



COMMONWEALTH HOTELS

INN FOCUS

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COMMONWEALTH
HOTELS

Congratulations
PHIL KLAUS

Towneplace Suites
Indianapolis Downtown

*On being recognized as one of Hotel Management's
GMs to watch! We are very grateful to have you as
part of the Commonwealth Hotels family.*

#TheCommonwealthWay #WhateverItTakes
#CommonwealthCares



2022 GMS TO WATCH LIST

Each year, Hotel Management magazine publishes "GMs to Watch" in its November/December issue. It is an honor to be nominated and recognized among some of the top leaders in our industry. **PHIL KLAUS**, GM at **TownePlace Indianapolis Downtown**, was one of 48 GMs featured in 2022.

Phil is a second-generation hotelier who joined Commonwealth in 2008. He grew up in a small town where following the family business was second nature.

When describing his leadership, **Nicole Coghlan**, area director of operations, said, "Phil has dedicated his life and career to serving others in hospitality. From the time he was old enough to help, he took the initiative and worked his way through almost every position in hotels from the heart of the house to the front of the house."

CONTINUED ON PAGE 6.

Dear colleagues,



As I'm writing this, we are entering a new year. After a chance to reflect and celebrate what we have accomplished together, I am excited for what's ahead.

Our revenue has improved an impressive 28% in the past year, and despite inflationary pressure, our gross operating profit is up nearly 20%. We also have continued to add properties to the portfolio and have six hotels currently under construction. More importantly, we have continued to build our team with fewer open positions and decreasing turnover.

As we continue to focus on recovery, we must go back to the basics of our business. The upcoming year will bring improved customer service for our guests and profitability for our owners. Travelers expect more from us, and I am excited to rise to the challenge.

After ending a year and season centered around hospitality, we are reminded that treating others as we wish to be treated is powerful. We are blessed to work in an industry dedicated to serving others with kindness. Opening our hearts to the needs of our guests and doing the little things to make them know they are special is a practice we can carry into the new year and beyond.

I wish you all a prosperous 2023.

A handwritten signature in dark ink that reads "Brian Fry".

Brian Fry
President, Commonwealth Hotels

IN THIS ISSUE

A Note from Brian	2	Enriching Each Other's Lives.	9
News from Your Support Center	3	Commonwealth Cares	10
Associates of the Year	4	Whatever It Takes	11
Milestone Anniversaries	4	The Commonwealth Way	12
Best-in-Class	7		
A Culture of Growth.	8		

SPIRIT OF HOSPITALITY SUMMIT

BRIAN HAYES, managing director and vice chairman for Commonwealth, and **BRIAN FRY**, president, attended the Spirit of Hospitality Summit at Purdue University in September 2022. The summit aims to bring together industry thought leaders, alumni, faculty, and undergraduate and graduate students to network and learn about pressing topics and trends that are shaping the future of the hospitality industry. 🍷



▲ **Bryan Hayes** and **Brian Fry** attend the Spirit of Hospitality Summit at Purdue University.

HALLOWEEN PARTY AND CHILI COOK-OFF

Support Center associates dressed up and challenged their taste buds to a chili cook-off to celebrate Halloween. Winners included: **MARIA CIGIOLLOTTI**, accounts payable manager, for the best chili; **BRYANT PICAZO**, payroll manager, for the best appetizer; **LINDA LUONG**, staff accountant, for the best soup; and **ROBYN MEYER**, accounting supervisor, and **JULIE MARDIS**, project coordinator for the best desserts. 🍷



▲ Support Center associates pose in their costumes at the Halloween party and chili cook-off.



▲ Support Center associates get ready for a spooky feast.

ABOVE AND BEYOND

Congratulations to our 2021 Associates of the Year who were honored during their properties' annual celebrations throughout the fourth quarter.

- **DONALD (RUSSELL) VORCE**, Courtyard Columbus Dublin 🌿

MILESTONE ANNIVERSARIES

335 YEARS OF COLLECTIVE SERVICE

Congratulations to our associates who celebrated milestone anniversaries with Commonwealth in Q4 2022!

