



COMMONWEALTH HOTELS

INN FOCUS

VOLUME 1 / ISSUE 1 / SPRING 2022



WE'RE GROWING! WELCOME OUR NEW HOTELS

Commonwealth Hotels recently added three amazing properties to our expanding portfolio!

Read on to find out what they are, where they're located (one marks our entry into Tennessee!) and about their amazing amenities and features — from a music-inspired flair to a “Bluegrass”-themed interior and one that's just steps away from white, sandy beaches. Combined, they have 280 rooms, 2,160 square-feet of meeting space and almost 50 Commonwealth associates!

Each property perfectly embodies our *Whatever-it-Takes* attitude and is already helping us live our purpose to enrich people's lives through genuine hospitality.

Now, that's the *Commonwealth Way*!

We can't wait for you to meet them! Please join us in welcoming their amazing associates to our team.

CONTINUED ON PAGE 5.

Dear colleagues,



The Kentucky Chamber of Commerce recently selected Commonwealth Hotels as one of the Best Places to Work in Kentucky. Later this year, we'll learn our rank on the list, but the honor is special regardless of where we land. We primarily received this award because we are constantly trying to do better for our team members.

We all have been through some incredibly challenging times over the last couple of years. In the past, Commonwealth has emerged from these periods better and stronger than before: We learn from our experiences and remember their lessons, even the hard ones.

Since the pandemic, we dramatically have grown our portfolio of hotels. More importantly, we have added key members to our team with the experience and talent to take on the challenges ahead. We have endeavored to improve our processes, our hotels, our benefits and to provide more growth opportunities for you. We all spend a large portion of our lives at work, and we want to make that experience the best it can be.

You have asked for better communication within the company, and I hope this newsletter, *Inn Focus*, is an important step in that direction. This will be an opportunity to learn what is happening at various hotels and within the larger organization. Like most things in life, I expect we will benefit proportionately to the effort we make.

Let me know what you think: bfry@commonwealthhotels.com.

A handwritten signature in brown ink that reads "Brian Fry". The signature is fluid and cursive.

Brian Fry
President, Commonwealth Hotels

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ENJOY THE FIRST EDITION OF *INN FOCUS*!

We are excited to launch *Inn Focus*, our quarterly associate newsletter!

Whether your hotel is located miles away or is a quick drive down the road from our Support Center — **you** are an important member of the Commonwealth Hotels family. *Inn Focus* is meant to celebrate your successes and keep you up to date on the latest organization news. As you flip through the pages, perhaps you'll see your photo or another familiar face! Maybe you'll get inspired by a great idea at another property. Hopefully, you'll feel more connected to

your Commonwealth co-workers, despite the physical distance between you.

Thank you to our GMs and their teams who have submitted stories and photos to our first issue. You're a wonderful example of the *Commonwealth Way*, our *Whatever-It-Takes* attitude and how *Commonwealth Cares*!

