

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.

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WHG's First AC Hotel by Marriott Opens

AC Hotel Cincinnati at The Banks opened in mid-October in downtown Cincinnati, signifying two milestones: The Banks, the city's mixed-use development site along the Ohio River, welcomed its first hotel, and WHG launched the first AC Hotel by Marriott in its portfolio.

AC Hotels embody creativity, entrepreneurship and modernity, and the design and bustling, urban location of the downtown Cincinnati property exemplify the vision of this unique hotel brand. "It's an incredible hotel – beautiful in architecture and design," GM **Jessica Carlson** shares. "It's just so unique and different, from its cool art pieces to its technological features and personality."

The hotel offers the following services and amenities: AC Kitchen, featuring European-style breakfast; AC Lounge; nightly drink rituals; The Store, a 24-7 F&B pantry; 24-hour fitness and business centers; valet parking; and Marriott Rewards® promotions and points awards.

The Cincinnati property also features 171 sleeping rooms (including seven suites); complimentary Wi-Fi; nearly 900 square-feet of meeting space; 24-hour media salons, work zones with wireless media connections; and an outdoor courtyard with recreational activities.

that enable guests to call a server to their dining room table when they need assistance and allow groups to request service to meeting rooms.

The AC Hotel Cincinnati is located across from Great American Ball Park, home to the Cincinnati Reds MLB team, and a short walk from Paul Brown Stadium, home to the NFL's Cincinnati Bengals. It's also in walking distance to several entertainment and nightlife venues; multiple businesses and corporate headquarters, including GE's Global Operations; the Duke Energy Convention Center; and a Cincinnati Bell Connector streetcar stop.



Hotel and WHG staff worked tirelessly to ensure a successful opening right up until operations began. WHG held casting calls at **Residence Inn Cincinnati-Downtown** to hire hourly positions through June, and Carlson assembled the balance of her supervisory team in July and August. In total, the AC Hotel has approximately 60 associates on staff, including several WHG veterans on the supervisory team and many new company associates as well.

The final, pre-opening weeks also consisted of cleaning the hotel, organizing rooms and working alongside construction personnel to ensure everything was functional. VP of F&B **Gary Britton** was instrumental in overseeing all onsite efforts.

Looking ahead, Carlson reflects about the colleagues who made this significant company undertaking possible, including Britton, who kept the construction process moving onsite, allowing her to focus on recruitment efforts; Residence Inn Downtown chef **Michael McIntosh**, who was instrumental as Britton's right-hand man; the entire Residence Inn Downtown staff who allowed the AC Hotel team to use its space while construction was underway; and the WHG corporate team who provided invaluable help with their wealth of knowledge and experience.

"We're just excited to finally have this project downtown," Carlson shares. "We're ready to have a great 2018 and beyond."



View from the Upper Deck

AC Hotel Leadership



GM **Jessica Carlson**



AGM **Trevor White**

For Carlson, the feature for which she's most excited is the Upper Deck, the hotel's rooftop bar and event space offering views of downtown and the Ohio River. She also touts the property's tech features, including mobile kallpods

WHG and PHG Host First Joint HR Conference

HR managers enjoyed knowledge sharing and networking at the first of what will become an annual conference.

Attendees received additional training on Kronos Work Force Ready, the new payroll system, and had discussions on several HR-related issues, including recruiting, Gallup and updates on WHG and PHG's development efforts at the Cincinnati conference on August 30 and 31.

"After our successful, initial conference, we look forward to continuing this event every year," VP-HR **Dave Gordon** says. "The best practices and updates shared will benefit both organizations, and they truly exemplify the successful partnership between PHG and WHG."

PHG HR executives, **Caroline Warren, Shaun McPartlin, Tasha Jones, Jan Weis** and **Linda Davey**, conducted the Kronos training and introduced Talent Czar, a new talent management system, to HR managers.



ASSOCIATE APPRECIATION WEEK



See Pages 4 - 5.

GM & AGM ANNOUNCEMENTS



Martin Borawski Gary Gray Millie Johnson Chris Teed Trevor White

Martin Borawski has been promoted to GM at **Holiday Inn Cincinnati-Riverfront, Covington, Ky.** Borawski previously was AGM at **Embassy Suites Lexington, Ky.** During his tenure, the hotel won numerous awards including the Highest Helpfulness of Team Members Award from Hilton and TripAdvisor's Certificate of Excellence. Borawski also served as AGM at **Williamsburg Embassy Suites.**

Gary Gray has been named GM at **Marriott Pittsburgh-North.** Gray is an experienced hotel professional with several GM and multi-unit assignments under his belt, having previously worked with hotel organizations such as Marriott International and Davidson Hotels. A Pittsburgh native, he has tremendous understanding of the local

market and business environment. Gray received his bachelor's degree in hospitality from Indiana University of Pennsylvania.