5 YEARS

- **MATTHEW WATSON**, Server, Metropolitan Club
- **NOAH LITKE**, Supervisor, Metropolitan Club
- **HEATHER FOSTER**, Executive Housekeeper, Candlewood Suites Indy South
- **KAYLA MCNEW**, Front Office Manager, Candlewood Suites Indy South
- **MISTY HENDERSON**, Breakfast/Hosp/Concierge, Homewood Suites by Hilton Mobile-East Bay-Daphne
- **CHARLETA RICHEY**, Inspector, Home2 Suites by Hilton El Reno
- **JANNA FRENCH**, Guest Service Agent, Home2 Suites by Hilton El Reno
- **ANTWAYN HARRISON**, Guest Service Agent, Tru by Hilton Louisville Airport
- **TERESA PORUMB**, Suite/Room Attendant, Residence Inn Dayton Beaver Creek
- **LYNSEY AUGUANO**, GM, Fairfield Inn & Suites Chicago Southeast/Hammond

- **MARIANNE AVERDICK**, Purchasing Manager, Corporex Commonwealth Inc.
- **KAREN OUELLETTE**, Director of Sales, Hyatt Place Portland — Old Port

10 YEARS

- **EMMET DOWNES**, Dual Assistant GM, Hyatt Place Chicago/Naperville/Warrenville and Hyatt House Chicago/Naperville/Warrenville
- **KENNETH WILSON**, Bell Person/Driver, Residence Inn Louisville Airport
- **MARK KUIPER**, GM, Residence Inn Louisville Airport

15 YEARS

- **ANTONIA CHAVEZ**, Assistant Exec Housekeeper, Residence Inn Houston West University

20 YEARS

- **STEPHANIE COOPER**, Guest Service Agent, Tru by Hilton Louisville Airport

25 YEARS

- **RICHARD PETT**, Night Auditor, Hampton Inn Mobile East Bay/Daphne

30 YEARS

- **JILL WEATHERALL**, Suite/Room Attendant, Courtyard Columbus Worthington



KAYLA MCNEW, front office manager at **Candlewood Suites Indy South**, celebrated her fifth anniversary in December 2022. She says her favorite thing about working with Commonwealth is interacting with our guests and

getting to know them like they are family. She goes above and beyond to make sure every guest is satisfied. Kayla was named Associate of the Year in 2020.

LYNSEY AUGUANO, GM at **Fairfield Inn & Suites Chicago Southeast/Hammond**, says her favorite thing about working at Commonwealth is the small company feel. Lynsey has been Employee of the Month twice and was also a R.O.S.E. Award Nominee in her five years with the company.



EMMET DOWNES, dual assistant GM at **Hyatt Place Chicago/Naperville/Warrenville** and **Hyatt House Chicago/Naperville/Warrenville**, has been a strong contributor and helping hand to many managers

and associates in his 10 years with Commonwealth. His counterpart, **Max Schultz**, says, "Emmet welcomed me with open arms after joining Commonwealth this year. He has shared his endless knowledge of the trade, which continues to be invaluable to me as a new GM. He truly lives by the *whatever-it-takes* attitude."

The **Holiday Inn Express & Suites Cincinnati Riverfront** team celebrated the 18-year anniversary of **ALISHA MARDIS**, front office manager, during their huddle in November 2022.



STEPHANIE COOPER, guest service agent at **Tru by Hilton Louisville Airport**, has been a cornerstone employee for more than two decades. She has been recognized with Associate of the Quarter awards and earned Associate of the Year. Stephanie says, "I get great satisfaction in being in a role where I can make a small difference in someone's life. I'm proud to say I work for Commonwealth." 🌱

STAY IN TOUCH



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FACEBOOK: @commonwealthhotels



LINKEDIN: @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.

