

# focus

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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.

[www.whhotelgroup.com](http://www.whhotelgroup.com)

## WHG 11-Time Winner of Gallup® Great Workplace Award



Gallup has named Winegardner & Hammons Hotel Group, LLC, a Great Workplace Award winner for the 11th consecutive year. WHG is one of only three companies to have won the award for 11 consecutive years and is the only hospitality organization in the world to have done so.

"Congratulations to all of my colleagues from across the company on this major achievement," shares **Mike Conway**, chairman and chief portfolio officer. "This is a testament to your unwavering focus on associate engagement, one of our core values, which has resulted in overall success for our company and properties."

This year, 37 companies received the Great Workplace Award. Criteria included:

- Final Q12 response rate of 80 percent or higher (WHG had a response rate of 97 percent)
- 60 percent of eligible workgroups at a GrandMean of 4.20+
- Ability to link engagement to business outcomes

"We would not be a repeat winner without you — our property associates who consistently strive for excellence in all areas of the workplace, especially engagement," COO **Brian Perkins** says. "This award is yours — know that you have earned it and leverage it as an opportunity to continue your excellence in engagement."

The Gallup Great Workplace Award recognizes organizations that achieve excellence in employee engagement. This accomplishment is particularly significant in light of new technologies and changes to the employee mindset, as the winning companies have demonstrated that employee engagement remains a constant priority.

## BRAND LEADERS



**Courtyard Pittsburgh North-Cranberry Woods** GM **Bill Landefeld**, second from right, is recognized at the 2016 Marriott Conference for the Courtyard brand. The hotel received awards for finishing in the Top 3 hotels in the brand out of 1,000 for arrival experience, staff service and overall satisfaction. The hotel also received the Platinum Circle Award for the fourth consecutive year.



**Derek Roorda** (center), GM at **Residence Inn Cincinnati-Downtown**, accepts the 2016 Platinum Award at the Residence Inn GM Conference. This is the fifth consecutive year that the hotel has been in the Top 5 percent of the brand.

## 2016 ASSOCIATES OF THE YEAR



See more photos on Pages 6 – 7.

# CORPORATE ANNOUNCEMENTS



Kyle Covington

**Kyle Covington** has assumed a VP-operations role at PHG. Covington joined WHG as an AGM when the company opened Dallas/Fort Worth Airport Marriott South in 2000. About a year later, he became opening GM at **Marriott Austin-North at Round Rock, Texas**. He served in this role until he was named RVP in 2015. "We are excited for Kyle to engage in this new opportunity as a chance to continue to facilitate growth between WHG and PHG," shares COO **Brian Perkins**. Covington is a graduate of State University of New York-Buffalo with a degree in business administration.



David Rosenberg

**David Rosenberg** has been named RVP-operations for Region II. He was GM at **Marriott Cleveland-East** for the past year and previously worked for WHG as both an AGM and GM before continuing his career with Interstate Hotel Group in several assignments. "We are very excited for David in his continued growth with WHG and wish him much success in his new role," shares COO **Brian Perkins**. Rosenberg has an associate degree in culinary arts from Culinary Institute of America and a Bachelor of Science in hospitality management from Florida International.

# AGM ANNOUNCEMENTS



Jonah Ritter

**Jonah Ritter** has been named AGM at **Marriott at Renaissance Park, Spartanburg, S.C.** Ritter joins WHG from Sea Pines Resort in Hilton Head, S.C., where he was the food & beverage outlet general manager. He also has held food and beverage management positions with Ritz Carlton and Omni Hotels. Ritter received a bachelor's degree in hospitality from Johnson & Wales University.



Elizabeth Balcom

**Elizabeth Balcom** has been named AGM at **Residence Inn Cincinnati-Downtown**. A graduate of Michigan State's School of Hospitality, Balcom started at WHG's Cincinnati Marriott North as an assistant banquet manager and progressed to other management roles. She has returned to WHG and Cincinnati after spending two years in Austin, Texas, as a front office manager at Westin at the Domain.

# 2016 MILESTONE YEARS OF SERVICE

## 5 YEARS

**Steven Jump**, banquet set-up attendant at **Embassy Suites Lexington, Ky.**, celebrates five years of service.



**Damber Bhandari**, room attendant at **Radisson Hotel Lansing, Mich.**, celebrates his fifth anniversary. Bhandari was the rooms AOY in 2014 and has been named Associate of the Month four times in the past five years.



Five-year associate **Shayland Howard**, housekeeping utility at **Embassy Suites Lexington, Ky.**, has been named Associate of the Month many times.



**Nicole Franz**, HR manager at **Ohio University Inn & Conference Center, Athens, Ohio**, celebrates five years of service. She has been able to assist every department at the property with her operations knowledge and has traveled to help at other WHG properties.



**Terri Alexander**, laundry attendant at **Marriott Columbus-Airport, Ohio**, celebrates five years of service.



**Marriott Columbus-Airport, Ohio**, banquet houseperson **Duane Lanier** celebrates his fifth anniversary. Lanier has received several awards, including Associate of the Month in 2016.



**Walter Guzman**, banquet server at **Marriott Austin-North at Round Rock, Texas**, celebrates five years of service.



Five-year associate **Veronica Beita**, sales coordinator at **Marriott Austin-North at Round Rock, Texas**, shares, "When you're happy at your job, being the best comes easy."



**Elvia Nava**, lobby attendant at **Marriott Austin-North at Round Rock, Texas**, celebrates five years of service.



Five-year associate **Erin Browne**, sales account manager at **Marriott Cleveland-East**, has won many awards, including Gold Club Status for sales and reporting rockstar.



