

THE INN FORMER



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A publication for the employees of Cooper Hotels

Spring 2024

Cooper Hotels Celebrates Its 100% Hilton Portfolio, 100 Years of Hilton Affiliation and \$100 Million Future Hilton Brands Investment



DoubleTree by Hilton Fort Myers at Bell Tower Shops opened on December 20, 2023, marking Cooper Hotels' achievement of 100% Hilton brand loyalty within its hotel portfolio.

Last spring, all Cooper Hotels properties held a month-long celebration to commemorate:

- The company's transition from operating non-Hilton hotels to 100% Hilton brand loyalty in its portfolio
- 100 cumulative years of Hilton affiliation with six of the company's hotels
- An agreement to continue operating those six hotels for another combined 100 years
- A planned \$100 million Hilton brands investment in the next five years.

To help celebrate Cooper Hotels' 100% Hilton brand loyalty portfolio achievement, all Cooper Hotels properties held a 100-day fundraising drive to support the Hilton Global Foundation. Numerous activities and

fundraising events took place at each hotel and within their communities. Also during the month of May, each of the 16 Cooper Hotels properties volunteered 100 hours of team member time to local community service in honor of the company's future 100 years of Hilton affiliation and its \$100 million planned Hilton investment.

In 1982, Hilton Knoxville Airport became Cooper Hotels' first Hilton franchised property. The company's only remaining non-Hilton brand hotel in Fort Myers, Florida, became a DoubleTree by Hilton hotel in December, making the Cooper portfolio 100% Hilton brand loyal hotels.



David Krueger

Cooper Hotels' Longtime Chief Financial Officer Retires

David Krueger, the Cooper Hotels chief financial officer for the last 40 years, is retiring. During his distinguished career at Cooper Hotels, he directed the company's financial and accounting operations, enhanced the financial stability of its

considerable portfolio and artfully controlled the benefits program for over 1,600 employees.

David's most recent major accomplishments were participating in senior management's efforts to secure financing for the renewal of the

Hilton franchise agreements for six DoubleTree by Hilton properties for another 100 years. Using his leadership in enabling Cooper Hotels' planned \$100 million Hilton brand investment in the next five years. And his instrumental role in the achievement of 100% Hilton brand loyalty within the company portfolio.

President and CEO Pace Cooper said he expects a seamless transition for the company as Allen Ruffin, CPA, was promoted to the CFO position after serving as the Cooper Hotels controller since 2000.



Memo from Management

By Allen Ruffin

Cooper Hotels

Chief Financial Officer

I am very excited to be your new chief financial officer! I have learned from the best in David Krueger and from his guidance and leadership. We are losing a great CFO, but I know he will always be my friend and a phone call away.

My transition into this new role will be seamless, since I have performed all of the duties required in the past. Working with David and at Cooper Hotels with our professional teams, both at corporate and at our great hotels, has been the best professional experience of my life, and I look forward to our future and company growth.

Cooper Hotels always prefers to promote from within, and it has served us well in the past. We have a rich history of promoting not only from one position to another but from staff to management and from one hotel to another. We try to keep our valued team members in the family.

With our experienced accounting staff, we plan to continue systems automation to make all of us more efficient and profitable, streamline job responsibilities, reduce manual errors and provide excellent support and guidance for our entire hotel teams while working with our vendors and guests.

Our hotels are constantly undergoing front desk and restaurant system conversions which we have assisted our hotels in implementing. This experience will only help us become more efficient and assist better with future conversions.

Technology is always changing as we often hear. We plan on using the latest technology to improve our business model when possible.

I look forward to seeing you on my hotel visits in the future.

DECATUR, AL: DoubleTree by Hilton



Jessica Mayes

Decatur's Hospitality Hero

Jessica Mayes, House-keeping department self-inspector, was named the Hospitality Hero of the Year by Decatur Morgan County Tourism at its annual meeting.



Shania Jones

Promotion

Shania Jones joined the hotel team in January, 2020, as a server in the restaurant. In 2022, she became a front desk agent. In April, 2023, Shania was promoted to sales and reservation coordinator. In the last quarter of 2023, she received another promotion to corporate meeting and rooms specialist in the sales department. When asked what is her favorite thing about working in sales, she replied, "I am proud of the experiences we share with our clients, and the connections and involvement we provide to the community."

