



COMMONWEALTH HOTELS

# INN FOCUS

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## COMMONWEALTH ASSOCIATES SUPPORT HOMELESS CHILDREN

Commonwealth associates raised an impressive \$20,000 for the annual Mardi Gras for Homeless Children event in February. Proceeds from the event benefit three area agencies that provide essential care to homeless women and children: Bethany House Services of Cincinnati, and Brighton Center’s Homeward Bound and Welcome House, Inc. in Covington. Collectively, these agencies serve more than 40,000 individuals in our community each year.

Celebrating 32 years, Mardi Gras for Homeless Children was born following a tragic incident in Cincinnati that touched the hearts of our residents. Area children have benefited immensely from the actions of so many who have volunteered, donated and attended the event.

Thank you to everyone who contributed to this event’s momentous success. 🌿

**Dear colleagues,**



Since the pandemic, many hospitality professionals have been discussing our business in terms of recovery to pre-pandemic performance. We are constantly benchmarking against 2019. Hotel trade magazines only seem interested in when we are going to return to the best year in our industry’s history. I understand this impulse, being a little data obsessive myself.

But this narrative does a disservice to all of us. To focus exclusively on returning to the past blinds us to future opportunities. I am not interested in reliving the good old days, but in creating a brighter future. During the past two years, we learned more about serving others, being creative and controlling costs than at any time before. As we emerged from the darkest days of the pandemic, we rebalanced our workforce and changed our life-balance expectations. It would be a shame to not take advantage of such hard-earned lessons.

I hope that Commonwealth Hotels will be at the forefront of our evolving hotel industry. We will continue to develop better and more efficient ways to serve our guests and owners. We will continue to enhance our *whatever-it-takes* culture. And we will drive superior top-line performance and deliver even better bottom-line results. Who wants to look back on 2019 when we can look ahead to our best days ever in 2023 and beyond?

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

**Brian Fry**  
President, Commonwealth Hotels

IN THIS ISSUE

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A Note from Brian . . . . .	2	Whatever it Takes . . . . .	6
News from Your Support Center . . . . .	3	A Culture of Growth. . . . .	7
Associates of the Year . . . . .	4	Enriching Each Other’s Lives. . . . .	8
Commonwealth University Graduate . . . . .	4	Best-in-Class . . . . .	8
Milestone Anniversaries . . . . .	5		

## GIVING GIFTS AND SPREADING JOY

Support Center associates donated gifts in December 2022 to Christmas Angels, an organization focused on giving hope to children who may be in a situation where they feel hopeless. Thanks to the generous support of our associates and other community partners, more than 245 children across Kenton, Boone, Campbell and Grant counties experienced the joy of the holidays. Christmas Angels has served 1,744 children and families to date. 🌟



▲ More than 245 children in Northern Kentucky received gifts. Children visited with Santa before receiving gifts.

## WINNERS OF THE FOURTH QUARTER GUEST SERVICE CHALLENGE

Congratulations to these winning associates who received at least three mentions a month through brand or TripAdvisor comments:

- **ANTHONY WALKER**, Night Auditor, Hampton Inn Louisville North Clarksville
- **MARISSA JATCZAK**, Front Office Supervisor, Hyatt Place Chicago/Naperville/Warrenville
- **DARYN HOOVER**, Guest Service Agent, Hampton Inn & Suites Minot Airport
- **TINA STEUBE**, Laundry Attendant, Hilton Garden Inn Gulfport Airport
- **THUMAN GOULD**, Bellperson, Hyatt Regency Aurora — Denver Conference Center
- **TARA GERTH**, Cashier, Y'all Café

Congratulations to these properties that achieved the highest GSS improvement:

- Region One: **TRU BY HILTON LOUISVILLE AIRPORT**
- Region Two: **CANDLEWOOD SUITES ST. CLAIRSVILLE**
- Region Three: **HYATT HOUSE CHICAGO/ NAPERVILLE/WARRENVILLE**
- Region Four: **HYATT PLACE PORTLAND — OLD PORT**
- Region Five: **HYATT REGENCY AURORA — DENVER CONFERENCE CENTER**