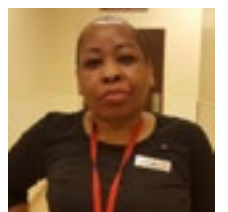
**Ryan Hagan**, lead navigator and GSR at **Renaissance Hotel Indianapolis-North**, celebrates his fifth anniversary. He has been named Associate of the Month three times and has been a ROSE award nominee.



Five-year associate **Isiah Dobson**, group rooms coordinator at **Renaissance Hotel Indianapolis-North**, works to "ensure the guests receive exactly what they're looking for and the company sees profit potential."



**Vida Odai**, inspectress at **Renaissance Hotel Indianapolis-North**, celebrates her fifth anniversary. She started at the property as a lobby attendant and moved up to a room attendant before her current position as inspectress.



**Naw Mae**, laundry attendant at **Renaissance Hotel Indianapolis-North**, celebrates five years of service. She has worked in many roles at the property, including as room attendant and lobby attendant.



**Dan Mulcahy**, night auditor at **Marriott Suites on Sand Key, Clearwater Beach, Fla.**, celebrates his fifth anniversary.



# PROMOTIONS FROM WITHIN



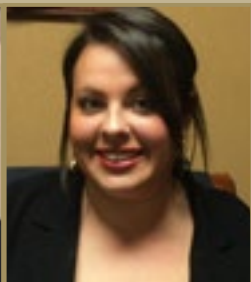
Connor Geil



Ariel Duffey



Kwan Kim



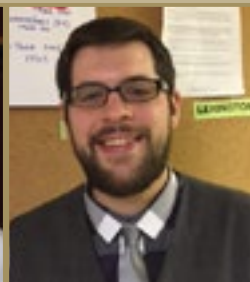
Katy Wedge



Nick Davies



A.J. Mertz



Jason Lindsey

## FRONT DESK

**Connor Geil** has been promoted to bell captain/valet manager from bellperson/van driver at **Radisson Hotel Lansing, Mich.** He has been with the hotel for a year-and-a-half and earned his bachelor's degree in physics from Michigan State University.

**Ariel Duffey** has been promoted to p.m. guest service supervisor from manager in training at **Marriott Columbus-Airport, Ohio.** She started at the hotel in 2016 as an intern after graduating with a bachelor's degree in hospitality management from The Ohio State University.

## FOOD & BEVERAGE

**Kwan Kim** has been promoted to a.m. dining room supervisor from bartender at **Radisson Hotel Lansing, Mich.** Kim held multiple positions within the hotel before his promotion and holds a bachelor's degree in hospitality business from Michigan State University.

**Katy Wedge** has been promoted to p.m. dining room supervisor from assistant executive housekeeper at **Radisson Hotel Lansing, Mich.** Wedge started at the hotel in 2010 and has held a variety of roles from dining room and banquet server to the concierge lounge attendant.

**Nick Davies** has been promoted to p.m. dining room supervisor from a.m. guest service supervisor at **Embassy Suites Lexington, Ky.** He has worked in the hospitality industry for more than four years and earned his bachelor's degree in hospitality and tourism from University of Kentucky.

## HOUSEKEEPING

**A.J. Mertz** has been promoted to executive housekeeper from assistant banquet manager at **Embassy Suites Lexington, Ky.** Mertz started working for WHG in 2010 and has held multiple positions. He earned his bachelor's degrees in hospitality management and tourism as well as business administration from University of Kentucky.

## BANQUETS

**Jason Lindsey** has been promoted to assistant banquet manager from banquet lead at **Embassy Suites Lexington, Ky.** He started at the hotel in 2013 and has held a variety of roles, including banquet set-up and banquet captain. Lindsey is completing a liberal arts degree at Bluegrass Career and Technical College.

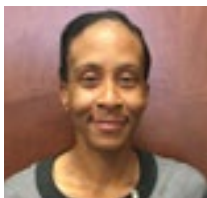
**Maria Patricio**, room attendant at **Marriott Suites on Sand Key, Clearwater Beach, Fla.**, celebrates five years of service.



**Jose Moreno**, cook at **Marriott Suites on Sand Key, Clearwater Beach, Fla.**, celebrates his fifth anniversary.



**Stephanie Gilden**, room attendant at **Residence Inn Cincinnati-Downtown**, celebrates her fifth anniversary. Gilden joined the team before the property officially opened its doors.



**Angie Rowe**, breakfast attendant at **Residence Inn Cincinnati-Downtown**, celebrates five years of service. Rowe was hired before the property opened.



**Bernard Anderson**, cook at **Residence Inn Cincinnati-Downtown**, celebrates five years of service. Anderson joined the property before it opened in March 2011.



# AWARDS

## GM named Woman of the ROCK honoree

**Marriott Austin-North at Round Rock, Texas, GM Melissa Garrett** was named a 2017 Women of the ROCK Award honoree in the Food & Hospitality category by *Round Rock Living Magazine*. The Women of the ROCK Awards were created to honor and generate public recognition for the achievements and positive contributions of professional women who live and work in Round Rock, Texas.

"I am very proud of Melissa being recognized in this award's inaugural year," RVP **Kyle Covington** shares. "Her work in the community on behalf of the hotel has certainly added to the hotel's profile."

Garrett and her fellow honorees will receive their awards at the inaugural Women of the Rock & Woman of the Year Awards Gala in August.



## Great property, great citizens

**Marriott Chicago-Northwest** was recognized by the City of Hoffman Estates with the Great Citizens Award.



Awards continued on Page 9.