Millie Johnson has been named AGM at **Ohio University Inn & Conference Center, Athens, Ohio.** Johnson previously was an assistant front office manager at Columbus Marriott Northwest and Pyramid Hotel Group. She also worked for WHG at the same property as dining room supervisor and HR assistant. Johnson graduated Magna Cum Laude from The Ohio State University's hospitality program.

Chris Teed is the new AGM at **Holiday Inn Cincinnati-Airport, Erlanger, Ky.** Teed previously worked

as an outlets manager for the Hilton Columbus Downtown and in numerous management assignments with Accor Hotels in Australia. A native of Montreal, Canada, he graduated from University of Sunshine Coast in Australia with a major in business and tourism.

Trevor White has been promoted to AGM at **AC Hotel Cincinnati at The Banks.** White began his WHG tenure at **Ohio University Inn & Conference Center, Athens, Ohio,** while attending Ohio University. Following graduation, White was promoted to AGM, leading the hotel to a No. 1 ranking on TripAdvisor.

AWARDS

A great community partner

The Village of Hoffman Estates presented **Marriott Chicago-Northwest** with the Great Citizens Award for its participation in the annual Shop with a Cop event, which gives underprivileged children the opportunity to buy gifts for their families during the holidays.



The team receives the Great Citizens Award.

Recognizing outstanding associates

Seth Boehmann and **Jacob Pauley**, banquet set-up attendants at **Embassy Suites Lexington, Ky.,** both were recognized as outstanding associates at the VisitLex Hospitality Awards.



Boehmann (left) and Pauley

Training the next generation

Shiela Lou Hunt, laundry attendant at **Purdue University Union Club Hotel,** was voted "trainer of the semester" by students in the HTM-181 course, a hotel lab where college students rotate through departments in the hotel, including front office, reservations, housekeeping and the business office. **Joni Moore**, reservations, was runner-up.



Dr. Richard Ghiselli (left) and GM Michael Smith (right) present Moore (middle) with the runner-up award.



Dr. Richard Ghiselli (left) and GM Michael Smith (right) present Hunt (middle) with the "trainer of the semester" award.

Excellent service

Barbara Meier, Starbucks barista at **Marriott Pittsburgh-North,** has been nominated for the Butler County Service Excellence Award. As one of 14 finalists, Meier is recognized for her excellent service and her contributions to making Butler County a wonderful place to live, work and visit.



Meier with GM Gary Gray

CORPORATE

Gena Nelson has been named regional director – revenue management. Nelson previously was the revenue manager at **Marriott Austin-North at Round Rock, Texas,** from 2001-2010 and a regional revenue strategist for Texas Western Hospitality. She has 15+ years of Marriott revenue management experience with an emphasis on extended stay hotels and is certified in Hilton OnQ, R&I, GRO and Marriott One Yield 2.

Jim Swain has joined WHG as regional director – revenue management. Swain was the area director of revenue management for 21C Museum Hotels since 2012. Prior to that, he was a sales account manager for five years at the Marriott RiverCenter in Covington, Kentucky. Swain received a bachelor's degree from Northern Kentucky University and an MBA from Thomas More College.

Ben Pflaumer has joined the construction team as project superintendent. His initial assignment is to oversee the renovation project at **Marriott Cleveland-East.** Prior to joining



Gena Nelson Jim Swain Ben Pflaumer Yaine Albizu Ben Schulman Jessica Innis

WHG, Pflaumer worked as a senior project manager for Eco Engineering and as a project manager and superintendent with Hi-Five Development Services. He received his Bachelor of Science from University of Cincinnati in construction management and an MBA from Wright State University.

HOUSEKEEPING

Yaine Albizu has been promoted to assistant executive housekeeper from housekeeping inspectress at **Marriott Austin-North at Round Rock, Texas.** Albizu joined the housekeeping team in 2004 and has consistently demonstrated positive leadership qualities, which made her the best candidate for the position. She graduated from Republica of Cuba Ministeria de Educacion.