Morale Boosting Idea

Sales team members and human resources surprised the hardworking team members at DoubleTree by Hilton Decatur by handing out survival bags stocked with words of encouragement, motivational quotes, snacks, stress balls and DoubleTree cookies to show them they are appreciated. They were delivered while playing inspirational music including "Eye of the Tiger".



Shown delivering treats to the team are (from left) Shania Jones, sales team corporate meeting and rooms specialist; Ebony Smiley, public space attendant in housekeeping; Galina Slavova, sales administrative secretary; and Ericka Claborn, human resource manager.

FORT MYERS, FL: Homewood Suites by Hilton at Bell Tower Shops



Maru Ferreyra

2023 Employee of the Year

Maru Ferreyra, Kitchen, has been a dedicated team member since 2011. Management says that she always goes above and beyond and guests absolutely adore her!



Volunteers at the 24TH Annual Big Backpack Event. Far right is Angie Millican, general manager. Also attending were Maureen Killeen, Stephanie Young, Lisa Vinciguerra, Cindy Millican, William Dukes, Laura Spencer and family members.

DETROIT METRO AIRPORT, MI:

Embassy Suites by Hilton, Hilton Garden Inn and Hampton Inn & Suites by Hilton

Happy Birthday, Mrs. Georgie Bird

Mrs. Georgie Bird spent dozens of nights at Embassy Suites by Hilton Detroit Metro Airport between 2008 and 2019. In 2014 she even had a suite named after her.

When she was 83 years old in 2008, she participated in the hotel's opening ribbon cutting with Cooper Hotels President and CEO Pace Cooper, who promised her a party to celebrate her 100th birthday.

Mr. Cooper delivered on his promise on March 2nd by helping Georgie, who can no longer travel, host her 100th birthday party in Tucson, Arizona. It was complete with a reunion with four team members from the Embassy Suites and **Geoff Thompson**, the hotel's former general manager, now Cooper Hotels vice president of operations.



Mrs. Georgie Bird welcomed team members from Embassy Suites by Hilton Detroit Metro Airport to Tucson, Arizona, to celebrate her 100th birthday. Shown are Cooper Hotels Vice President of Operations Geoff Thompson, (from left) Controller Julie McIntosh, Bartender Jennifer Obermiller, Housekeeping Dept. Carlos Perez and Executive Housekeeper Yvonne Anderson.

#1 on Tripadvisor Since 2010!

Congratulations to the team at Hampton Inn & Suites by Hilton Detroit Metro Airport for helping the hotel continue to be ranked #1 of 26 hotels in the area on Tripadvisor. It is the only Cooper Hotel property to be ranked first in its market.



For housekeeping week, the Embassy Suites by Hilton housekeeping team was treated to a visit from the Cinnabon truck.

On a Charitable Note

The Hilton Garden Inn and Hampton Inn and Suites – Detroit Metro Airport ended 2023 on a charitable note.

In October, November and December, team members had Casual for a Cause Fridays, donating \$3 to dress casually. Each month's collection went to a different charity. Over \$140 was collected in October and donated to the American Cancer Society. Casual Cause Friday will continue through September this year.

In November they gathered and donated two boxes of non-perishable food items and \$60 to Gleaners Community Food Bank.

They ended December by collecting over 90 Christmas gifts for Toys for Tots.



Last spring, the Hilton Garden Inn, Hampton Inn & Suites and Embassy Suites had a team outing to Gleaners Community Food Bank. Team members spent the morning assembling hundreds of food packages for the needy in southeast Michigan.

FORT MYERS, FL: DoubleTree by Hilton Bell Tower Shops



The newly installed sign at DoubleTree by Hilton Fort Myers also promotes the hotel's Shoeless Joe's Sports Café.



Patricia Jubinville

New Executive Chef

DoubleTree by Hilton Fort Myers Bell Tower Shops welcomes **Patricia Jubinville** (Chef Trish) as the property's new executive chef. She attended Johnson & Wales University, owned her own restaurant for

several years and has worked at numerous prestigious restaurants.