# 2016 MILESTONE YEARS OF SERVICE

## 5 YEARS

**Chad Beier**, valet attendant at **Residence Inn Cincinnati-Downtown**, celebrates his fifth anniversary.



**David Hyden**, lead valet at **Residence Inn Cincinnati-Downtown**, celebrates five years of service.



**Latasha Carter**, breakfast attendant at **Residence Inn Cincinnati-Downtown**, celebrates her fifth anniversary.



**Debbie Wright**, breakfast attendant at **Residence Inn Cincinnati-Downtown**, celebrates five years of service, joining the property shortly after it opened.



**Ken Zellers**, maintenance technician at **Residence Inn Cincinnati-Downtown**, celebrates his fifth anniversary.



**Darryl Rucker**, maintenance technician at **Residence Inn Cincinnati-Downtown**, celebrates his fifth anniversary.



**Kevan Jacobs**, maintenance supervisor at **Residence Inn Cincinnati-Downtown**, celebrates five years of service.



## 10 YEARS

Ten-year associate **Art Lehmann**, bartender at **Embassy Suites Lexington, Ky.**, lives the WHG Mission Statement every day by "being a team player."



**Frank Dunlevy**, cook at **Ohio University Inn & Conference Center, Athens, Ohio**, celebrates a decade of service. He began his WHG career as a dishwasher and moved his way up to line cook over the years.



**Michael Baxla**, night auditor at **Ohio University Inn & Conference Center, Athens, Ohio**, celebrates 10 years of service.



**Rosemarie Christopher-Joseph**, room attendant at **Radisson Hotel Lansing, Mich.**, celebrates a decade of service.



**Brenda Garrison**, room attendant at **Marriott Columbus-Airport, Ohio**, celebrates 10 years of service.



**Rick Rosas**, banquet server at **Marriott Austin-North at Round Rock, Texas**, celebrates a decade of service.



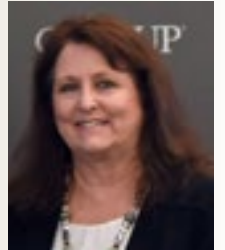
**Panagiota Wilder**, cosmetologist at **Marriott Suites on Sand Key, Clearwater Beach, Fla.**, celebrates a decade of service.



**Marriott Austin-North at Round Rock, Texas**, GM **Mindi Marshall** (now GM at **Hyatt Place Round Rock/Austin**) celebrates 10 years of service. Marshall started as an assistant banquet manager and has held many roles throughout WHG over the years. She shares, "Anytime you can turn a situation around for a guest is a big win and a great feeling."



Ten-year associate **Julie Baker**, HR manager at **Marriott Austin-North at Round Rock, Texas**, lives the WHG Mission Statement by "encouraging every associate and manager to be the best they can be every single day."



**Jose Galindo**, laundry attendant at **Marriott Austin-North at Round Rock, Texas**, celebrates his 10th anniversary.



**Larry Krzyzaniak**, maintenance supervisor at **Marriott Suites on Sand Key, Clearwater Beach, Fla.**, celebrates 10 years of service.



## 15 YEARS

**Tony Ko**, server at **Embassy Suites Lexington, Ky.**, celebrates 15 years of service. Ko lives the WHG Mission Statement "by treating each guest with kindness and attentiveness."



### Radisson Hotel Lansing, Mich.

Linda Cecil	revenue manager	30
Cyndee Haviland	sous-chef	30
Rosemarie Christopher-Joseph	room attendant	10
Damber Bhandari	room attendant	5

### Holiday Inn Cincinnati-Airport, Erlanger, Ky.

Alla Guidugli	room attendant	15
Ronnie Jacks	bellperson/van driver	15
Sarah Spatz	p.m. dining room server	15
Michael Patrick	banquet service	10
Anita Travis	inspectress	5
Kimberly Wolterman	sales account manager	5

### Marriott Columbus-Airport, Ohio

Gretchen Conlon	bartender-lounge	15
Lulla Nouh	lobby/public space attendant	15
Barbara Garner	banquet service	10
Brenda Garrison	room attendant	10
Wudase Gebrehiwot	housekeeping utility	10
Terri Alexander	laundry attendant	5
Duane Lanier	banquet houseperson	5

### Marriott Suites on Sand Key, Clearwater Beach, Fla.

Karen Ballaban	labor transfer (mgnt)	30
Rovena Zhuleku	room attendant	15
Mimoza Rusi	room attendant	15
Larry Krzyzaniak	maintenance supervisor	10
Panagiota Wilder	cosmetologist	10
Jose Moreno	cook	5
Daniel Mulcahy	night auditor	5
Maria Patricio	room attendant	5

### Holiday Inn Cincinnati-Riverfront, Covington, Ky.

Lisa Randle	assistant executive housekeeper	20
Deedra Kellerman	HR manager/bookkeeper	15
Roy Ganpath	GSR	5

### Quality Suites San Luis Obispo, Calif.

Romulo Rodriguez	a.m. dining room utility	20
Juana Rivas	laundry attendant	10
Gloria Vazquez	room attendant	10

### Ohio University Inn & Conference Center, Athens, Ohio

Nathan Stoll	maintenance utility	20
Michael Baxla	night auditor	10
Steve Brickles	maintenance supervisor	10
Frank Dunlevy	cook	10
Nicole Franz	HR manager	5

### Embassy Suites Lexington, Ky.

Tony Ko	p.m. dining room server	15
Art Lehmann	bartender-lounge	10
Shayland Howard	housekeeping utility	5
Steven Jump	banquet setup	5

### Marriott Austin-North at Round Rock, Texas

Irene Cruz	laundry attendant	15
Celsa Gonzalez	laundry attendant	15
Sue Kunz	guest service supervisor	15
Juanita Mactezuma	room attendant	15
Norma Molina	banquet service	15
Deborah Perez	banquet bar	15
Braulio Ruelas	cook	15
Celia Steele	concierge	15
Julie Baker	HR manager	10

