



BEST OF HOMEWOOD

3rd Quarter, 2006



HAPPY NEW YEAR!

We are off to an impressive 2007! Looking back at a great 2006, we have much to be proud of. Raise your hands to salute our year-end 2006 winners.

Warm Regards, Dawn Koenig/VP Hotel Performance Support

TOP 10 FRONT DESK SCORECARD HOMEWOOD SUITES BY HILTON

Outrageously Please Their Guests

How is the Front Desk Team at the Homewood Suites by Hilton in Baton Rouge able to Outrageously Please Their Guests? Let me tell you....

- ★ It is 9:30pm on a Tuesday evening and Donna, the Guest Service Representative for the shift, is waiting for her final arrival of the evening. Mr. Smith walks through the door and Donna starts singing, "You're just the one I've been waiting for." Mr. Smith chimes in with the second line, "You've been searching for a long time." He then laughs and says, "It's good to be back."
- ★ One morning the General Manager has a message on her voice mail from Ms. Robinson telling her how helpful Adrian was when she checked in last night. She said Adrian was very accommodating, kind, and patient; and found the perfect suite for her and her dog. Ms. Robinson just wanted her to know what a special employee Adrian was.

- ★ Every morning Carolyn and Yvette ensure Mr. Stevens' "Breakfast to Go" bag is ready and waiting on the front desk by 5am.
- ★ When Mr. Jones walks through the front door saying, "Hi Honey, I'm home," Krista greets him with a great big smile and says, "Welcome Back."
- ★ As Ms. Gray drove away on a rainy Saturday, Tenaka ran outside to retrieve the briefcase accidentally left in the drive.

And finally...

- ★ Sheilah spends the first part of her day writing a personal welcome note to each arriving guest.

The team members at Homewood Suites Baton Rouge are the most important asset of this hotel. All Front Desk employees use their own unique personality to provide genuine hospitality to every guest who enters through our doors. There is no magic formula to providing great service. The magic comes from the team members. They are the ones who make our guests feel special by recognizing them, using their name and efficiently helping them. Congratulations to each member of this special team for being recognized as the number one Front Desk Team for 3rd quarter 2006!

*Cherri Kieschnick, General Manager
Homewood Suites by Hilton Baton Rouge, LA.*



HIGHEST FRONT DESK SCORECARD
HOMEWOOD SUITES BY HILTON
BATON ROUGE, LA

RANK	PROPERTY	OVERALL SCORE
1	BATON ROUGE, LA	328.10
2	FORT WORTH/BEDFORD, TX	327.86
3	PHOENIX/SCOTTSDALE, AZ	325.59
4	SANTA FE-NORTH, NM	322.12
5	FALLS CHURCH - I-495 @ RT. 50, VA	321.48
6	PLANO, TX	317.65
7	BUFFALO/AMHERST, NY	316.48
8	INDIANAPOLIS - AIRPORT/PLAINFIELD, IN	314.85
9	NEW ORLEANS - DOWNTOWN FRENCH QUARTER AREA	313.71
10	PHOENIX/CHANDLER, AZ	312.71



TOP 10 HIGHEST CLEANLINESS SCORECARD HOMEWOOD SUITES BY HILTON

Excitement, high fives and happy tears resonated throughout the halls of Homewood Suites Pensacola, Florida when news traveled that our suitekeeping and maintenance teams had achieved the top ranking department scorecard position for the third quarter 2006. Not unfamiliar with the thrill and **PRIDE of ranking among the best of the brand as a hotel and within these department teams**, we saw our service and quality edge downward and corresponding SALT scores slip away over the last eight months. When our seventh position at year-end 2005 on TQS dropped at the end of second quarter 2006 to 35th, the entire team was committed to regaining a position in the top 10% of the brand! These third quarter 1st place department positions **rewarded and validated** all their hard work. In keeping with these top ranking department achievements, the hotel moved up from the previous quarter's 35th position, to 19th position in third quarter TQS. The erosion of service and quality delivery developed during the transition of the hotel from a year and a half

of 96%+ occupancy, where 83% of the guests average length of stay was often more than 60-90 nights, to a NORMAL occupancy environment (if there is such a thing)! The long running extraordinary demand occupancy was