PROMOTIONS FROM WITHIN

BANQUETS

Ben Schulman has been promoted to banquet manager from assistant banquet manager at **Marriott Columbus-Airport, Ohio.** Schulman started as an intern in 2015 and has been promoted three times since then. He earned a bachelor's degree in hospitality from The Ohio State University. His organization and hands-on leadership style set him apart.

Jessica Innis has been promoted to banquet captain from bartender at **Residence Inn Cincinnati-Downtown.** Innis is a student at University of Cincinnati, earning her bachelor's degree in business



Mariah Duncan Amanda Ruggles Ben Kline Lyndsey Race James Herin

management and technology. She was a bartender at the Phelps Bar since March 2013.

SALES

Mariah Duncan has been promoted to sales coordinator from GSR at **Renaissance Hotel Indianapolis-North.** Duncan started as an intern and was hired on full-time when she completed her bachelor's degree in hospitality and tourism management from Purdue University.

FOOD & BEVERAGE

Amanda Ruggles has been promoted to p.m. dining room supervisor from

relief supervisor at **Embassy Suites Lexington, Ky.** Ruggles has three years of hospitality experience, one year of supervisory experience and is well-versed in all hotel departments thanks to her experience as a relief supervisor. She earned her bachelor's degree in English and Spanish from University of Kentucky.

Ben Kline has been promoted to a.m. dining room supervisor from guest service supervisor at **Ohio University Inn & Conference Center, Athens, Ohio.** Kline joined the company in February 2016 as a GSR and has been an essential part of the front desk. He attended Ohio University and received a degree in integrated science.

OPERATIONS

Lyndsey Race has been promoted to operations supervisor at **Holiday Inn Cincinnati-Riverfront, Covington, Ky.** Race started as a GSR in May 2016 while finishing her associate degree in business technologies from Cincinnati State. She is studying business management through online courses at Ohio University. Race's interest in the hospitality industry led her to cross-training in the F&B department, where she was instrumental to the success of the opening of Burgers and Crafts.

MAINTENANCE

James Herin has been promoted to maintenance supervisor at **Holiday Inn Cincinnati-Riverfront, Covington, Ky.,** from maintenance technician at **Residence Inn Cincinnati-Downtown.** Herin recently graduated from Indiana University Purdue University Indianapolis with a bachelor's degree in mechanical engineering. His hard work and drive put him on the fast track to advancement.

ASSOCIATE APPRECIATION WEEK

MAY 22 - 26

Marriott Chicago-Northwest

Associates celebrated with plenty of delicious meals. From a luau-themed lunch to a food truck visit and ice cream truck, there was no shortage of yummy treats. The celebration also included a special farewell for GSR **Minerva Velazquez**, who had been with the property since it opened.



From left: GSRs **Andrew Recinas** and **Velazquez** and concierge **Linda Heath** enjoy the luau lunch.

Holiday Inn Cincinnati-Riverfront, Covington, Ky.

Holipalooza, the property's special name for Associate Appreciation Week, included lunch from Keystone Bar & Grill, snack carts, chair massages and a cookout by the pool where GM **Gus Krimm** took a few dips in the dunk tank.



Krimm is a good sport while getting dunked by his team.

Embassy Suites Lexington, Ky.

Delicious food was had by all. The hotel hosted everything from a pizza party and omelet breakfast to a luau-themed pledge rally.



Associates enjoy a special dinner.

Marriott Suites on Sand Key, Clearwater Beach, Fla.

Celebrations included plenty of fun and a lot of laughter. Associates enjoyed everything from a "strike-a-pose" photo booth and supervisors' dunk tank to a car wash and carnival-themed pledge rally with games and prizes for everyone.



Anthone Zsido, p.m. dining room server; **Jim Develing**, maintenance tech; **Peter Parushev**, maintenance tech; and **Amanda Knauth**, in-room dining associate, pose with their cardboard boat race trophy.

Radisson Hotel Lansing, Mich.

Associates kicked off the week with their monthly pledge rally. They also enjoyed a visit from the beloved happy cart, an ice cream social and pizza party.



HR manager **Michelle Miller** receives the Focus Correspondent Award of Excellence from GM **Kenric Hall** at the pledge rally.



Staci Lombardo, bookkeeper (l), and **Kimberly Debrabander**, sales account manager, spin the prize wheel.