Also nominated were **SHANNON BLACKBURN**, GM at **Hampton Inn Louisville North Clarksville**; **BETH WUESTEFELD**, GM at **Holiday Inn Express & Suites Cincinnati Riverfront**; **AMANDA SHAPPEL**, GM at **Hampton Inn & Suites Minot**; **JESSICA CLARKE**, GM at **Candlewood Suites Carrollton**; and **MICK DOUTHAT**, GM at **Hampton Inn & Suites Cincinnati Airport South**.

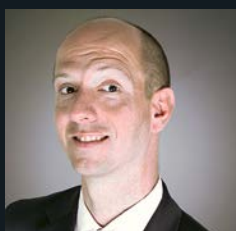
Congratulations to these inspiring leaders who are striving to create the best environment possible for their employees and guests. We are so proud of you! 🌟

WHEN ASKED WHAT THEY LOVE MOST ABOUT BEING A GM, OUR NOMINEES SAID ...



"I like to interact with guests ... it's all about building relationships."

— **Shannon Blackburn**, GM at Hampton Inn Louisville North Clarksville



"I lead a team where everyone has each other's backs at all times."

— **Phil Klaus**, GM at TownePlace Indianapolis Downtown



"I love mentoring others."

— **Jessica Clarke**, GM at Candlewood Suites Carrollton



"I like to lead by example by creating a home environment for my employees and our guests."

— **Amanda Shappell**, GM at Hampton Inn & Suites Minot



"Every day is different as a GM, and I enjoy leading and motivating my crew and seeing the fruits of our labor through our scores, revenues and profits for our owners."

— **Mick Douthat**, GM at Hampton Inn & Suites Cincinnati Airport South



"I love the team I get to work with every day and the chance to promote associates through the years."

— **Beth Wuestefeld**, GM at Holiday Inn Express & Suites Cincinnati Riverfront

A TIME TO REFLECT AND CELEBRATE

APRIL MILLER, dual HR director, was named the Q3 Leader of the Quarter at the **Hyatt Regency Aurora — Denver Conference Center**. During Q3, the hotel achieved its highest revenue producing quarter and highest sales booking quarter in history over the same 90-day period. These records were achieved while facing a great deal of in-market competition for staff, which can be a test for even the strongest teams. But April's leadership and the culture she fosters make a difference in the lives of her team members and our guests. Since she joined, her genuine respect and care for her team has greatly reduced turnover and contract workers in two hotels. April continues to make strides with a combination of humility, pride and sense of optimism.



▲ (Left to right) **Carson Lethen**, director of sales and marketing; **April Miller**, dual HR director; and **Dorian Phillips**, assistant GM, celebrate after a successful 2022.



MENTWAB "MENTY" SIRNA, breakfast attendant at **Residence Inn Louisville Airport**, was selected as one of six finalists out of 115 nominations for the ROSE Award. She was nominated for boosting breakfast scores

while being a wonderful ambassador for the property and Louisville. Menty always has a smile on her face and approaches each day with a positive attitude. Her GM **Mark Kuiper** says, "Menty helps out wherever she can whether it's cleaning public areas, laundry, receptions and more. She's also made great friends with the Louisville police who enjoy breakfast in our lobby whenever they can." Congratulations on being a finalist, Menty!

CHRISTY MCCANDLESS, guest service agent at **Hampton Inn I-75 Lexington/Hamburg**, was the recipient of the Kentucky Travel Industry Association (KTIA) Star of the Industry award for her exceptional frontline service. Congratulations, Christy! 🌟



▲ (Left to right) Hampton Inn I-75 Lexington/Hamburg team members **Todd Smith**, area director of operations; **Christy McCandless**, front office winner; and **Toni Pitts**, GM, at the KTIA awards.

