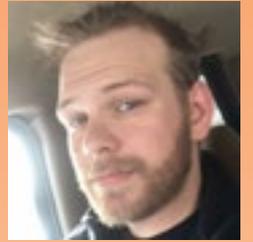
## Source of family pride

For **Renaissance Hotel Indianapolis-North** banquet server **Mike Collett**, serving in the U.S. Air Force brought him and his family – especially his grandfather – great pride. "I was even a part of the drill team during the Veterans' Day Parade," he recalls.



## The meaning of brotherhood

Specialist **Matt Mackiewicz**, banquet houseperson at **Marriott Pittsburgh-North**, served in the U.S. Army from 2012 to 2016. He says his experiences taught him the meaning of brotherhood. Mackiewicz served for one year in Camp Humphries, Korea, and also served six months in Camp Buerhing, Kuwait. He finished his active duty at Fort Riley, Kan.



## Decorated and accomplished

"The Navy was a good place to grow up," says **Renaissance Hotel Indianapolis-North** bartender **Don Wall**, who served on the U.S.S. America Aircraft Carrier. After the Suez Canal crisis, Wall's was the first American ship to travel the canal. He and his crew were awarded the Medal for Exploratory Service for this feat.



## Like family

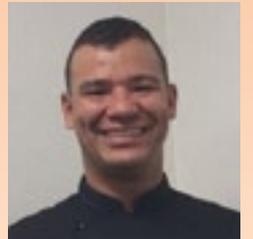
**Danzell Gonzales**, maintenance technician at **Hyatt Place Austin-Round Rock**, served in the U.S. Army for five years. "The military taught me that it wasn't all about me," he says. "Your team is your family and you don't let family down."

## Honor and privilege

"My four years of service will always be at the top of 'things accomplished,'" says **Marriott Chicago-Northwest GM Steve Lemmerman**, who served in the U.S. Air Force. "It's a great honor and a privilege." Lemmerman considered the military a very disciplined environment that promotes equality, yet has distinct ranks to which to adhere. "It truly is the basis for all businesses to use for accountability and discipline," he continues. "It teaches every life lesson you will encounter."

## Pursue your passion

**Chris Clem**, lead cook at **Hyatt Place Austin-Round Rock**, served in the U.S. Army for 21 years. "I advise anyone interested to sign up for something you are passionate about," he recommends. "In the end, it's that passion that will drive you to succeed."



## Learning to work together

**Hyatt Place Austin-Round Rock** breakfast cook **Tim Gary** served in the U.S. Army for 16 years. "Across all the different branches, the military works and acts as one. We all depend on each other," Gary says. "Serving in the military taught me that, even when I think I can't do something, I can."



## Learning about yourself

**Jay Lenihan**, WHG project manager, served in the U.S. Marine Corps from 2005 to 2011. During that time, he learned that he derives happiness from helping others. His advice for those who consider the service is to make sure their families are informed of their plans; sometimes, the military journey is more difficult for families than for the individual.

Lenihan was stationed at a dozen places across the U.S. as well as in Fallujah and Ramadi, Iraq. Lenihan shares that serving overseas has helped him view challenges in a new perspective.

## *A helping hand*

### Supporting each other

**Marriott Chicago-Northwest** associates come together often to support one another for a variety of reasons, such as supporting each other's children's fundraisers, at times of loss as well as sharing hand-me-downs.

### Thank you, Lulla

**Lulla Nauh**, lobby attendant at **Marriott Columbus-Airport, Ohio**, gives rides to co-workers who don't have reliable transportation. She gives her time to others, without expecting anything in return, and is greatly appreciated by her team.



### Off to the races

**Embassy Suites Lexington, Ky.**, chief engineer **Mike Huddleston** helped a group of stranded guests heading to the Kentucky Derby when their tour bus wouldn't start. He drove to the local auto store to retrieve the parts needed, and the repairs were made in less than 30 minutes.



# BEHIND THE SCENES OF THE NEW AC HOTEL OPENING



The highly anticipated **AC Hotel Cincinnati at The Banks**, the first hotel located at Downtown Cincinnati's mixed-use development site and WHG's first AC Hotel-branded property, is slated to open in late August. As the opening nears, GM **Jessica Carlson** shares insights about the process of opening a hotel.

**Q. As the GM, what is your role in the pre-opening stages of a property?**

A. My focus is on associate recruitment and keeping the project moving. Several WHG associates from the corporate level have extensive experience with construction projects and openings, so I stay close with the team assigned to the AC Hotel. I'm also keeping Marriott up to date to give them a good "heat map" of where we are in the process.

**Q. How many associates will the AC Hotel hire?**

A. We're starting with 50-60 associates, both hourly and supervisors. Many hourly associates will be relatively new to WHG, and we are bringing on WHG veterans as well.

**Q. In terms of the construction team, with whom are you primarily working now?**

A. I primarily work with project manager **Jeff Wolf**, the onsite superintendent. The construction team is continuing to hang drywall and finish up flooring and vinyl, as well as placing furniture and fixtures. It's exciting to see the hotel take form.

**Q. Has construction on the AC Hotel been your sole focus over the past several months?**

A. I also have been involved in task force assignments at other properties, including **Purdue University Union Club Hotel** and **Holiday Inn Cincinnati-Airport, Erlanger, Ky.** The beauty is that I could recruit for the AC Hotel no matter where I was stationed, since that could be handled remotely.