Renaissance Hotel Indianapolis-North

Associates enjoyed everything from a Jimmy Johns lunch, wheel of prizes and Hospitality Olympics.



GM **Ralph Mordocco** and AGM **Alyssa Robin** prep omelets.



Angelica Estrada, assistant executive housekeeper; **Vida Odai**, inspectress; **Shawn Smith**, lobby attendant; and **Emily Wittwer**, guest service supervisor, enjoy a Jimmy Johns lunch.

DoubleTree Suites by Hilton Cincinnati-Blue Ash

Associates enjoyed a water-balloon toss, car wash, chair massages, scavenger hunt and breakfast with GM **Steve Burke**. They ended the week with a pledge rally and take-and-bake pizzas.



Anna Wipprecht, HR manager, and **Burke** wash associates' cars.



The team celebrates at the pledge rally.

Residence Inn Cincinnati-Downtown

The week started with an omelet and pancake breakfast for the morning staff and only got better from there. Many fun activities were in store, including chair massages, a Kona Ice truck visit, a dunk tank for GM **Derek Roorda** and a rooftop pledge rally. Associates received special T-shirts and prizes ranging from Cincinnati Reds tickets to free-night-stay certificates.



Roorda sits patiently atop the dunk tank.



Darryl Rucker, maintenance tech, enjoys a Kona Ice treat.

Marriott Austin-North at Round Rock, Texas



From left: laundry attendants **Ramon Hernandez**, **Jose Galindo** and **Irene Cruz** have fun with cut-out emojis.



From left: GM **Melissa Garrett**; **Ken Kruger**, lead maintenance supervisor; and AGM **Chris Fierro**

Marriott Columbus-Airport, Ohio

Associates enjoyed a superhero-themed week in honor of their heroic line-level associates. The week included a themed photo booth, happy cart and a special visit from Captain America. Each day a "Hero of the Day" was recognized with a prize and gift card.



From left: **Jason Berry**, maintenance tech; **John Coyne**, maintenance supervisor; and **John Morris**, maintenance tech, enjoy the superhero-themed photo booth.



GM **David Kosobud** tests his luck at the dunk tank.

Marriott Cleveland-East

Associates celebrated with an inflatable obstacle course, car washes, made-to-order omelets, an ice cream social, cookout and a newly renovated breakroom.



GM **David Rosenberg** serves an omelet to room attendant **Tanisha Butler**.



Holiday Inn Cincinnati-Airport, Erlanger, Ky.

Celebrations included everything from a kick-off waffle breakfast and Kona Ice truck visit to a grill out and pledge rally. Gifts and treats also were handed out throughout the week.



Gary Bailey, maintenance technician, grabs his waffle breakfast.

Grand slam celebration

The management team at Marriott Cleveland-East attended a Cleveland Indians baseball game in celebration of **David Rosenberg's** promotion from GM to regional vice president.



Radisson Hotel Lansing, Mich.

From South Korea to Michigan

Kwan Kim, a.m. dining room supervisor, moved to the United States from South Korea when he was 16 years old. Speaking little English, he had trouble communicating and making friends. This changed when Kim went to Michigan State University, where he got a degree in hospitality. While at school, he was hired by the Radisson as a dining room server and, shortly after graduation, was promoted to his current position.

"The biggest lesson I learned in the United States is that there are a lot of job opportunities here for everyone who is willing to work hard. I thank my parents for sending me to the United States and for supporting me since," Kim shares.



Holiday Inn Cincinnati-Airport, Erlanger, Ky.



From Israel to Kentucky

Ricky Meirovici, manager-in-training, lived in Israel for most of his life and worked in the hospitality industry for 10 years. Meirovici decided to take his career and apply it where hospitality and customer service are at their finest – the United States. Starting in Grand Rapids, Michigan, Meirovici made his way to Kentucky.

"I am proud to be part of an organization that prioritizes the guest experience and wonderful delivery of personal service," Meirovici says.

Embassy Suites Lexington, Ky.



From Liberia to Kentucky

Mary Freeman, room attendant, has been an associate for 12 years. Freeman and her husband moved to the United States from Liberia more than 20 years ago to seek a new and prosperous life. She also sought better employment opportunities for herself and her family. Freeman still goes home to visit her mother and is planning her next trip in March 2018.

Marriott Austin-North at Round Rock, Texas

From Nepal to Texas

Kiran Paudel, in-room dining associate, moved from Nepal to California a year ago, and then made his way to Round Rock.