Happy reading! 🌟

NEWS FROM YOUR SUPPORT CENTER

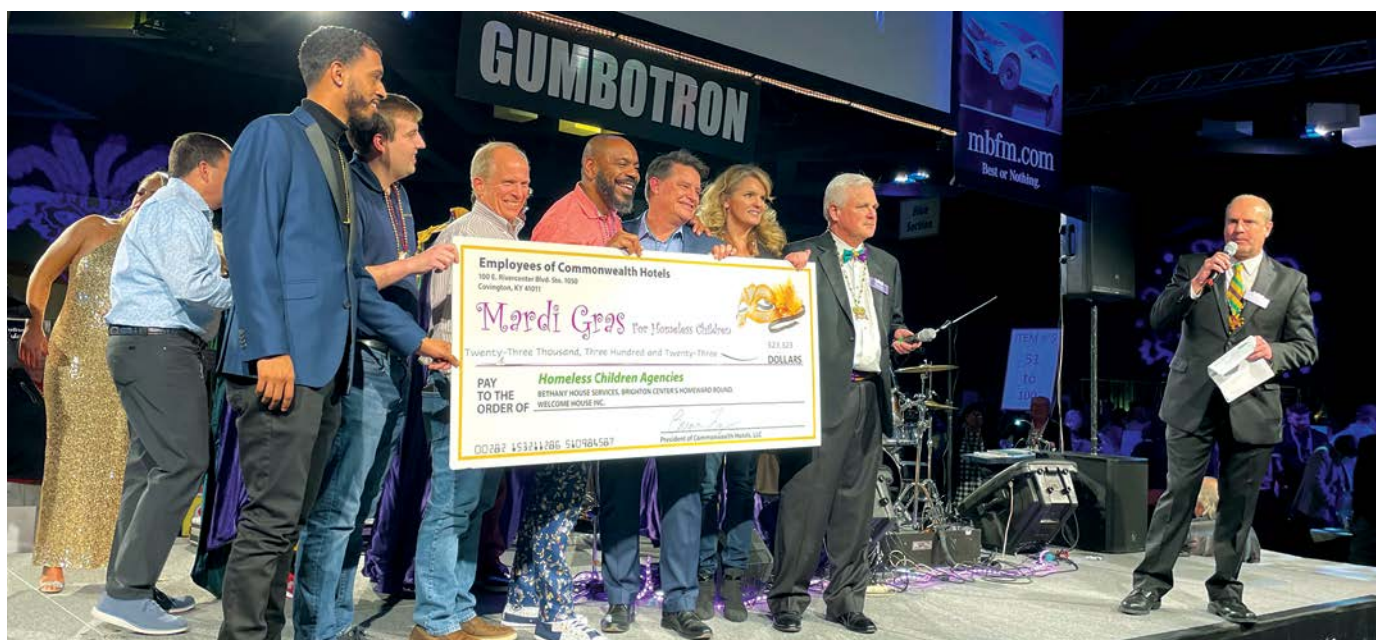
YOU RAISED \$23K+ FOR CHILDREN!

Our associates raised more than \$23,000 during the 31st annual Mardi Gras for Homeless Children fundraiser, which will go toward food purchases for Greater Cincinnati/Northern Kentucky-area agencies Bethany

House Services, Brighton Center's Homeward Bound and Welcome House, Inc. Thank you for your generosity!

Commonwealth founded this event and has been instrumental since its inception 31 years ago. 🌟

▼ From left: Brandon Dortch, Alex Williams, Paul Stanton, Mike Ealy (Nassau Investments), Brian Fry, Debbie Farrell, Gordy Snyder



CONGRATS, SALES TELETHON WINNERS!

- Hotel Team with the Most Prospecting Calls Each:
THE ART HOTEL DENVER
- Individual with the Most Prospecting Calls:
CHELSEA PAIGE, Sales Manager, Hilton Garden Inn Gulfport Airport
- Individual with the Most Potential Revenue Generated: **LEE ANN HOWLETT**, Director of Sales and Marketing, Residence Inn St. Louis O'Fallon

Our sales teams look forward to this revenue-generating — and fun! — event every quarter. They contact as many current and potential accounts as possible to drive business. Throughout the day, they also participate in video calls with other properties to share wins and inspire each other. Plus, we add a little fun by dressing up and applying some friendly competition (winners receive fabulous gift cards)! 🍷

The Feb. 15 sales telethon resulted in over \$1 million in potential revenue, with 660 calls made companywide!

▼ Left: The Art Hotel Denver team. Top right: Chelsea Paige. Bottom right: Lee Ann Howlett.



BEST PLACES TO WORK!



The Kentucky Chamber of Commerce, Kentucky Society for Human Resource Management and ClearPath Mutual Insurance Company named Commonwealth

Hotels one of the state's Best Places to Work in 2022 in the large-company category (500+ employees)! Congratulations to all our "Bluegrass" hotels and associates!

THANK YOU, JENNY!



Our VP of Sales, Marketing and Revenue Management **JENNY SCHNEIDER** devoted 35 years to Commonwealth Hotels and recently retired to live out her dream as a travel and cruise planner. We

are very thankful to have had Jenny's expertise for so many years. Thank you for being a devoted leader to our company. We miss you dearly!