Jose Galindo	laundry attendant	10
Mindi Marshall	general manager (Hyatt Place RR)	10
Richard Rosas	banquet service	10
Thomas Stafford	executive chef	10
Veronica Beita	sales coordinator	5
Walter Guzman	banquet service	5
Elvia Nava	lobby/public space attendant	5

### DoubleTree Suites by Hilton Cincinnati-Blue Ash

Bobby Ashley	room attendant	15
Hennesey Allen	maintenance supervisor	10
Rose Duet	banquet service	10
Stephanie Parr	GSR	10

### Marriott Chicago-Northwest

Maria Bahena	lobby/public space attendant	10
Sylvia Cordero	a.m. dining room server	10
Madeline Pearson	sales coordinator/rooms controller	10
Blanca Ruiz	room attendant	10
Lisa Borysiewicz	bartender-lounge	5
Brigitte Martinez	room attendant	5

### Marriott Pittsburgh-North

Todd Teitelbaum	maintenance supervisor	15
Sylvia Eve	laundry attendant	10
Jeffrey Rhodes	maintenance technician	10
Brayden Cruikshank	a.m. dining room server	5
Elaine Currier	banquet service	5
Brandi Drake	sales secretary	5
William Galiotos	banquet service	5
Nicholas Koon	bartender-lounge	5
Megan Littlejohn	p.m. dining room server	5
Austin Martini	banquet service	5

**Lulla Nouh**, lobby attendant at **Marriott Columbus-Airport, Ohio**, celebrates 15 years of service. Nouh has won numerous awards during her tenure at the property, including AOY, Associate of the Month and Housekeeper of the Quarter.



Fifteen-year associate **Gretchen Conlon**, bartender at **Marriott Columbus-Airport, Ohio**, started at the property's front desk and then moved up to the River City Grille. Conlon has won numerous awards including Associate of the Month and the Spirit of Service award.



**Juanita Moctezuma**, room attendant at **Marriott Austin-North at Round Rock, Texas**, celebrates 15 years of service. She has won Associate of the Month several times.



**Norma Molina**, banquet server at **Marriott Austin-North at Round Rock, Texas**, celebrates her 15th anniversary. Molina lives the WHG Mission Statement by "making sure every guest's expectations are exceeded."



**Irene Cruz**, laundry attendant at **Marriott Austin-North at Round Rock, Texas**, celebrates 15 years of service. Cruz has previously been named both Associate of the Month and AOY.



**Celsa Gonzalez**, laundry attendant at **Marriott Austin-North at Round Rock, Texas**, celebrates her 15th anniversary.



**Deborah Perez**, banquet bartender at **Marriott Austin-North at Round Rock, Texas**, celebrates 15 years of service. Perez says she loves to see repeat groups return each year as it demonstrates the great rapport they've developed.



**Mimoza Rusi**, room attendant at **Marriott Suites on Sand Key, Clearwater Beach, Fla.**, celebrates 15 years of service.



**Rovena Zhuleku**, room attendant at **Marriott Suites on Sand Key, Clearwater Beach, Fla.**, celebrates 15 years of service.



**Holiday Inn Cincinnati-Riverfront, Covington, Ky.**, HR manager/bookkeeper **Deedra Kellerman** celebrates her 15th anniversary.



*Continued on Page 9.*

# CORPORATE YEARS OF SERVICE

## 30 YEARS OF SERVICE



**Kim McGucken**, administrative/legal assistant

## 25 YEARS OF SERVICE



**Patty Handy**, purchasing

## 15 YEARS OF SERVICE



**Kathleen Miller**, administrative assistant

## 10 YEARS OF SERVICE



**Jennifer Porter**, RVP

Corbin Marx	cook	5	Yezenia Cedeno	banquet service	5
Melissa Moody-White	banquet service	5	Lillian Cheatham	kitchen utility	5
Nicole Stiffler	banquet service	5	Bethany Christianson	bartender-lounge	5
Theresa Washington	concierge	5	Charlton Connell	maintenance technician	5
Cheryl Wylie	room attendant	5	Jessica Dase	catering & sales account manager	5
Robert Youско	cook	5	Lacey Davis	a.m. dining room server	5
<b>Marriott Cleveland-East</b>					
Ganga Acharya	laundry attendant	5	Nancy Foster	lobby/public space attendant	5
Erin Browne	sales account manager	5	Edna Hames	GSR	5
Rosalyn Mundo Fernandez	room attendant	5	Shawn Hammett	bellperson/van driver	5
<b>Renaissance Hotel Indianapolis-North</b>					
Isiah Dobson	group rooms coordinator	5	Caroline Hood	concierge	5
Ryan Hagan	GSR and lead navigator	5	Juanita Jones	banquet service	5
Naw Mae	laundry attendant	5	Natalya Karpovich	cook	5
Vida Odai	inspctress	5	Brian Lattimore	a.m. dining room utility	5
<b>Residence Inn Cincinnati-Downtown</b>					
Bernard Anderson	cook	5	Bobby Littlejohn	maintenance technician	5
Chad Beier	valet attendant	5	Jonathan Miller	housekeeping utility	5
Latasha Carter	breakfast attendant	5	Marsha Murray	banquet service	5
Stephenie Gilden	room attendant	5	Sheila Rickards	banquet service	5
David Hyden	lead valet	5	Vicky Smith	assistant banquet manager	5
Kevan Jacobs	maintenance supervisor	5	Danielle Suber	assistant executive housekeeper	5
Angela Rowe	breakfast attendant	5	Darren Pearson	maintenance technician	5
Darryl Rucker	maintenance technician	5	Trang Pitts	sous-chef	5
Debbie Wright	breakfast attendant	5	Hellen Williams	lobby/public space attendant	5
Kenneth Zellers	maintenance technician	5	<b>WHG Corporate Office, Cincinnati</b>		
<b>Marriott at Renaissance Park, Spartanburg, S.C.</b>					
Donna Arrowood	banquet service	5	Kim McGucken	administrative/legal assistant	30
Maaike Ashley	executive housekeeper	5	Patty Handy	purchasing	25
David Castlegant	cook	5	Kathleen Miller	administrative assistant	15
			Jennifer Porter	RVP	10