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**Cindi Hasty, General Manager
Homewood Suites by Hilton
Pensacola, Florida**

driven to our area by the impact of Hurricane Ivan (September 2004) and later Dennis (July 2005) and Katrina (August 2005). It was a time when displaced families over-filled our closets, brought their pets, and stored treasured remains salvaged from their homes. We welcomed debris removal and construction crews of four to five per room, insurance agents who set up fully functioning offices, and federal emergency

management workers (the best to go through hurricanes with!). We accommodated more smokers than actual smoking rooms. They affectionately called Homewood Suites Pensacola their "home away from home." To prevent long waiting lists, within a few short hours and often less, checkouts were quickly cleaned and reoccupied. There was no time for proper deep cleaning or preventative maintenance for well over a year!

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HIGHEST CLEANLINESS SCORECARD
HOMEWOOD SUITES BY HILTON
PENSACOLA - AIRPORT (CORDOVA MALL), FL

RANK	PROPERTY	OVERALL SCORE
1	PENSACOLA - AIRPORT (CORDOVA MALL), FL	366.50
2	COLUMBIA, SC	360.13
3	FALLS CHURCH - I-495 @ RT. 50, VA	356.34
4	PLANO - RICHARDSON, TX	353.37
5	FORT WORTH/BEDFORD, TX	351.42
6	COLORADO SPRINGS AIRPORT, CO	347.73
7	COLLEGE STATION, TX	344.63
8	ORLANDO INT'L DR. - CONVENTION CTR, FL	344.03
9	DULLES - NORTH/LOUDOUN, VA	342.70
10	SANTA FE - NORTH, NM	342.32



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**TOP 10 HIGHEST MAINTENANCE SCORECARD
HOMEWOOD SUITES BY HILTON**

(Continued from page 2)

The third quarter 2006 department team top rankings directly reflect the success of intensely **FOCUSed and targeted aggressive action plans**. Where quality was undermined by post storm occupancy usage, the efforts of our suitekeeping and maintenance teams, both independently and jointly, executed the restoration of guest room and the hotel commons area. They adapted the hotel teams' warm **personalized family style service approach** to a rapidly changing customer mix. They adjusted to the change from 11 to seven department heads/supervisor team members (no I did not run them off...most were promoted to new challenges and one choose to stay home as new mom.) Homewood Suites Pensacola leaders (coaches) and co-leaders (team captains) are chosen for their ability to recognize, tap into, direct and inspire within peers and team members a **PASSION that comes from the heart and whose purpose is to continuously work to learn, meet and exceed guest and hotel team member needs and expectations**. This culture raises the bar of associate performance in a positive energized environment. It challenges them and supports them as they set and strive for aggressive personal and hotel team goals. Our team members reciprocate their leaders focus on them with sincere loyalty, dedication and determination which results in

high guest scores. Our associates achieve the hotel team goals and exceed their own expectations through positive reinforcement, frequent personalized acknowledgement, training, educating and a variety of creative motivational activities. These third quarter 2006 department team top ranking scores indicate that Chief Engineer Bill Grier; Associate of the Year 2006 Leo Ordonez; Preventative Maintenance Specialist "Dr. Sidley" (Sid Hall); Assistant General Manager Chris Champlin; Executive Housekeeper Deborah Stephens; Assistant Executive Housekeeper Raveen Tolbert; Quality Assurance Supervisor Kizzy Davis; Inspector Patrina Davis; and all their team members...**"GET IT!"**