NEW GROWTH LEADS TO OFFICE EXPANSION

Our accounting team is on the move! The department recently moved to a new 8,686 square-foot space at our Support Center to accommodate Commonwealth's continued growth. The space features an open layout, expansive views, more workstations and its own conference room!



WE'RE GROWING! CONTINUED

ALOFT HOTEL KNOXVILLE WEST

We've expanded to Tennessee! This hotel is Knoxville's newest, built with a modern, music-inspired vibe that is a hallmark of Marriott's Aloft Hotels brand. The property is close to several restaurants, shops, businesses, Neyland Stadium, the Women's Basketball Hall of Fame and the Great Smoky Mountains.

- 107 rooms
- 560 sq ft of meeting space
- 24 Commonwealth team members
- General Manager **LAURA SHIROONI**

HOLIDAY INN LOUISVILLE DOWNTOWN

Walk inside, and you'll instantly know this hotel's inspiration: Kentucky. From the lobby to the restaurant, its love for the Bluegrass State is clear. Located in downtown's medical complex, it boasts a rooftop terrace and is in short distance of sites like the riverfront, KFC Yum Arena and 4th Street Live.

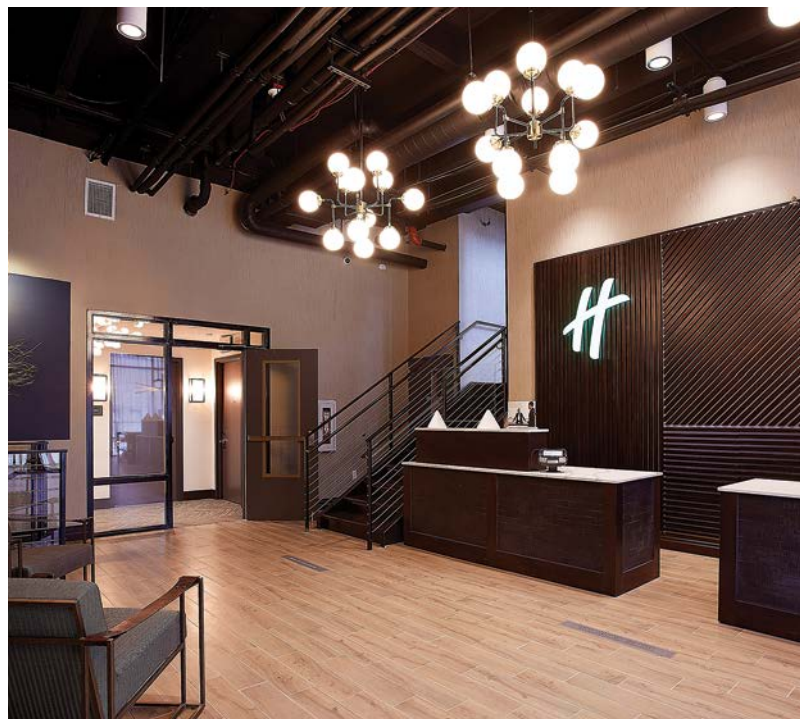
- 91 rooms
- 750 sq ft of meeting space
- 12 Commonwealth team members
- General Manager **JOSH LASSTER**

COUNTRY INN & SUITES PANAMA CITY BEACH

Minutes from white-sand beaches along the Gulf of Mexico, this hotel is perfect for families who want to visit nearby attractions and business travelers planning trainings or small conferences. Of course, both types of customers will enjoy the proximity to Panama City Beach!