PROMOTIONS FROM WITHIN

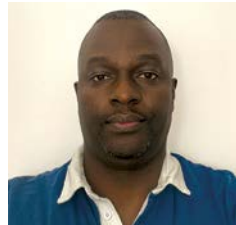
Congratulations to all associates who were promoted during the fourth quarter:

- **LYNSEY AUGUANO**, GM, Fairfield Inn & Suites Chicago Southeast/Hammond
- **MICHAEL CLARK**, Front Office Manager, Hampton Inn I-75 Lexington/Hamburg
- **BRANDON EGLAND**, Sous Chef, The Art Hotel Denver
- **PATRICIA FRANKLIN**, Executive Housekeeper, Holiday Inn Express & Suites Cincinnati Riverfront
- **KENNEDY JORDAN-SNEED**, Front Office Manager, Hampton Inn & Suites Minot Airport
- **AIME NIZEYIMANA**, Chief Engineer, Hyatt Place Portland — Old Port
- **ANDREA SCHMIDT**, Director of Catering, Metropolitan Club
- **KEVIN SERIO**, Operations Manager, Hyatt House Chicago/Naperville/Warrenville
- **ANGELA SHEPARD**, Assistant Club Manager, Metropolitan Club
- **CHRIS WATSON**, Assistant Club Manager, Metropolitan Club



LYNSEY AUGUANO was promoted to GM at **Fairfield Inn & Suites Chicago Southeast/Hammond**. Lynsey has been in the hospitality industry for five years, beginning as a part-time front desk associate at the

Fairfield by Marriott Chicago Southeast/Hammond. After several promotions, Lynsey is excited for her new position at Fairfield and is anxious to see how the hotel grows in the coming years.



AIME NIZEYIMANA has been promoted to chief engineer at **Hyatt Place Portland — Old Port**.

Aime has been a team member since the hotel opened, originally serving on the housekeeping and valet teams. During the pandemic,

Aime took on additional responsibilities and explored new roles until being hired as the chief engineer.



KEVIN SERIO was promoted to operations manager at **Hyatt House Chicago/Naperville/Warrenville**. Kevin's attention to detail and his enthusiasm to better himself and those around him has made a big impact

since he started in his new role. Since September, Kevin assisted the hotel in raising their customer service score 30 points. 🌱

A FESTIVE SCENE

HOLIDAY INN EXPRESS & SUITES CINCINNATI RIVERFRONT associates had fun decorating the property for the holiday season.



▲ Guest service agents **Marsha Sizemore** (left) and **Kasey Fitch** (right) pose in front of the Christmas tree at Holiday Inn Express & Suites Cincinnati Riverfront.



The team at **SPRINGHILL SUITES CINCINNATI MIDTOWN** celebrated the holidays with a bowling party for associates and their families. GM **Frank Arena** said they had so much fun, the team might start a bowling league in the future. 🎳



▲ The SpringHill Suites Cincinnati Midtown team's holiday party was unforgettable-BOWL.

LOUISVILLE CAREER FAIR

Louisville properties participated in the annual Coalition for Workforce Diversity Career Fair in late October 2022. This career fair connects local businesses to the help they need while giving individuals with disabilities the opportunity to lead more productive and fulfilling lives. 🌱



▲ (Middle) **Isiah Lewis**, GM at Hampton Inn Louisville Airport, and (far right) **Dakota Patterson**, front office manager at Residence Inn Louisville, staff table at career fair.

GIVING BACK

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



CARSON LETHEN, director of sales and marketing at **Hyatt Regency Aurora — Denver Conference Center**, attended the Holiday Showcase in Chicago where he spent an afternoon with Lydia Home and Maritz Global Events to create a magical experience for children during the holiday season.

Aloft Knoxville West leaders **LAURA SHIROONI**, GM, and **ELIZABETH BOWMAN**, director of sales, volunteered in the annual Gatlinburg Festival of Lights Parade. The two jumped on the opportunity to pull balloon floats along the parade route, earning some TV time, as the parade is televised and nationally broadcast

on Christmas Day. We are proud of our team members for demonstrating the genuine hospitality found at Commonwealth and Aloft Knoxville West.