"I am very happy to work here because WHG has rules and systems to work with everyone. Every co-worker is friendly and helpful. I work in in-room dining, which allows me to meet new people every day, and I love to talk with new people. It is fun to work here, and I would completely recommend it to anyone," Paudel shares.



From Puerto Rico to Texas

Luis Ibarry, cook, moved to Texas from Puerto Rico to change his life, live differently and follow his dream. He learns responsibilities from – and loves – his job.



From Cuba to Texas

Leyanis Suarez, GSR and night auditor, moved to the United States from Cuba with the dream to reach a better future full of opportunities.

"My experience working here has been interesting because I have learned a lot of new things, and I have the opportunity to grow," Suarez says.



CELEBRATING NEW BEGINNINGS

From Puerto Rico to Texas

Kaly Gonzalez, housekeeping inspectress, moved to the United States mainland from Naranjito, Puerto Rico, for a better lifestyle and a better education system for her kids.

"I started working at another hotel, but my mom started working here and spoke well about it. I started here as a room attendant and progressed to inspectress. I learned that I have a greater deal of patience than I ever thought I had," Gonzalez says.



Marriott Chicago-Northwest



From Poland to Illinois

Agata Swider, housekeeping inspectress, is from Poland. She came to the United States seven years ago for vacation. After a month, she met her husband and they were married three months later. She started working at the hotel more than a year ago and recently was promoted to inspectress.

"In the U.S., there are more opportunities for those who make the move. The U.S. is great for chasing dreams. Life can be unpredictable, and I think I have a bigger opportunity here," Swider says.

From El Salvador to Texas

Erika Duran, room attendant, moved to the United States from San Miguel, El Salvador, to study. In the process, she got married and found an ideal partner in crime ... or life. She started at the hotel eight years ago.

"I love cleaning and organizing, so that makes my job a little easier already. That, and the fact that I get to feel proud about my work. I have learned many things while working here, and the first one would be to listen more and to say less. I also have learned to treat others with respect," Duran says.



Marriott Cleveland-East

From Africa to Ohio

Labitay (Roger) Okle, room attendant, is originally from Togo, Africa. He went to school in Beijing, China, where he met his wife who was there for business. She was also from Togo, and after finishing school, he moved to the United States with her. He had friends who worked at WHG and helped him find a job.

"The United States is a great country filled with opportunities, and I feel that everyone can achieve their dreams if they work hard," Okle says.



From Africa to Ohio

Raissa Assie, room attendant, is from the Ivory Coast in Africa. She has been in America for almost a year. She came to the United States for a modern, quality education. Assie's sister-in-law worked for the hotel and said that she loved it, and even helped Assie get a job.

"The Ivory Coast is very warm and when you come to America it is cold and it snows, which I was not used to. Make sure that if you come to America from elsewhere, you buy a warm coat and boots," Assie advises.



From Puerto Rico to Ohio

Rosalyn Mundo Fernandez, room attendant, moved from Puerto Rico 10 years ago for a better life, education and job for her family and herself. She found that life in the mainland U.S. is much easier as more jobs are available. Fernandez found her job at the Marriott online. She has been there for six years and loves it.



From Africa to Ohio

Adjara Toure Epse Kone, room attendant, is from the Ivory Coast in Africa and moved to the United States almost five years ago. She came here to better her life and earn a degree in nursing.

"Being in America has shown and taught me a lot about many cultures because it is so diverse. Also, America has many opportunities and jobs and some of the best education in the world," Kone shares.



Residence Inn Cincinnati-Downtown



From Poland to Ohio

Aleksandra (Ola) Kaminska, guest service supervisor, was born and raised in Warsaw, Poland. Kaminska started swimming competitively when she was 8 years old and continued throughout her childhood. She committed to swim at University of Cincinnati in the fall of 2012 and, three-and-a-half years later, graduated with a double bachelor's degree in marketing and international business. Kaminska started at the hotel as a manager-in-training and was promoted last year to guest service supervisor. WHG applied for her work visa, and she couldn't ask for better support from an employer.

"The Phelps family is my home away from home and every single one of the people working with me had an impact on where I am now. I listen to every one of you and I learn. Thank you, Phelps team!" Kaminska says.