- 82 rooms
- 850 sq ft of meeting space
- 12 Commonwealth team members
- General Manager **ANDY HOLLOWAY** 🌴

▼ *Holiday Inn Louisville Downtown*



PROMOTIONS FROM WITHIN

Congratulations to all associates who were promoted during the first quarter:

- **DAYSHA BECK**, Front Office Supervisor, Towneplace Indianapolis Downtown
- **SAM KING**, General Manager, Courtyard Columbus Dublin
- **JUSTIN LOWERY**, Banquet Manager, Hyatt Regency Aurora — Denver Conference Center
- **CHELSEA PAIGE**, Sales Manager, Hilton Garden Inn Gulfport Airport
- **GABRIEL PATTERSON**, Front Office Manager, Courtyard Cincinnati Airport
- **LOGAN ROSS**, Sales Manager, Candlewood Suites Indy South
- **ASHLEY RUGGS**, Executive Housekeeper, Hilton Garden Inn Mobile East Bay/Daphne
- **JEANETTE STRIKER**, Executive Housekeeper, Springhill Suites Cincinnati/Midtown
- **ERIKA WILSON**, General Manager, Candlewood Suites Indy South



DAYSHA BECK has been promoted from guest service agent to front office supervisor at **Towneplace Indianapolis Downtown**. Daysha, a Towneplace opening team member, is trained in

all departments and hotel operations and is a GSS Champion Ambassador.



Hilton Garden Inn Gulfport Airport's CHELSEA PAIGE has been promoted from sales coordinator to sales manager due to her passion for growing room and catering revenues. 🌱

STAY IN TOUCH



WEBSITE: commonwealthhotels.com



FACEBOOK: [@commonwealthhotels](https://www.facebook.com/commonwealthhotels)



LINKEDIN: [@commonwealthhotels](https://www.linkedin.com/company/commonwealthhotels)



SOCIAL MEDIA HASHTAGS:

#WhateverItTakes

#CommonwealthCares

#TheCommonwealthWay

JOIN OUR TEAM

Looking for your next opportunity?



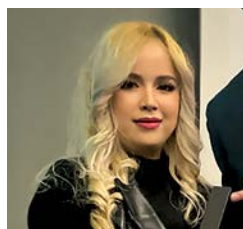
We invite you to take a look at who we are, what we do, and how we're redefining hospitality with every guest we serve.

ABOVE AND BEYOND

Congratulations to our Associates of the Year who were honored during their properties' annual celebrations throughout the first quarter:

- **NAKIA "TONY" BARNES**, Hilton Garden Inn Panama City
- **ZHANEYA BERTRAND**, Residence Inn Gulfport Biloxi Airport
- **LAMIAE EN NAJY**, The Art Hotel Denver
- **VICKY ENTREKIN**, Hampton Inn Panama City Beach
- **THURMAN GOULD**, Hyatt Regency Aurora — Denver Conference Center
- **ELIZABETH "ARLENE" SETTLES**, Hampton Inn & Suites Cincinnati AP South
- **JESSICA SUHR**, Holiday Inn Express & Suites Cincinnati Riverfront
- **STEFANY WILLIAMS**, Hilton Garden Inn Gulfport Airport

MEET A FEW OF OUR 2021 AOYS



LAMIAE EN NAJY, restaurant/banquet server from **The Art Hotel Denver**, truly embraces our Whatever-it-Takes credo. She expertly connects with others and is the hotel's most frequently mentioned associate in SALT

scores as a result. Always with a smile, Lamiae provides amazing service no matter how busy or short-staffed the restaurant may be.

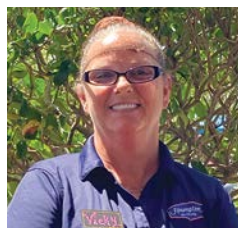
"(Lamiae is) always willing to go above and beyond for both the guest and the team," F&B Manager Kyle Ettenhofer shared.



Laundry Attendant **NAKIA "TONY" BARNES** is the ultimate team player at **Hilton Garden Inn Panama City**, doing whatever it takes to ensure laundry is caught up on deliveries to housekeepers and the linen closets. He is even

willing to stay late and come in on his days off to make sure his co-workers have what they need.

"Tony is an extremely hardworking associate, and we all value him more than he could ever know!" said Executive Housekeeper Amanda Bailley. "We don't know what we would do without him!"



At **Hampton Inn Panama City Beach**, Breakfast Hostess **VICKY ENTREKIN** shows us all what "guest recognition" is: She remembers their names, needs and preferences from one visit to the next and creates true

relationships. Vicky does whatever it takes to make sure her guests and team members are happy and have a great start to their day. She also closely monitors her budget and keeps her ears open for extended stay or business leads.