- Region Six: **HOLIDAY INN LOUISVILLE DOWNTOWN**

Congratulations to Region Three, which received the highest percentage increase in guest satisfaction over the third quarter of 2022. The properties in this region include:

- **COURTYARD CINCINNATI AIRPORT**
- **RESIDENCE INN CINCINNATI AIRPORT**
- **TOWNEPLACE INDIANAPOLIS DOWNTOWN**
- **CANDLEWOOD SUITES INDY SOUTH**
- **SPRINGHILL SUITES INDIANAPOLIS AIRPORT**
- **HYATT PLACE CHICAGO/ NAPERVILLE/WARRENVILLE**
- **HYATT HOUSE CHICAGO/ NAPERVILLE/WARRENVILLE**
- **STAYBRIDGE SUITES FISHERS**
- **FAIRFIELD INN & SUITES CHICAGO SOUTHEAST/HAMMOND**



**ANTHONY WALKER**, night auditor at **Hampton Inn Louisville North Clarksville**, was the grand prize winner of the associate challenge and won a Samsung 65-inch Class Crystal 4K UHD, Smart TV with Alexa built in. 🌟

## ABOVE AND BEYOND

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

- **HOLLY BLACKLIDGE**, Springhill Suites Indianapolis Airport
- **PEREGRINA CARLOS**, Courtyard Columbus Dublin
- **JULIE CHADWELL**, Residence Inn Dayton Beavercreek
- **KEN JENTZEN**, Fairfield Inn & Suites Chicago Southeast/Hammond
- **ABBY KERN**, Residence Inn St Louis O'Fallon
- **BINWA LUSHINGA**, Candlewood Suites Indy South

Meet a few of our 2022 AOYs:



**PEREGRINA (PERRY) CARLOS**, a room attendant of 16 years at **Courtyard Columbus Dublin**, always walks in with a smile and greets anyone she sees. She consistently offers support wherever needed and whenever

asked, a true example of our *whatever-it-takes* credo!

"Perry was overwhelmed and brought to tears when announced as a 2022 Associate of the Year, and we are grateful to have her as part of our Courtyard

Columbus Dublin and Commonwealth team," GM Mike O'Malley shared.

**BINWA LUSHINGA** is an exceptional associate at **Candlewood Suites Indy South** who comes into work with a smile and the same great attitude each day. She's reliable and always tries her best, even when dealing with unique tasks and new challenges. Binwa also won her property's most recent Perfect Attendance award.

"The Candlewood Suites staff is so thankful and happy to have Binwa on our team," GM Amber Das shared. 🌿



▲ **Binwa** is presented with her award from GM **Amber Das**.

## COMMONWEALTH UNIVERSITY GRADUATE

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### MEET OUR CU GRADUATE

Congratulations to **AKEEM STEPHENS**, assistant GM, on graduating from Commonwealth University! Akeem joined **Hotel Indigo Atlanta Vinings** in October 2022 with eight years of hospitality experience. His passion and dedication to learn within our industry, paired with his love for travel and people, have allowed Akeem to thrive. He continues to step out of his comfort zone and grow as a Commonwealth team member. 🌿



# 180 YEARS OF COLLECTIVE SERVICE

Congratulations to our associates who celebrated milestone anniversaries in Q1 2023!

## 5 YEARS

- **SHARON BAER**, Guest Service Agent, Homewood Suites by Hilton Mobile-East Bay-Daphne
- **ZHANEYA BERTRAND**, Night Auditor, Residence Inn Gulfport Biloxi Airport
- **GRACE CLEON**, Housekeeper, Staybridge Suites Fishers
- **PETRO CUATLACUATL**, Breakfast and Social Attendant, Staybridge Suites Fishers
- **VIOLETA CUATLACUATL**, Breakfast Attendant, Staybridge Suites Fishers
- **STEPHEN FROST**, Rooms Maintenance, Homewood Suites by Hilton Mobile-East Bay-Daphne
- **DARYN HOOVER**, Guest Service Agent, Hampton Inn & Suites Minot Airport
- **NICOLE MILLER**, Guest Service Agent, Residence Inn Dayton Beaver creek
- **DAVID OCHSENBINE**, Laundry Attendant, Fairfield Inn & Suites Canton South
- **STEFANY WILLIAMS**, Suite/Room Attendant, Hilton Garden Inn Gulfport Airport