LYNSEY AUGUANO, GM, and **KIM LENBURG**, sales manager, for the **Fairfield Inn & Suites Chicago Southeast/Hammond** provided turkey dinners to each hotel team member for their families on Thanksgiving. The meal was placed in a personalized bag with turkey, mashed potatoes, stuffing, corn, dinner rolls and pumpkin pie and distributed during the property's Employee of the Month celebration. 🍂

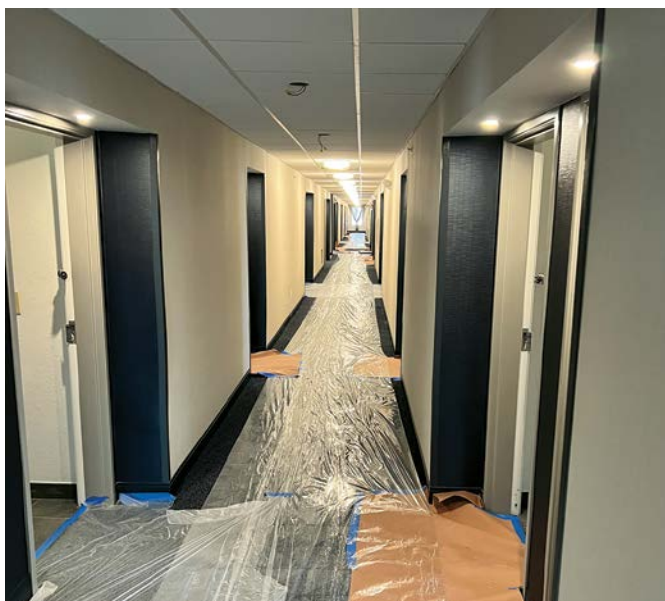


▼ (Left) **Elizabeth Bowman**, director of sales, and **Laura Shirooni**, GM, pose in front of a Hello Kitty float during the annual Gatlinburg Festival of Lights Parade. (Right) **Elizabeth Bowman**, director of sales, and **Laura Shirooni**, GM, wave while pulling a float.

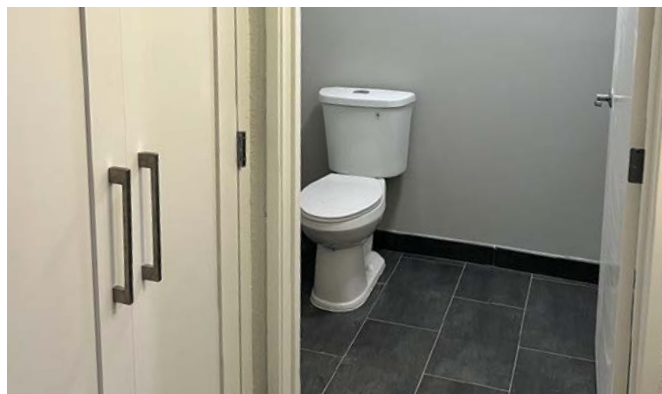


COURTYARD DAYTON BEAVERCREEK GRAND REOPENING

COURTYARD DAYTON BEAVERCREEK suffered significant flood damage in January 2022 and has since undergone a complete renovation. The team has been hard at work to get the property ready for a grand reopening this quarter. 🌿



▲ New carpet is installed at Courtyard Dayton Beavercreek after the hotel sustained significant flood damage.



▲ Rooms received a complete renovation.

A RAVING REVIEW

SPRINGHILL SUITES INDIANAPOLIS AIRPORT associates received a raving, 5-star review on Yelp in December 2022. **Sam Ingram**, bartender, and **Stephanie Young**, breakfast attendant, were complimented on their *whatever-it-takes* attitude and impeccable service at the bar. 🌿



Y'ALL CAFÉ

Butler's Café, a culinary staple of the Covington RiverCenter, recently rebranded to Y'all Café. The new name is a proud representation of southern values and Midwest charm. The café's owner, **BILL BUTLER**, says, "As the name implies, we see Y'all Café as a place where everyone — you all, if you will — can start the day or unwind in a relaxed yet refined environment."

The relaunch has been a success thanks to the support of a strong team. Compliments about the service and tasty food have been flooding in with multiple 5-star reviews. The café's Google listing also received over 60 reviews in less than two months. We can't wait to see what the future holds for Y'all Café! 🌿



▲ Representatives from Northern Kentucky and Commonwealth gather for the ribbon cutting.

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