"Vicky truly has the HEART to serve and takes PRIDE in doing so. She is always ready to greet every guest and team member with a warm heart and a smile that lights up a room," GM Alicia Barefield shared.



No challenge is too big for Guest Service Agent **ZHANEYA BERTRAND** at **Residence Inn Gulfport Biloxi Airport**. Boasting a history of excellence, she especially has stepped up since the pandemic began and strives

to share her positive views with everyone. Zhaneya was recently married, works two full-time jobs, attends MS Gulf Coast Community College's nursing program and is the caregiver to her family.

"Not only is she a great associate, she is a great human!" GM Stacey Senseney said. "We are lucky to have her." 🌟

360 YEARS OF COLLECTIVE SERVICE

Congratulations to our associates who celebrated milestone anniversaries with Commonwealth Hotels in Q1 2022!

5 YEARS

- **CHRISTINA ANDRADE**, Front Office Manager, Hampton Inn Panama City Beach
- **MANEL BENBAKIR**, Food & Beverage Supervisor, Radisson Hotel Dayton
- **COLIN BENNETT**, Director of Sales, The Art Hotel Denver
- **MICHAEL EUGENE BERRIEL**, Laundry Attendant, The Art Hotel Denver
- **LAURA BIERLY**, Room Attendant, Hampton Inn Scottsburg
- **GUERDA CIVIL**, Room Attendant, Hampton Inn Jacksonville Downtown
- **VIOLETA CUATLACUATL**, Breakfast Attendant, Staybridge Indianapolis Fishers
- **KALENA DANIELS**, Breakfast Attendant, Hampton Inn Jacksonville Downtown I-95
- **MARTIN EDISON**, General Manager, Hampton Inn Scottsburg
- **NORMA GARCIA ROSALES**, Front Office Supervisor, Springhill Suites Denver at Anschutz Medical Campus
- **ANNA HARRIMAN**, Sales Manager, Springhill Suites Indianapolis Airport
- **DEANE HASSEMAN**, Night Auditor, Candlewood Suites Carrollton
- **APRIL HERRICK**, Guest Service Agent, Courtyard Columbus Dublin
- **ROBERT JEFFREYS**, Night Auditor, Candlewood Suites St. Clairsville
- **BETTY JOHNSON**, Breakfast Attendant, Hampton Inn I-75 Lexington/Hamburg
- **ALECIA LOGAN**, General Manager, Springhill Suites Indianapolis Airport
- **MICHAEL EUGENE MEHIGAN**, 3rd Shift Houseperson, Hyatt Place Portland — Old Port
- **ROBYN MEYER**, Accounting Supervisor, Commonwealth Hotels
- **JULIA OLVERA LOBO**, Laundry Attendant, Hyatt Regency Aurora — Denver Conference Center
- **ROBERT PATRICK**, Rooms Maintenance, Hilton Garden Inn Mobile East Bay/Daphne
- **BRIDGETT PURIFOY**, Inspector, Hampton Inn Mobile East Bay/Daphne
- **LOGAN ROSS**, Sales Manager, Candlewood Suites Indy South
- **CAROLINA SALAZAR**, Room Attendant, Radisson Hotel Dayton
- **LINDA SARNO**, Controller, Commonwealth Hotels
- **CINDY SMALLWOOD**, Inspector, Hampton Inn & Suites Cincinnati AP South
- **WILBUR STEVENSON**, Front Office Supervisor, Hampton Inn & Suites Minot Airport
- **RIGOBERTO TELLEZ**, Rooms Maintenance, Hyatt Regency Aurora — Denver Conference Center
- **CRISTIAN TEUSAN**, Area Director of Operations, Commonwealth Hotels
- **PAUL TRANTINA**, Chief Engineer, Hyatt Place Portland — Old Port
- **ELISA WEST**, Executive Housekeeper, Hampton Inn Scottsburg