Proud Contributors to the Hilton Global Foundation

As part of the Cooper Hotels commitment of support for the Hilton Global Foundation, a special raffle was held at a monthly staff appreciation luncheon for donated hotel and restaurant gift cards. Team members raised \$687 for the foundation. Other charitable events are planned for the company's newest Hilton brand property.

New DoubleTree by Hilton Fort Myers Bell Tower Shops Welcomes First Guest!

Malissa Lich with Incore Residential was the first guest to check into the new DoubleTree by Hilton in Fort Myers on opening day, December 20, 2024. She stayed at the former Crowne Plaza property 80 times since 2020. A former member of the InterContinental Hotels rewards program, she converted to become a Hilton Honors Gold member.



The first DoubleTree by Hilton Fort Myers guest, **Malissa Lich**, center, is welcomed by **Jim Larkin**, general manager, and members of the Cooper Hotels Fort Myers team.

Fantasy Baseball Camp Returns for Seventh Year

Fantasy baseball camps that have stayed at the former Crowne Plaza hotel for years returned to the newly converted DoubleTree by Hilton Bell Tower Shops. The camps bring 100 guests each week for three weeks in January. Camps include a women's Boston Red Sox fantasy camp, two weeks of men's Boston Red Sox camps and one week of the Minnesota Twins fantasy camp.



Kat Bonafante



Bill Warren



Trevor Jaskier



Abigail Hudson



Olivia Barrera



Zacharias DeCena

2023 Employees of the Month

- July – **Kat Bonafante**, Banquets
- August – **Bill Warren**, Transportation
- September – **Trevor Jaskier**, Kitchen
- October – **Abigail Hudson**, Housekeeping
- November – **Olivia Barrera**, Catering
- December – **Zacharias DeCena**, Housekeeping

Care Committee is Launched

The new DoubleTree by Hilton Bell Tower Shops hotel now has a Care Committee, as do all Hilton brand hotels. Team members from each department were selected to participate and plan how their property will be helping and serving their community. Committee members are: **Christina Calvillo**, **Araima Hondres**, **Abbi Hudson**, **Maria Adame**, **Elfego Adame**, **Kat Bonafante**, **Thomas Santin**, **Jessica Beasom** and **Olivia Barrera**.

FORT MYERS, FL: Homewood Suites by Hilton Airport/FGCU

2023 Employee of the Year

Maria Hernandez, housekeeping inspector, is a team player who strives to make everything perfect for guests. Her coworkers love being around her. Maria always goes beyond the goals for her department.



Maria Hernandez

Promotion

Maria Clarke was promoted on the front desk from supervisor to manager. Management says that she is ambitious, possesses an excellent work ethic, and wants every guest to feel cared for and valued.

2023 Employees of the Month

- January – **Glenn McLaughlin**, Van Driver
- February – **Jean Marc Regnier**, Front Desk Agent
- March – **Aneudis Sosa Jimenez**, Houseman
- April – **Andy Sr. Kinbacher**, Van Driver
- May – **Leidy Martin Diaz**, Room Attendant
- June – **Juan Santiago**, Maintenance
- July – **Rafael Borrero**, Houseman
- August – **Claribel Oyola**, Executive Housekeeper
- September – **John Oats**, Painter
- October – **Milka Hernandez Gonzalez**, Room Attendant
- November – **Bryan Kinbacher**, Maintenance
- December – **Maria Hernandez**, Housekeeping Inspector



Maria Clarke, front office manager, and **Jean Marc Regnier**, front desk agent, getting the fun prizes ready for BINGO night, which is held for guests every Wednesday evening.

FORT MYERS, FL: Hilton Garden Inn Airport/FGCU

Welcome to the Team

Cooper Hotels welcomes the newest member of the Hilton Garden Inn Fort Myers Airport/FGCU sales team, Sales Coordinator **Perly Gorton**.

She has several years of sales experience and is well prepared to fulfill her responsibilities according to management



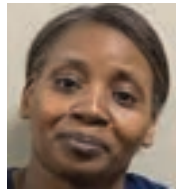
Perly Gorton

Renovations Completed

Substantial renovations and upgrades were recently completed at Hilton Garden Inn Fort Myers Airport/FGCU. The renovations included new draperies, carpets, couches and accent chairs to add a modern touch to the hotel's ambience. In addition, new wallpaper was installed in the corridors to give them a brighter, much more vibrant look.