My message is not really any different from that of Pete Madigan, General Manager and Head Cheerleader for Homewood Suites by Hilton - Falls Church, VA as he wrote about his #1 ranked front desk team in the 2nd Quarter, 2006 *BEST OF HOMEWOOD*. I hope he will not mind if I end my message by quoting his closing remarks..."Regardless of where we all place in rankings, ultimately, **pride** is more about the journey than the destination. The results will be there when you remain strong and summon a little **focus, passion and pride each and every day!**"

*Cindi Hasty, General Manager (Momma Duck)
Homewood Suites by Hilton – Pensacola, Florida*



HIGHEST MAINTENANCE SCORECARD
HOMEWOOD SUITES BY HILTON
PENSACOLA - AIRPORT (CORDOVA MALL), FL

RANK	PROPERTY	OVERALL SCORE
1	PENSACOLA - AIRPORT (CORDOVA MALL), FL	360.99
2	COLORADO SPRINGS AIRPORT, CO	355.77
3	PLANO-RICHARDSON, TX	354.65
4	HARRISBURG - EAST, PA	352.66
5	FORT WORTH/BEDFORD, TX	352.24
6	PHILADELPHIA/VALLEY FORGE, PA	352.13
7	BIRMINGHAM SOUTH - INVERNESS, AL	351.47
8	DULLES - NORTH/LOUDOUN, VA	349.30
9	COLUMBIA, SC	348.90
10	MONTGOMERY, AL	346.48



MOST IMPROVED CLEANLINESS SCORECARD HOMEWOOD SUITES BY HILTON

The Homewood Suites-Omaha, NE suitekeeping team members were very pleased to see that their hard work and focus on making our hotel a true "Home Away from Home" for guests have paid off. Jessica Reyes, our Executive Suitekeeper, took her team back to the basics, showing them that caring enough to provide a clean, comfortable environment for our guests would go a long way! We are very proud of the recognition of their efforts and look forward to continuing to build on our achievements.

*Cori M. Gruber, General Manager
Homewood Suites Hotel by Hilton, Omaha, NE*



MOST IMPROVED CLEANLINESS SCORECARD
HOMEWOOD SUITES BY HILTON
OMAHA, NE

RANK	PROPERTY	POINT CHANGE 3Q 2006 vs. 3Q 2005
1	OMAHA, NE	74.72
2	WILLIAMSBURG, VA	56.43
3	ATLANTA - GALLERIA/CUMBERLAND, GA	55.01
4	PHOENIX/CHANDLER, AZ	54.91
5	FARMINGTON, CT	50.95
6	RALEIGH - DURHAM AIRPORT RESEARCH TRIANGLE PARK, NC	49.82
7	HOUSTON - WILLOWBROOK MALL, TX	48.78
8	MEMPHIS - POPLAR, TN	47.00
9	HOUSTON - BELTWAY 8, TX	44.06
10	CHATTANOOGA - HAMILTON PLACE, TN	42.15

FRONT DESK SCORECARD

The Front Desk Scorecard ranks each hotel on the following four criteria (each accounts for 25% of the score):

1. Recognize as a Return Guest
2. Use of Guests Name
3. Helpfulness of Front Desk Staff
4. Speed/Efficiency of Check-In

CLEANLINESS SCORECARD

The Highest Cleanliness Scorecard and the Most Improved Cleanliness Scorecard ranks each hotel on the following four criteria (each accounts for 25% of the score):

1. Helpfulness of Suitekeeping Staff
2. Cleanliness of Guest Suite
3. Cleanliness of Bathroom

MAINTENANCE SCORECARD

The Maintenance Scorecard ranks each hotel on the following four criteria (each accounts for 25% of the score):

1. Helpfulness of Maintenance Staff
2. Appearance of Hotel Exterior
3. Working Order of Kitchen Appliances
4. Working Order of Bathroom

Properties within the *Best of Homewood* newsletter are ranked in descending order by Overall Score. \$100 and a framed certificate are awarded to all teams who achieve a top 10 ranking. For a complete ranking list, visit OnQ. Properties must have been open at least a year and be in good standing to receive recognition.

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