10 YEARS

- **JAMES GIBBS**, Rooms Maintenance, Hilton Garden Inn Mobile East Bay/Daphne
- **BRIDGET HILDRETH**, Guest Service Agent, Courtyard Columbus Dublin
- **LARRY JOHNSON**, Bellperson/Driver, Residence Inn St. Louis O'Fallon
- **DREW MULLINS**, Operations Manager, Courtyard Dayton Beaver Creek
- **ANGELA SCHAEFER**, Guest Service Agent, Hampton Inn Panama City Beach
- **KHA SORN**, Laundry Attendant, Springhill Suites Denver at Anschutz Medical Campus

- **BARRY WALTERS**, Rooms Maintenance, Staybridge Suites Fishers

15 YEARS

- **KEITH IVEY**, Director of Accounting, Commonwealth Hotels
- **CARMEN RAMIREZ DE DONIS**, Laundry Attendant, Hampton Inn Louisville Airport
- **DARREN WALLACE**, Night Auditor, Holiday Inn Express & Suites Cincinnati Riverfront

20 YEARS

- **STEPHANIE COOPER**, Guest Service Agent, Tru By Hilton Louisville Airport
- **ALBERTA JUAREZ**, Suite/Room Attendant, Staybridge Suites Fishers
- **BOBBY NEVILS**, Chief Engineer, Hampton Inn Scottsburg

35 YEARS

- **GORDON SNYDER**, VP of Business Development — Full Service, Commonwealth Hotels 🌿

COMMONWEALTH CARES

GIVING BACK

We do whatever it takes to help our communities and neighbors. Here, we highlight recent examples of how you have given back.

This past holiday season, **HOLIDAY INN EXPRESS & SUITES CINCINNATI RIVERFRONT** staff participated in coat, toy and canned food drives and made deliveries to women's shelters and directly to people experiencing homelessness.

Organized by HR manager **Sarah Bolin**, **THE ART HOTEL DENVER** hosted the Rocky Mountain Deaf School for a full front-and-back-of-house tour to introduce its senior

class to potential career paths. GM **Aaron Bajorek** and Executive Chef **Jon Keeley** even conducted mock interviews, providing positive and constructive feedback for each student. Chef will soon also conduct a cooking demo at the school's teaching kitchen.

"Thank you so much for all you (Sarah) did to put on an incredible experience for our students," said Heather Hapke, transition teacher at Rocky Mountain Deaf School. 🌿



CELEBRATIONS!

We work hard and have fun doing it! Our properties have had many reasons to celebrate through the first few months of the year.



Who Dey! **HOLIDAY INN EXPRESS & SUITES CINCINNATI RIVERFRONT** had fun cheering on the Bengals leading up to the "Big Game!"

Happy anniversary! **TOWNEPLACE INDIANAPOLIS DOWNTOWN** recently turned one year old!



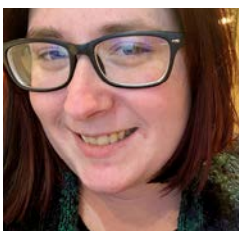
Someone say "cake?" **CAITLIN DEPENBROCK**, director of sales, found the baby in the king cake during **Hampton Inn & Suites Cincinnati AP South's** Fat Tuesday celebration. Per tradition, next year's cake is on her!

COMMONWEALTH UNIVERSITY GRADUATES

CONGRATULATIONS!

Our recent graduating class:

- **IAN ALLOWAY**, Night Auditor, Hampton Inn & Suites Tampa Riverview
- **SALUTATORIAN LINDA LUONG**, Payroll Manager, Commonwealth Hotels
- **KAYLA MCNEW**, Front Office Manager, Candlewood Suites Indy South
- **VALEDICTORIAN ANDREA PARTEE**, Front Office Supervisor, Hilton Garden Inn Panama City
- **SALUTATORIAN GABRIEL PATTERSON**, Front Office Manager, Courtyard Cincinnati Airport
- **CATHY RUSSELL**, Front Office Manager, Hampton Inn & Suites Tampa Riverview



KAYLA MCNEW was recently promoted to front office manager from guest service agent at **Candlewood Suites Indy South** thanks to her graduation from Commonwealth University.