## Yes, I can

**Kevin Gordon**, AOY and maintenance technician at **Radisson Hotel Lansing, Mich.**, is a vital part of the hotel. When a guest had car problems, he went above and beyond the guest's expectations by diagnosing the problem and fixing the vehicle. "Yes, I can!" is the brand's service culture and trademark statement, which Kevin can be heard saying several times a day," HR manager **Michelle Miller** says. "Kevin can do anything, and we're all convinced the hotel would implode if he stopped working here."



Gordon

## Friendly face

**Justun Martindale**, AOY and bartender at **Radisson Hotel Lansing, Mich.**, is known for his friendliness and ability to remember the names and drink orders of regular guests. Martindale is service-oriented and dependable. "I truly enjoy my job of serving my guests on such a one-on-one, personal level. I am beyond honored to receive the AOY award," Martindale says.



Martindale

## Committed to excellence

AOY **David Stitchman**, night auditor at **Holiday Inn Cincinnati-Airport, Erlanger, Ky.**, is committed to doing all he can to ensure the hotel runs smoothly. His years of experience, excellent communication skills and dedication to the team earned him this award. "David is always willing to help, whether he is here or at home," p.m. guest service supervisor **Shirae Lickert** says. "He has a wealth of knowledge that he loves to share."



Stitchman

## Secret weapon

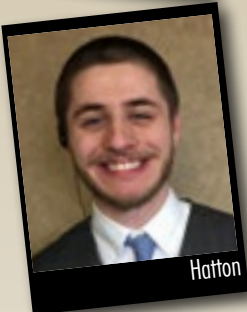
**Sherri Fleig**, AOY and banquet server at **Marriott Columbus-Airport, Ohio**, has a sheet of paper she uses to keep track of everything from schedules to groups and their meals. "The sheet" is known as a secret weapon. She has a wonderful way of making every guest feel as if they were a guest in her own home. "I live the Mission Statement by making every guest feel like they are family and give them a feeling of wanting to be there," Fleig says.



Fleig

## Solid leader

AOY **Michael Hatton**, lead banquet set-up attendant/server at **Embassy Suites Lexington, Ky.**, is a solid leader in his department. His flexibility, dependability, demeanor and positive outlook have been consistently demonstrated throughout his tenure with the property, starting with his hospitality and tourism internship.



Hatton

## Grilling up great service

AOY **Dario Serrano**, RCG in-room dining associate at **Marriott Chicago-Northwest**, does it all, with nine years at WHG under his belt. Although his primary job is in-room dining, he also works as an a.m. dining room server, bartender and banquet server.

## Mr. Fix-it

**Jonathan Mora**, AOY and maintenance technician at **Marriott Chicago-Northwest**, began his career at WHG in 2014. Since then, he has gained a wealth of knowledge about the maintenance department. He's always focusing on what he can do versus what he cannot do by finding alternative solutions for any maintenance fixes.



Taylor

## No sick days needed

AOY **Charles Taylor**, equipment technician at **Holiday Inn Cincinnati-Riverfront, Covington, Ky.**, helps any department that needs it and has yet to miss a day of work due to sickness. "Charles continues to be a rock for our property, an internal leader by example who shows gratitude for the opportunity that has been given to him," maintenance supervisor **Nathan Busemeyer** says. "He reminds us daily why we promoted and awarded him over the past year."



Smathers

## Always sunny side up

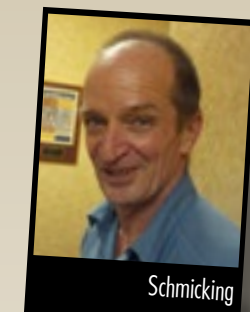
**Candy Smathers**, AOY and a.m. dining room server at **Ohio University Inn & Conference Center, Athens, Ohio**, began her career with WHG as a banquet server in 2013. She's ready and willing to help when needed, including assisting in the p.m. dining room. "It is a pleasure to work with Candy every day," a.m. dining room supervisor **Debbie Lewellyn** says. "Her positive and happy attitude seems contagious to both co-workers and the guests she serves. If we could clone Candy and have more of her running around this hotel, that would be amazing."



Steele

## Great expectations

**Celia Steele**, AOY and MClub attendant/concierge at **Marriott Austin-North at Round Rock, Texas**, does an outstanding job every day by taking care of each guest to make their stay a memorable experience. "When you love your job and love your hotel as much as I do, it's easy to live the Mission Statement every day," Steele says.



Schmicking

## Elf on the shelf

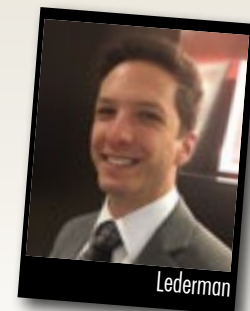
**James Schmicking**, AOY and maintenance technician at **Marriott Austin-North at Round Rock, Texas**, is committed to repairing and maintaining the hotel. He always delivers excellence when tasked with challenges and requests. "James is just like the 'Elf on the Shelf;' you can find him all over the hotel working on the equipment with a big smile on his face," **Mindi Marshall** (now GM of **Hyatt Place Round Rock/Austin**) says.