JACKSON, TN: DoubleTree by Hilton



2023 Hero of the Year

Congratulations to **Carolyn Simpson** in housekeeping. She has been a valuable part of the Jackson hotel team since May 2003.

Carolyn Simpson

2023 Heroes of the Month

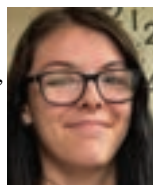
- January – **Gerry Pewitte**, Maintenance
- February – **Joseph Shaw**, Banquets
- March – **Bethany Long**, Front Desk
- April – **Shari Lancaster**, Front Desk
- May – **Cheyenne Gourley**, Front Desk
- June – **Billy Utley**, Kitchen
- July – **Heather Ross**, Front Desk
- September – **Sean Kilgore**, Banquets
- October – **Travis Musgrave**, Maintenance
- November – **Simone Buchholz**, Front Desk
- December – **Carolyn Simpson**, Housekeeping



Gerry Pewitte



Shari Lancaster



Cheyenne Gourley



Travis Musgrave



Mary Ross



Bethany Long



Heather Ross



Dwight Hunt

Promotions

- **Bethany Long** was promoted on the front desk to director of front office.
- **Heather Ross** has been promoted to guest service specialist
- **Dwight Hunt** was promoted in housekeeping to laundry supervisor
- **Sean Kilgore** earned a promotion from banquet houseman to banquet supervisor



Jackson Team members stopped by with a DoubleTree Cookie bouquet to congratulate Mayor Scott Conger as he began his second term for the next four years.



DoubleTree by Hilton Jackson CARE team and family members participated in the American Foundation for Suicide Prevention walk in November

Jackson Team is Tops in Community Volunteer Hours

The Cooper Hotels challenge for hotels to complete 100 hours of volunteer community service time was accomplished by Jackson team members in July. The team continued tracking time to see what they could accomplish. They donated a total of 340 volunteer hours in 2023.

Team volunteers worked on various veterans events, including a military ball, veterans parade and the wreaths across America program. They also participated in Regional Inter-Faith Association (RIFA) food drives including the feeding the homeless and backpack program, the Boys and Girls Club events, local school events and suicide prevention among other efforts.



Team members (from left) Yabbie Bond, human resources; Mary Ross, sales; and Shani Ruffel, accounting, at the Regional Inter-Faith Association food drive, where they donated 90 pounds of food to help feed local school children.



2023 Best In Jackson Winner

Last October, DoubleTree by Hilton Jackson received the Best In Jackson award, as voted by readers of Jackson VIP magazine. Congratulations, team!

JOHNSON CITY, TN: DoubleTree by Hilton



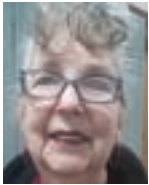
2023 Employee of the Year

Catelyn Adams, Burger Bar server, always wears a smile with a very cool and calm demeanor, according to management. She has never been in a bad mood, regardless of the situation. She has been a tremendous asset for the food and beverage department and the entire property.

Catelyn Adams



Delila Osborne



Wilma Allen



Martha Scott



Eleanor Nelson



Shannon Peters



Kendall Phillips

2023 Employees of the Month

- February – **Catelyn Adams**, Server
- March – **Delila Osborne**, Cook
- May – **Wilma Allen**, Room Attendant
- June – **Martha Scott**, Laundry Attendant
- July – **Eleanor Nelson**, Banquet Staff
- August – **Alexander Smith**, Guest Services
- September – **Shannon Peters**, Cook
- October – **Sonja Warlick**, Room Attendant
- November – **Kendall Phillips**, Guest Services
- December – **Kaylee Ray**, Guest Services



Kaylee Ray



Felicia Perkins



Jenifer Baker



Shannon Peters

Promotions

Felicia Perkins, a member of the house-keeping team for several years, was promoted from guest services to human resources in June 2023. She has 19 years of service.