Kayla enrolled in the program to

gain experience and learn about all aspects of day-to-day operations. 🌱

WHATEVER IT TAKES

DELIVERING FOR OUR GUESTS

You repeatedly go above and beyond to provide outstanding worth and sincere care for your co-workers, guests and property owners:



Chief Engineer **KIM CLAYTON** saved the day when a recent **Hampton Inn Louisville North Clarksville** guest and her son had a dead car battery, causing them to run late for a tournament. Kim attempted to jump the car herself,

used her own AAA account to call for help and drove the son to the tournament while his mother waited for the technicians. All thanks to Kim's Whatever-it-Takes attitude, the son made it on time and placed third! The guests were grateful and surprised that an associate would go to such lengths to help. 🌱

MEET PETE



▲ From left: **Tammy Nunnally**, front desk associate; **Caitlin Depenbrock**, director of sales; "The Hit King," and **Douthat**

If you're ever visiting **HAMPTON INN & SUITES CINCINNATI AP SOUTH** during baseball season, you may run into Pete Rose, "The Hit King," himself! The former Cincinnati Reds player is a frequent visitor. GM **Mick Douthat** shares: "He will spend hours in the lobby talking with our guests and telling old stories. They're always shocked to see him here, and they are always entertained."

ENRICHING EACH OTHER'S LIVES

BLACK HISTORY MONTH

Thank you to **Hilton Garden Inn Gulfport Airport's** Front Office Supervisor **MALINDA BARNETT** and Executive Housekeeper **JANICE HENRY** who designed a poster about the importance of Black History Month, which they presented to their co-workers. 🌿



▲ **Malinda**

CELEBRATING WOMEN'S HISTORY!

During Women's History Month and all year, we celebrate the amazing women general managers and sales leaders who guide our associates every day in their respective operations. Thank you! 🌿



EXTERNAL AWARDS

Our hotels consistently earn recognition from their brands, regions and partners. Congratulations to the following properties on your well-earned awards!

Hilton recently named **EMBASSY SUITES BY HILTON AKRON CANTON** and **HAMPTON INN & SUITES MINOT AIRPORT** 2021 Hilton Award of Excellence winners. Recognizing the Top 5 percent of hotels in each brand, the award honors properties that balance exceptional product and overall guest experience while representing its customer promise to deliver the most reliable, friendly service.



HAMPTON INN & SUITES MINOT AIRPORT was a Q4 2021 winner of the Hampton Strong — A Hamptonality Award, which recognizes the Top 1 percent of hotels in each region that achieved the highest

combined SALT score from the “overall service,” “feel welcomed,” “problem resolution” and “cleanliness of room” areas.



▲ Embassy Suites by Hilton Akron Canton

HAMPTON INN PANAMA CITY BEACH received a Most Improved Guest Experience Award for Q4 2021. This new award recognizes the Top 1 percent of hotels in each region that achieved the most improved overall service score above brand average (quarter over quarter).

U.S. News and World Report recently ranked **THE ART HOTEL DENVER** as No. 3 in “Best Denver Hotels” and No. 15 in “Best in Colorado Hotels.” Importantly, the property also achieved “Gold Badge” status as a Top 10 percent hotel in the country. Rankings are based on industry awards, hotel star ratings and Tripadvisor reviews. 🌿

THE COMMONWEALTH WAY



OUR PURPOSE

Enriching people's lives through genuine hospitality.

OUR VISION

To provide outstanding worth for our associates, guests, and owners utilizing our “Whatever It Takes” attitude.

OUR CREDO

“Whatever It Takes”

OUR MISSION

To maximize the value of every asset by being the best-in-class leader in hospitality.

OUR CORE VALUES

Purpose
Respect
Integrity
Dedication
Engagement

OUR SERVICE MODEL

Hearing the guest's concerns
Empathizing with the guest
Apologizing and taking ownership of the issue
Responding immediately towards a resolution
Turning the experience into a positive one