Union Club adopts WHG Pledge

Purdue University Union Club Hotel adopted the WHG Pledge shortly after joining the company's portfolio of hotels in May. Leadership worked with Purdue to create a unique Pledge card that fortified the missions of the university and WHG: the WHG Service Pledge is displayed inside the card, while the back lists the location of all the amenities in the Purdue Memorial Union, where the hotel is housed.

The team kicked off its adoption of the Pledge with a rally complete with the Pledge wheel, Pledge signing, activities, food and a presentation about the history of the Pledge. The Pledge's impact already is being felt: from agents answering the phone within four rings to housekeeping staff saying, "My pleasure." Every new hire now sits down with **GM Michael Smith** to review the Pledge.

The 90 students who are enrolled in Purdue's hospitality and tourism hotel lab each semester are trained on the Pledge as well. After attending a guided hotel tour with Smith, they receive a Pledge card as part of their uniform and learn about the Pledge. Associates further reinforce the Pledge culture with the students as they work side-by-side in the hotel.





COMMUNITY INVOLVEMENT



Taste of Downtown

Members of the culinary and dining room staff at **Radisson Hotel Lansing, Mich.**, participated in Lansing's eighth annual Taste of Downtown, dubbed the "food and wine festival event of the summer," in July.

Making miracles happen

GM **David Kosobud** and HR manager **Aliza Bruchs** at **Marriott Columbus-Airport, Ohio**, attended the Marriott Business Council Columbus Chapter's meeting at Nationwide Children's Hospital to help build a team to raise funds for Children's Miracle Network through the Torch Relay. They met with volunteers and directors within the hospital working on these events.



Kosobud and Bruchs (left of bunny)

Golfing for a cause

Jason Kaufman, executive chef; **Bill Warrell**, bookkeeper; **Megan Timmons**, assistant executive housekeeper; and **Craig Poydence** and **Frank Chen**, managers-in-training at **Marriott Columbus-Airport, Ohio**, participated in a golf outing supporting Worthington Kilbourne High School, where HR manager **Aliza Bruchs** is the girls' soccer coach.



Going for gold!

Marriott Columbus-Airport, Ohio, night auditor **Lee Dratch's** son, Andy, participated in the Ohio Special Olympics where he won two gold medals: for the softball throw and for the 100-meter run.



The nine-year streak



David Papp, bookkeeper, celebrates winning the battle.

Embassy Suites Lexington, Ky., participated in the Battle of the Bluegrass Blood Drive against other area hotels to determine who could recruit the most blood donors. The team has won the competition for nine consecutive years.

Fit Foodie Festival

Marriott Austin-North at Round Rock, Texas, associates participated in the Fit Foodie Festival and 5K/10K to benefit No Kid Hungry. The event is a mouthwatering race that emphasizes that a calorie burned is a calorie earned. It uniquely blends food with fitness, and more than 20,000 "Fit Foodies" from across the country have eaten their way across the finish line.



From left: **Amber Gang**, guest service supervisor; sales coordinator **Veronica Beita** and son Corbin; **Frieda Wilson**, executive bookkeeper; and sales and catering account manager **Nicole Green** and son Hudson

Hole in one

Maddie Pearson, sales coordinator, and **Kaitlyn Cinquegrani**, sales account manager at **Marriott Chicago-Northwest**, participated in the CelebriTEE golf outing for the Village of Hoffman Estates Park District Fundraiser. The hotel also sponsored a hole at the outing.



Pearson (l) and Cinquegrani

Raising a club for ALS



Kim DeLong, sales account manager at **Renaissance Hotel Indianapolis-North**, participated in the ALS Association of Indiana Bob Kravitz

Golf Outing, which raised approximately \$48,000.

A man's best friend

Residence Inn Cincinnati-Downtown hosted a Wounded Warrior event where a military service dog was reunited with his trainer. After the reunion on live television, associates were invited to sign the Wounded Warrior truck.



Associates gather around the Wounded Warrior truck.

The Miracle League

Darlene Howley, executive bookkeeper at **Marriott Pittsburgh-North** and **Courtyard Pittsburgh North-Cranberry Woods**, has volunteered for the Miracle League of Southwestern Pennsylvania for six years. The Miracle League is an organized baseball league for special needs children and adults, enabling them to develop socialization skills and have fun playing baseball on a field specifically designed for them. As a volunteer, Howley is a buddy to players with special needs. She volunteers in both the adult and youth leagues and assists with hitting, running the bases and fielding.



Howley with her buddy, Dominic, with whom she has been partnered for three years.

focus

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