Jenifer Baker was promoted from room attendant to sales secretary last November.

Alexander Smith was promoted from guest services to reservations last December.

20 Years of Outstanding Service

Congratulations and thank you to **Julia Gutierrez**, restaurant manager, and **Susan Holly**, Hilton Honors manager, for their 20 years of service.



DoubleTree by Hilton Johnson City General Manager Steve Lewis (second from left) assists in the new Visitors' Center ribbon cutting.

New Visitors' Center Opens

In November, General Manager **Steve Lewis** and Director of Sales, Catering & Marketing **Lauren Stopka** were invited to the ribbon cutting ceremony for the new Johnson City Visitors' Center. Steve participated in the cutting with other local dignitaries.



Last September the housekeeping department (team members shown above) was surprised by goodies and games with prizes from the front desk, banquets and sales departments. A luncheon was also held for them with a round of bingo and prizes on the last day.

KNOXVILLE, TN: Hilton Airport



Above are a few of the 90 employees who attended the Hilton Knoxville Airport Christmas Party. They enjoyed filet steaks and lobster tails as well as catered wings from a local store. Fun games were played with many great prizes.

Congratulations, Tiarra

Sales Manager **Tiarra Knipp** earned the 2023 Cooper Hotels Presidential Award, the top sales award for her position. She also received first place Shining Star sales awards for outstanding results in the second and third quarters of 2023.



Tiarra Knipp

MEMPHIS, TN: DoubleTree by Hilton



DoubleTree by Hilton Memphis team members participated in the Cooper Hotels 100 hours of service program with a landscaping project for the nearby memorial library. They received a \$1,000 grant from Hilton for the project.



DoubleTree by Hilton Memphis team members playing a game at the International Housekeeping Week luncheon celebration hosted by Hilton corporate. Hilton provided gift card prizes and lots of giveaways.

COOPER HOTELS

MURFREESBORO, TN: DoubleTree by Hilton

2023 Employees of the Month

- January – **Lukas Quartermaine**, Banquet Captain
- February – **Michelle Williams**, Guest Service Agent
- March – **Jeannie Gregory**, Housekeeping Supervisor
- April – **Ricardo Hatton**, Cook
- May – **Carl Hickman**, Maintenance
- July – **Debra Padilla**, Guest Service Agent
- August – **Veda Rothmiller**, Server
- September – **Autumn Kanjanabout**, Housekeeping
- November – **Nick Vaughn**, Cook
- December – **Tessie Hathaway**, Housekeeping (celebrating 15 years at the hotel)



Carl Hickman



Debra Padilla



Veda Rothmiller



Autumn Kanjanabout



Nick Vaughn



Tessie Hathaway



The Murfreesboro team reached 100 volunteer hours last July, celebrating the Cooper Hotels and Hilton milestone affiliation. Time was spent cleaning headstones at Old Fort Cemetery, helping at events benefitting special needs children, collecting books for a children's reading program and working various positions during the state high school sports championships. Above are Shuttle Driver William Pitts, General Manager Gerardo Guerrero, Chief Engineer Mark Chalker, and Executive Housekeeper Kenneth Alderson.

Welcome to the Team

New team members during 2023 include: Catering Manager **Kasha Lane**, Sales Manager **Madison Mosley**, Banquet Manager **Ehab Bassalyous** and Human Resources Manager **Denise Ragland-Henry**.



Kasha Lane



Madison Mosley



Ehab Bassalyous



Denise Ragland-Henry



Team members at a lunch celebrating appreciation week for housekeeping and managers/supervisors, the Catch Me at My Best overall winner and the hotel's outstanding quality inspection results.

Promotion

Jacqueline Harris was promoted from guest services agent to catering/sales coordinator.

NAPLES, FL: Hilton

Team Member Honors

Team Members of the Quarter and Year:

■ **First Quarter: Jenny Nicaragua**, banquet captain, was nominated for the award because she always makes sure that orders are executed.



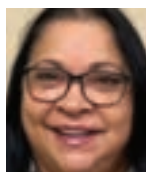
Jenny Nicaragua

■ **Second Quarter and Team Member of the Year: Claud Thompson**, Shula's chef. His nomination states: For over a decade, Claud has been with Shula's, and he continues to be the pillar of importance.