Galiotos

## Proficiency equals satisfaction

AOY **Bill Galiotos**, banquet houseperson at **Marriott Pittsburgh-North**, lives by the motto, "We'll get it done." He is a key trainer of new staff members and is very thorough. Galiotos always encourages his team to "work smarter, not harder," and, when possible, ensures 100 percent guest satisfaction.

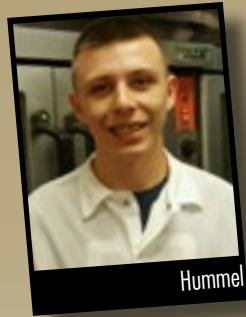


Lederman

## Spirit to serve

**Craig Lederman**, AOY and GSR at **Courtyard Pittsburgh North-Cranberry Woods**, has worked at the hotel since August 2015. He lives up to the WHG pledge in his everyday work. He makes guests feel at home and is a great team member willing to do whatever it takes.

# ATES OF THE YEAR



Hummel

## Teamwork makes the dream work

**Seth Hummel**, AOY and cook at **Marriott Pittsburgh-North**, is meticulous with everything he does. He is always focused and strongly believes in giving 110 percent all of the time. Down time to Hummel means, "What else can I get accomplished?"

## Here comes Santa Clause

**Jordan Beck**, AOY and banquet captain at **Renaissance Hotel Indianapolis-North**, joined the team in 2009 and, throughout his eight years of service, has shined within the entire hotel. He helps wherever needed and even has been Santa for the past two years. He goes above and beyond for guests and it shows when they seek him out just to say thank you for doing such a wonderful job.



Beck

## The early bird gets the worm

**Caroline Dodson**, AOY and cook at **Marriott at Renaissance Park, Spartanburg, S.C.**, is the bedrock of the culinary department. She is the first person to arrive each day, and her performance, reliability and consistency set the tone for the remainder of the day. Dodson is pleasant and maintains a "can do" attitude regardless of what comes her way. "It is a pleasure and honor to have Caroline on the culinary team," chef **Jason Ober** says.



Dodson

## A calming presence

**Brandon Carter**, AOY and in-room dining associate at **Marriott at Renaissance Park, Spartanburg, S.C.**, is intelligent, hardworking, considerate, kind and funny. He holds himself and those around him to a high standard. He simultaneously is calm by nature and extremely detail-oriented. "I can always count on Brandon to make the right decisions and support the Mission Statement," restaurant director **Ellen Meister** says. "He is a joy to work with and to know."



Carter

## Back-of-house AOY

**Rod Rodriguez**, AYS agent, was named AOY at **Marriott Suites on Sand Key, Clearwater Beach, Fla.**



Rodriguez

## Front-of-house AOY

**Rafael Perez**, banquet captain at **Marriott Suites on Sand Key, Clearwater Beach, Fla.**, was named AOY for 2016.



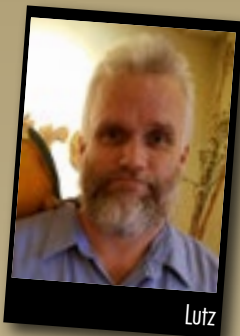
Perez

## Night owl

**Robert Goodwin**, AOY and housekeeping utility associate at **Residence Inn Cincinnati-Downtown**, is known for being a hard worker. He works the p.m. houseperson shift full-time and has yet to come across anything he can't handle — and does it all with a smile.



Goodwin



Lutz

## A staple

**DoubleTree Suites by Hilton Cincinnati-Blue Ash** maintenance technician **Richard Lutz**, AOY, was voted Associate of the Month twice in 2016. Lutz achieved perfect attendance for the third consecutive year — a record — in 2016, even while the maintenance department saw a busy year of handling extensive room renovations, installation of digital key systems and changes to the staffing model. He is known for his great attitude and even played the role of Saint Nick for the hotel's 2016 Breakfast with Santa. "If you see it, fix it; don't wait to be told," Lutz says.

## FIVE HOTELS EARN 'EXCELLENT' QA RATINGS IN 2016

Congratulations to the following hotels for achieving an "excellent" score on their 2016 QA evaluations:

- **Ohio University Inn & Conference Center, Athens, Ohio**  
GM **Scott Kovalick**, bookkeeper **Jacque Newton**, HR manager **Nicole Franz**
- **Marriott Austin-North at Round Rock, Texas**  
GM **Melissa Garrett**, bookkeeper **Frieda Wilson**, HR manager **Julie Baker**
- **Marriott Chicago-Northwest**  
GM **Steven Lemmerman**, bookkeeper **Patrick Ullrich**, HR manager **Gaby Garcia**
- **Embassy Suites Lexington, Ky.**  
GM **Dave Smith**, bookkeeper **David Papp**, HR manager **Lorraine Cecil**
- **Quality Suites San Luis Obispo, Calif.**  
GM **George Newland**, bookkeeper **Angela Kimball**

Four of the properties are repeat performers. OU Inn and Embassy Suites Lexington achieved the "excellent" rating in 2015, 2014 and 2013; Austin Marriott North attained the "excellent" rating in 2015 and 2014; and Quality Suites San Luis earned the "excellent" rating in 2015.

The "excellent" rating is the highest possible QA score attainable.



# 2016 SUPERVISORS OF THE YEAR

Supervisors of the Year (SOY) are selected for demonstrating leadership, providing maximum customer satisfaction and increasing revenue.