**Q. What types of challenges are unique for opening a new hotel as opposed to assuming management responsibilities for a hotel that already is open?**

A. In terms of a new hotel, you are the one who creates everything from the ground up. You identify the right processes and get everybody trained, whereas at a hotel that already is operating, you're showing your associates how to do things a new way. Also, with a new hotel, there's a deadline. And, at some point, those doors will open, whether you're ready or not.

**Q. What is your goal for the property?**

A. My goal is to have a smooth opening and to create a culture that blends WHG and the AC Hotel brand together. The AC brand is different from other Marriott brands; it's a lifestyle hotel that is unique to us. I also strive to build a team that is as passionate about hospitality as I am and that will enable us to attain No. 1 scores across the board.

Stay tuned for *Fall Focus* to see a recap of the AC Hotel opening.

## AWARDS

### Excellent guest service

**DoubleTree Suites by Hilton Cincinnati-Blue Ash's Amanda Jenkins**, a.m. server; **Richard Lutz**, maintenance technician; and **Ayesha Vohra**, GSR, were nominees for the Tourism Council of Greater Cincinnati's ROSE Awards.



From left: Vohra, Lutz and Jenkins

### Top of the pack

**Residence Inn Cincinnati-Downtown** received the Platinum Award for ending the year in the Top 5 percent of all Residence Inns in the country for GSS scores.



### Rosey nominations

**Bron Keller**, p.m. valet attendant, and **Stephanie Gilden**, room attendant at **Residence Inn Cincinnati-Downtown**, were nominees for the Tourism Council of Greater Cincinnati's ROSE Awards. Keller was one of six winners.



Keller

Gilden

## Welcome to the newly enhanced Holiday Inn

**Holiday Inn Cincinnati-Riverfront, Covington, Ky.**, recently completed the last phase of its major renovation with a new Great Room, meeting and conference spaces, fitness center and the new Burgers & Crafts Restaurant (which already is receiving rave reviews).

"We are very proud of the new hotel and the outstanding work our architectural, design, construction and operations teams did in its transformation," says **Mike Conway**, chairman and chief portfolio officer.



### A 'fur-ever' home



**Donna Weisseg**, sales and catering account manager at **Marriott Pittsburgh-North**, frequently volunteers at the Animal Friends shelter as a dog handler and foster parent. She now provides a "forever home" for her dog, Ruby, who came from the shelter.

### Making connections



*Kosobud and Bruchs at the Ohio Statehouse*

GM **David Kosobud** and HR manager **Aliza Bruchs** at **Marriott Columbus-Airport, Ohio**, attended the Ohio Tourism Legislative Day, where they helped organizations lobby for multiple causes affecting the industry.

### A new generation in hospitality



Associates at **Holiday Inn Cincinnati-Airport, Erlanger, Ky.**, hosted eighth graders from Summit View Academy in Northern Kentucky for Junior

Achievement Job Shadow Day. Students spent time in every department and prepared their own lunch with help from sous-chef **Jacob Perry**.

### Everybody loves tacos



**Marriott Chicago-Northwest** participated in the Bon Appetit Food and Drink Tasting Festival for the Hoffman Estates Chamber of Commerce. AGM **Tom Setlick** and line cooks **Mike Prager**

and **Victor Martinez** served chipotle-braised chicken tacos at the annual event.

### It's Derby time!



**Embassy Suites Lexington, Ky.**, associates celebrated the Kentucky Derby with a "Derby Arrival Experience." As guests

arrived, they were welcomed with big hats, fancy attire, hors d'ouerves and Mint Juleps.

### Helping our teachers



**Kim Delong**, sales account manager, and **Chris Snyder**, banquet manager at **Renaissance Hotel Indianapolis-North**, work alongside Teachers Treasures and Meeting Professionals International to provide

items for teachers and their classrooms. The hotel recently donated nearly \$2,000 worth of supplies, including bags, notebooks, pens, pencils, binders and more. Along with these donations, the team helped put together 400 hygiene kits for students in need.

### Heart to heart



*GM Derek Roorda*



*Lauren Dovey, relief manager, left, and HR manager Deedra Kellerman*

**Residence Inn Cincinnati-Downtown** and **Holiday Inn Cincinnati-Riverfront, Covington, Ky.**, joined forces in

February to participate in the Heart Mini in Cincinnati. The annual running event includes a 5K, 15K and half marathon. Volunteers from both hotels helped work the banana booth at the finish line. Proceeds benefited the American Heart Association.

### Building the community



*International.*

Associates at **Marriott at Renaissance Park, Spartanburg, S.C.**, participated in a Habitat for Humanity build in Spartanburg along with owner partner, Gibbs

### Cents for soup



*Lyle Lehmann, GSR, showing off his Cents for Soup T-shirt*

associates had the chance to wear a "Cents for Soup" T-shirt during the month of May for \$1 and the property matched each dollar. All proceeds were donated to The Parish Kitchen in Covington, where associates spent time volunteering at the end of the month.



From left, executive chef **Tom Stafford**, line cook **Braulio Ruelas**, line cook **Sammy Trogden** and sous-chef **Greg Driver** pause for a photo during a Mother's Day brunch hosted by **Marriott Austin-North at Round Rock, Texas**.

## A resounding "thank you"



Disabled American Veterans comes to **Embassy Suites Lexington, Ky.**, every year for a convention. This year, the group serenaded the team as an appreciation for their service. In turn, the WHG team expressed their shared gratitude for the veterans' service to the USA.

## Score!



**Renaissance Hotel Indianapolis-North** received the WHG Award of Operations Excellence for 2016. The property was recognized for balancing guest satisfaction, profit, associate satisfaction and safety.

# focus

**Summer 2017  
Vol. 33, No. 3**

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