Claud Thompson

■ **Third Quarter: Becky Johnson**, PBX operator. Her nomination says that she goes above and beyond to help guests and her teammates – always with a smile.



Becky Johnson



Mike Struzyna

Manager of the Year:

■ **Mike Struzyna**, director of housekeeping, was nominated and chosen because he is a kind person who is always available to help the team.



Last June Hilton Naples completed its 100 volunteer hours of service celebrating Cooper Hotels' 100 years of future Hilton affiliation and 100% Hilton brand hotels. They created blankets for dogs (35 hours), moved on to environmental impact with their Green Lodging Program (15 Hours) and completed it with community involvement at Meals of Hope (63 Hours), which helps fight hunger. Above is part of the Hilton Naples volunteer team in the organization's food warehouse.

Tourism Awards

Last October the county tourism bureau and the Naples, Marco Island, Everglades - Paradise Coast Convention & Visitors' Bureau held their annual Star Awards industry appreciation event. **Stephanie Roman**, Hilton Naples senior catering sales manager, received the Hospitality Award for full service hotels and resorts. General Manager **Clark Hill** was honored with the prestigious 2023 Tourism Legacy Award.

Promotions

■ **Courtney Kyle** joined the Shula's inside the Hilton Naples team seven years ago, was promoted to assistant manager, then to Shula's business development manager last spring.



Courtney Kyle

■ **Theresa Russo** – Joined the Hilton Naples team in 2020 as a front desk agent. She was promoted to front desk supervisor that same year, and to catering and sales coordinator last November.



Theresa Russo



Senior Catering Sales Manager **Stephanie Roman** with her Hospitality Award and General Manager **Clark Hill** with his Tourism Legacy Award.

OAK RIDGE, TN: DoubleTree by Hilton



Scott Aderholdt

2023 Employee of the Year

Scott Aderholdt, breakfast cook, was named the 2003 Employee of the Year for his performance, commitment to his position and going above and beyond on many occasions.

2023 Employees of the Month

- January – **Larkeisha Jordan**, Housekeeping
- February – **Christopher Schofield**, P.M. Kitchen Supervisor, was promoted from Line Cook last October
- April – **Shania McKnight**, Front Desk
- May – **Michael Smith**, Hotel Houseman
- June – **Savannah Sadler**, Restaurant
- July – **Michael Payne**, Banquet Set Up and Dishwasher
- August – **Danny Craze II**, Server, Bartender and F&B Shift Leader
- September – **Scott Aderholdt**, Breakfast Cook
- October – **Sharon Love**, Housekeeping
- November – **Maggie Worline**, Housekeeping
- December – **Lynda Alexander**, Dishwasher

100 Hours of Community Service Hilton Celebration Achieved

Following are details of DoubleTree by Hilton Oak Ridge's *100 hours of community service Hilton celebration* last summer.

- St. Joseph Food Pantry, 108 volunteer hours
- Keystone Elder Care Center, 8 volunteer hours
- Navion (The Grove), 8 volunteer hours
- Patriot Hills Assisted Living, Alexander Inn (elder care facility) and Commonwealth Senior Living, 12 hours.

Oak Ridge's 2023 Shining Star

Congratulations to DoubleTree by Hilton Oak Ridge-Knoxville Director of Sales, Catering and Marketing **Robin Castleberry** for earning the prestigious Cooper Hotels President's Star Performer Award for top performance for her position in 2023. She also received the First Place Shining Star Award for outstanding performance for her position for the first three quarters of 2023.



Larkeisha Jordan



Christopher Schofield



Michael Smith



Michael Payne



Danny Craze II



Robin Castleberry



DoubleTree by Hilton volunteers (in aprons) at the Alexander elder care facility, where they assisted with activities including helping residents play bingo and treated them to DoubleTree cookies. Shown are General Manager Gretchen Julius (from left), Catering Director Allison Weaver, Director of Sales, Catering and Marketing Robin Castleberry and Sales & Marketing Coordinator Ann Bird.