Maxwell

## Respected and respectful leader

SOY **Duane Maxwell**, executive housekeeper at **Radisson Hotel Lansing, Mich.**, goes above and beyond to accommodate not only his guests, but also his large team. "Treat your team with the respect they deserve," Maxwell says. "Encourage their progress and be encouraged by them. The team will respond by taking great care of guests."



Wright

## Hustle and generosity

SOY **Kim Wright**, sales manager at **Holiday Inn Cincinnati-Airport, Erlanger, Ky.**, has booked \$2 million in group revenue since joining the hotel in late 2015. She also spent a generous amount of time helping to run the housekeeping department when the property was down an executive housekeeper and assistant executive housekeeper, bringing a positive attitude to work every day. "She is a joy to be around," HR manager **Awilda Castro** says.



Cola

## The rock

**Michele Cola**, banquet supervisor at **Marriott Columbus-Airport, Ohio**, started with WHG in 1987 and has served in various banquet and catering roles. The SOY has given her all in her current role the past 12 years. "In a time of great change at our hotel, Michele was the rock to help carry everyone through successfully," says HR manager **Aliza Bruchs**.



Brickles

## Quality work that shows

SOY **Steve Brickles**, maintenance supervisor at **Ohio University Inn & Conference Center, Athens, Ohio**, has a leadership style that shows in the consistent, top-quality work produced by his staff. He began his career with WHG in 2006.



Huddleston

## Always a phone call away

Associates at **Embassy Suites Lexington, Ky.**, consider themselves lucky to have SOY **Mike Huddleston**, maintenance supervisor. He exemplifies dedication and commitment to his team and the hotel — to the extent that he is accessible 24/7. On top of his professionalism, he provides a fun work environment for his entire team.



Kruger

## 'It's what I do'

SOY **Ken Kruger**, lead maintenance supervisor at **Marriott Austin-North at Round Rock, Texas**, impresses his co-workers in the way he leads by example in all areas of the WHG Mission Statement, delivering excellence year after year. He has served in various roles at WHG properties. "I can't figure out how he can be everywhere at once, fixing everything; it's impressive," chef **Tom Stafford** says. Kruger's reply is simple: "It's what I do!"



Pierleoni

## Front desk excellence

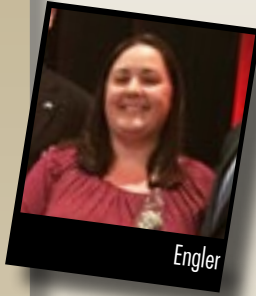
**Debra Pierleoni**, guest service supervisor, has been named SOY at **Marriott Suites on Sand Key, Clearwater Beach, Fla.**



Carney

## Mentor, coach, team player

SOY **Mary Beth Carney**, F&B supervisor at **DoubleTree Suites by Hilton Cincinnati-Blue Ash**, consistently has among the best Q12 scores at the property. Her success reached a new level in 2016 when she served as a mentor and coach for two new operations managers. "Our motto is 'home away from home,'" Carney says. "We try to make each guest feel like our property is their home away from home."



Engler

## A reputation for hard work

**Gina Engler**, sales and catering account manager at **Marriott Chicago-Northwest**, is known as the person to trust. This SOY won't hesitate to jump behind the desk, help the dining room or even plate dishes during banquet events — all while meeting her 2016 sales goals.



Teitelbaum

## Double the excellence

SOY **Todd Teitelbaum**, maintenance supervisor at **Marriott Pittsburgh-North**, assumed the same responsibilities at **Courtyard Pittsburgh North-Cranberry Woods**. He immediately activated the WHG culture and achieved excellent scores on the METS and Life-Safety audits. He lives the WHG pledge daily, and it shows at both properties. Teitelbaum is a wonderful trainer, assisting many other maintenance supervisors during his tenure.



Fordoski

## Whenever, wherever

SOY **Jeremy Fordoski**, executive housekeeper, is a valued asset to **Courtyard Pittsburgh North-Cranberry Woods**. Having only been with the property since January 2016, he caught on quickly and is always willing to help wherever and whenever he is needed.



Snyder

## Service and sales rockstar

**Molly Snyder**, sales and catering account manager at **Renaissance Hotel Indianapolis-North**, has been at the property since it opened in 2008, booking new business and wowing current business. The SOY's years of service have played a huge role in the success of the hotel. Her colleagues admire her work ethic and positivity. "Molly is one of the kindest and most thoughtful people I know," sales account manager **Jaime Leising** says. "We are lucky to have her on our team."



Ashley

## Leading a comeback

SOY **Maaik Ashley**, executive housekeeper at **Marriott at Renaissance Park, Spartanburg, S.C.**, delivered outstanding results throughout 2016. She led her department to the highest labor productivity among WHG full-service Marriotts, making a comeback from being ranked No. 9 for room cleanliness and No. 11 for bathroom. "Her leadership in the hotel inspires her peers, and she's an absolute joy to work with," says GM **Dave Sundermann**.



# 2016 MILESTONE YEARS OF SERVICE

## 20 YEARS

**Nathan Stoll**, maintenance utility associate at **Ohio University Inn & Conference Center, Athens, Ohio**, celebrates two decades of service.



**Lisa Randle**, assistant executive housekeeper at **Holiday Inn Cincinnati-Riverfront, Covington, Ky.**, celebrates her 20th anniversary.



## 30 YEARS

Thirty-year associate **Linda Cecil**, revenue manager at **Radisson Hotel Lansing, Mich.**, started as a bookkeeper and has worked at both the property and corporate levels at WHG.



**Cyndee Haviland**, sous-chef at **Radisson Hotel Lansing, Mich.**, celebrates three decades of service. Haviland says, "I spend a lot of time in the kitchen making sure everything we cook for the restaurant or banquet events is prepared properly and to the highest quality."