ORLANDO/ALTAMONTE SPRINGS, FL: Hilton

Welcome and Welcome Back

New team members added in 2023 include:

- **Antonio Torres**, Front Office Manager
- **Bella Laudner**, Front Desk Agent
- **Jon Simonelli**, Assistant General Manager, was front office manager in 2018-2019



Antonio Torres



Bella Laudner



Jon Simonelli



Hilton Orlando/Altamonte Springs team members work with their public school system to educate students on careers in the hospitality industry. Shown are the Career Exploration Campers and Ted Roberts (back row) with the organization, General Manager Jaclyn Lorigan (on right) and Assistant General Manager Jon Simonelli.



Corissa Miller

Promotion

Congratulations to **Corissa Miller** on being promoted in 2023 from front desk agent to reservations coordinator at Hilton Orlando/Altamonte Springs.



Hilton Orlando/Altamonte Springs housekeeping team enjoying International Housekeeping Week.

Housekeeping Week Events

The Hilton Orlando/Altamonte Springs celebrated International Housekeeping Week last September in style. Each department treated housekeeping to breakfasts, a pizza party, food from great restaurants, goodie bags, cash prizes and more.

Rock On for a Cause

Last October, team members supported Breast Cancer Awareness Month with a "Rock On for a Cause" theme. On Wednesdays, they wore pink, and every day they served Pink Lady Cosmo drinks with a \$2.00 donation from each drink purchased to the Susan G. Komen Breast Cancer Foundation.



"Rocking it" for Breast Cancer Awareness Month are Director of Sales Randi Grisham (from left), Convention Services Manager Lisa New, Assistant General Manager Jon Simonelli and Assistant Controller David Newsome.

9/11 Remembrance

Hilton Orlando/Altamonte Springs has an adopted fire station, #14, where they honor the first responders. On 9/11 last year they served lunch to the firefighters.

THE CUSTOMERS ALWAYS WRITE – OR POST

DoubleTree Fort Myers

“Best hotel stay ever”

I recently came to this hotel for a CPR conference. The conference room was perfectly set up. The manager Jason was helpful and attentive. The front desk staff shined, especially employee Olivia who went out of her way to make our group feel welcome & also make sure we left smiling. I would definitely stay at this hotel with such an amazing staff that really cares about their customers.

MoverShakerUSA ~ Los Angeles, CA

DoubleTree by Hilton Decatur Riverfront

“Wonderful Experience!”

This had to be the best night of our vacation! After a hard day of travel we were directed here by another Hilton property that was already full. A little far off the highway but well worth the extra time! The desk staff were friendly, and the room was excellent. The breakfast buffet was extensive and well stocked.

Howard B

DoubleTree by Hilton Jackson

“Absolutely Amazing”

What an amazing staff. The rooms were excellent, beds were super soft, and cookies were amazing. This stay was 2000% and the breakfast brunch was delicious. I would also like to thank Rachel for her amazing customer service and beautiful smile.

Debbie J

DoubleTree by Hilton Johnson City

“Great Seminar Space”

I was very impressed with the professionalism and attention to details that were provided to my attendees. I was involved in organizing an educational workshop in the Johnson City area and was very impressed with how the event was set up and organized. I will be using their services again.

DJonathanT22 ~ Maryville, TN

DoubleTree by Hilton Memphis

“The place to stay in Memphis”

Wonderful hotel and staff. Complimentary airport shuttle is a big bonus. Lots of restaurants and things to do around hotel.

Shuttle driver John was exceptional! Super friendly and professional. Robin at the front desk and Paul, our shuttle driver the next day, were also a pleasure. If our plans call for us to be back in Memphis, we will definitely stay here again.

pbcb ~ Cocoa Beach, FL

DoubleTree by Hilton Murfreesboro

“Perfect stay with exceptional staff”

We are a family of 10 ranging in age from 5 to 83 years old. The entire staff from check in, the restaurant for dinner and breakfast this morning up to check out today have been so wonderful! The hotel was clean, the shower was hot and the food was good. I would highly recommend.

moritti23 ~ Rockford, MI

DoubleTree by Hilton Oak Ridge

“A real 5 star property”

Except for the traffic getting there this is the place to stay in Oak Ridge/Knoxville. They have ample parking and the staff is truly outstanding and make you feel like a true guest. The hotel is well maintained and extremely clean. Rooms are nice and had a very quiet A/C, which was appreciated. Furniture is dated but serves the intended purpose. Breakfast was great and service exceptional. Highly recommend.