## MAINTENANCE, ENERGY MANAGEMENT, TELECOMMUNICATIONS, SAFETY

### Hotels earn 'excellent' ratings

Congratulations to the following hotels that received "excellent" ratings on both the Maintenance, Energy Management, Telecommunications and Safety (METS) and Life-Safety evaluations in 2016:

- **Ohio University Inn & Conference Center, Athens, Ohio**
- **Marriott Austin-North at Round Rock, Texas**
- **Marriott Chicago-Northwest**
- **DoubleTree Suites by Hilton Cincinnati-Blue Ash**
- **Holiday Inn Cincinnati-Riverfront, Covington, Ky.**
- **Marriott Cleveland-East**
- **Marriott Columbus-Airport, Ohio**
- **Radisson Hotel Lansing, Mich.**
- **Embassy Suites Lexington, Ky.**
- **Courtyard Pittsburgh North-Cranberry Woods**
- **Marriott Pittsburgh-North**

**John Mack**, director of asset management, reminds associates of the keys to METS success provided by chief operating officer **Brian Perkins**:

1. Stay on frequency
2. Know your building and learn the systems (H2O/HVAC/fire/life safety)
3. Clean, safe and well maintained
4. Share in these priorities with your team
5. Use the METS philosophy in other areas of the hotel
6. Inspect rooms frequently (carpet cleaning/floor care/walls/ceilings)
7. Keep your team focused on METS as much as they're focused on sales
8. Use the METSline to communicate a problem



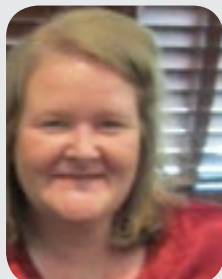
John Mack



## AWARDS

### Connected concierges

**Caroline Hood** (left) and **Dodie Miller**, concierge attendants at **Marriott at Renaissance Park, Spartanburg, S.C.**, were instrumental in the property attaining the Concierge No. 1 GSS ranking in the Marriott brand.



### Leader in beverage

**Nicholas Statzer**, **Marriott Pittsburgh-North** River City Grille manager (pictured center), accepts the 2016 Marriott International SABRE Beverage Professional Award.



Awards continued on Page 10.

## MICHELLE MILLER WINS *FOCUS* CORRESPONDENT AWARD OF EXCELLENCE

HR manager **Michelle Miller** has been recognized for her contributions to the *Focus Newsletter* on behalf of **Radisson Hotel Lansing, Mich.** Miller worked tirelessly to ensure her associates and property were consistently covered in the quarterly newsletter.

"I'd like to thank Michelle for her efforts over the past year," shares **Dave Gordon**, VP-HR. "Focus is an important engagement tool for WHG, and her work exemplifies our priority to celebrate our associates and demonstrate how much we value their hard work."

The *Focus* Correspondent Recognition Program recognizes the outstanding effort put forth by these hotel ambassadors.



Other finalists:

**Awilda Castro, Holiday Inn Cincinnati-Airport, Erlanger, Ky.**

**Aliza Bruchs, Marriott Columbus-Airport, Ohio**

**Lorraine Cecil, Embassy Suites Lexington, Ky.**

**Julie Baker, Marriott Austin-North at Round Rock, Texas**

## BOWLING CHAMP

**Andy Dratch**, son of **Marriott Columbus-Airport, Ohio**, night auditor **Lee Dratch**, came in first place in the Columbus Ohio Section 6 Special Olympics Bowling Tournament. Andy Dratch, who has participated in bowling and track for the Special Olympics for seven years, says he has more medals than Michael Phelps.



Lee Dratch and Andy

## HOLIDAYS IN PITTSBURGH

The **Marriott Pittsburgh-North** team reflects on its holiday fun.



Executive chef **Greg Barchetti** and his team prepared a gingerbread house village to greet guests.



Room attendant **Peggy Gamble White** and concierge **Terry Washington** are dressed for the festivities.



AGM **Michael Smith**, GSR **Angela Delune** and cook **A.J. Armbrust** show off impressive ice sculptures.

## THE TRIFECTA

A post on *Beach Bar Life* recently profiled **Marriott Suites on Sand Key, Clearwater Beach, Fla.**, bartender **Rick Williams**, and named him a "Trifecta Bartender." Read the post and find out why Williams earned the "trifecta" title here: <http://bit.ly/2oOpFgJ>.



## Associates' choice

At the annual awards banquet for **Embassy Suites Lexington, Ky.**, associates voted by secret ballot the following winners in their respective categories:

- **Brandon King**, a.m. dining room supervisor, *Most Compassionate*



- **Thomas Waide**, housekeeping lobby attendant, *Most Likely to Brighten Your Day*



- **Jason Faulkner**, banquet manager, *Most Likely to Live the Pledge*



- **Terry Hamilton**, cook, *Most Contagious Laugh*



## Operational excellence



WHG awarded **Residence Inn Cincinnati-Downtown** the Operational Excellence Award in recognition of the property attaining a balanced scorecard in 2016.

# focus

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**Winegardner & Hammons Hotel Group, LLC**  
4243 Hunt Road  
Cincinnati, OH 45242  
513/891-1066  
[www.whhotelgroup.com](http://www.whhotelgroup.com)

### Publisher

**Kent Bruggeman**  
WHG Chief Financial Officer

### Corporate Editor

**Dave Gordon**  
WHG VP of Human Resources

### Editorial Staff:

**Vehr Communications**  
513-381-8347 (phone)  
513-651-4101 (fax)  
Darcy Schwass, editor  
Suzi Buzek, writer  
Sarah Sampson, writer  
Mikayla Williams, writer  
Samantha Graham, designer