Diamond traveler ~ Columbus, Ohio

Hilton Knoxville Airport

“Awesome hotel”

Tina and Shaunetta in the bar were a lot of fun and very attentive. I love this hotel. Everyone that works here has a fantastic personality. Oh, the kitchen is awesome. There isn't anything bad on the menu.

No, I wasn't paid to write this. I'm a pilot that is happy to be here, every time in Knoxville. The great experience starts at the front desk with a smile. The rooms are always in great shape. Housekeeping never lets me down. I would give this hotel a 5 star rating, based on its people.

Mike Bradford

Hilton Orlando/Altamonte Springs

“Amazing Crew”

Amazing hospitality by Corrisa, Hemant, Sarah, Joseph, Ashleigh, and Antonio. We had a group of 10+ staying here and had many last-minute requests, which the team fulfilled with a smile and without hesitation. Hotel itself is large with clean rooms and plenty of parking. Breakfast was good and reasonably priced. Recommend management reward these individuals for their outstanding customer service! Thank you.

Honest_Review ~ Dayton, Ohio

Hilton Naples

“Old school hospitality”

Enjoyed our visit to Naples Hilton. Michael in the pool area gave us exceptional service and had us in stitches every day. Enjoyed breakfast at Shula's in the hotel. Egg skillet tasty. Jeff gave us a warm greeting with wonderful service.

High end mall across the street. A complimentary trolley left the hotel every hour to take you to the beach approximately a mile away. The 5th Avenue restaurants and shops are a 10 minute drive.

Trek325442 ~ Sun Prairie, Wisconsin

Embassy Suites Detroit Metro Airport

“Diamond member review - Absolutely fantastic”

This is one of the nicest Embassy Suites around. Staff is friendly, rooms are very clean and you can't hear any airport noise. The next time I stay near the airport I wouldn't consider staying anywhere else.

Rolltide18x ~ Houston, TX

Homewood Suites by Hilton Fort Myers

Airport/FGCU

“Impressively welcoming and professional”

Unusually friendly, welcoming staff. We stayed in a newly renovated room on a newly renovated floor - much more modern and accommodating than the previous color scheme. Room layout worked well for our multi-day stay. Breakfast was well laid out and nice choices. Manager's reception included Bingo and we felt like family. Location is near airport, lots of shopping, and even walkable to Dunkin' and Cava. Will stay again when I'm in the area.

mark ~ Los Angeles.

Hilton Garden Inn Fort Myers

Airport/FGCU

“Spring Training Home Run”

Clean, quiet well maintained facility. Friendly helpful staff from front desk to dining to maintenance personnel. Claudia in dining was outstanding. Excellent food selection from buffet and continental. Chefs did a great job on prepared-to-order meals.

Our stay was for eight nights. Wish we could have stayed longer.

Discover751632 ~ Saint Paul, Minnesota

Homewood Suites by Hilton Fort Myers

Bell Tower Shops

“Nice Stay”

Very comfortable - clean and spacious room! Left a different hotel early to come stay at Homewood Suites and so glad we did - it was a night and day difference. Staff is very friendly. The breakfast was very nice, great assortment of choices.

jcómo92

Hampton Inn & Suites Detroit/Airport-

Romulus

“Would definitely stay here again!”

Staff was very friendly, hotel was immaculate! Rooms were very spacious! Something different at the breakfast bar every morning! Traveled with our 4 grandchildren and they had a great time at the pool! Would definitely stay here again!

Julie M

Hilton Garden Inn Detroit Metro Airport

“Overnight before flight”

Late evening arrival in Detroit and many offerings for an overnight...but this Hilton Garden Inn is outstanding. Shuttles (must call) but they dash over to the airport quickly. Guest services folks were pleased to greet us and make our room location exactly as we wished. Comfy rooms and beds ... big ole TV and very quiet hallways. We were on top floor. Always a good idea.

dfz-cc ~ Santa Fe, New Mexico