## 10 YEARS

- **BETTY ABERCROMBIE**, Inspector, Hampton Inn & Suites Cincinnati Airport South

- **GREGORY BUCKLEY**, 1st Cook, Hilton Garden Inn Gulfport Airport
- **JENNIFER KEEHN**, Laundry Attendant, Hampton Inn & Suites Minot Airport
- **RACHAEL MASON**, Suite/Room Attendant, Hilton Garden Inn Mobile-East Bay-Daphne
- **BARRY WALTERS**, Maintenance Technician, Staybridge Suites Fishers

## 15 YEARS

- **KEITH IVEY**, Director of Accounting, Corporex Commonwealth Inc — A&G
- **HERLINDA OCELOTL**, Housekeeper, Staybridge Suites Fishers
- **CARMEN RAMIREZ DE DONIS**, Laundry Attendant, Hampton Inn Louisville Airport
- **DARREN WALLACE**, Night Auditor, Holiday Inn Express & Suites Cincinnati Riverfront

## 20 YEARS +

- **ALBERTA JUARES**, Housekeeper, Staybridge Suites Fishers 🌟



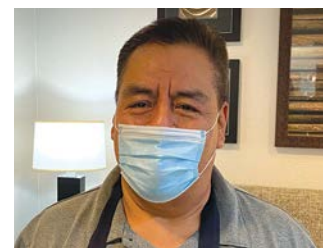
▲ **Grace** is a sweet and hardworking team member who always has a smile on her face and a helping hand to offer.



▲ She is a gem among our team and a dedicated employee who has a great attitude and strong work ethic. We are so lucky to have **Alberta**.



▲ **Herlinda** is a staple in the housekeeping department. She is kind, works hard and is always willing to help out her colleagues.



▲ **Petro** is incredibly passionate about food quality, presentation and making our guests happy. His kitchen is clean and organized, and he receives many compliments on his culinary skills.

## DELIVERING FOR OUR GUESTS

You repeatedly go above and beyond to provide outstanding worth and sincere care:

### IT TAKES A VILLAGE



**CIARA WARD**, operations manager at **Springhill Suites Indianapolis Airport**, assisted the neighboring **Staybridge Suites Fishers** staff during a time of transition. She was genuinely hungry to learn the

brand, coach their team and help however she could when they needed it the most. Ciara put in long days to go above and beyond with positive energy and a can-do attitude. Thank you so much for all you have done and will continue to do for Commonwealth!

### SERVICE TRAINING SESSIONS

**HOLIDAY INN EXPRESS & SUITES CINCINNATI RIVERFRONT** hosted the first of three regional service training sessions. Associates will continue learning and developing guest relation skills when future sessions are held at **Springhill Suites Cincinnati/Midtown** and **Hampton Inn & Suites Cincinnati Airport South**.



▲ Associates attend training to assist them in providing guests with the very best service.

### COLORADO EDUCATIONAL CONFERENCE AND EXPO

**ERIN FARRELL**, sales manager at **Hyatt Regency Aurora — Denver Conference Center**, attended the 23rd annual MIC of Colorado Educational Conference and EXPO. The event is focused on networking, development and trends for the hospitality, meetings and events industry. The Hyatt Regency team also partnered with Visit Aurora as sponsors, allowing a local girl scout troop to sell cookies at the event and meet with successful women in business during Women's History Month.



▲ Erin Farrell, sales manager, is pictured far right with other attendees and the local girl scout troop at the annual MIC of Colorado Educational Conference and EXPO.

### YEE HAW FOR HYATT

**ABBY NURRE**, director of sales, and **MARIJA DESERVI**, director of revenue management at **Hyatt Regency Aurora — Denver Conference Center**, attended Hyatt's Annual Kickstart in Dallas, Texas. They got a great "kickstart" to the new year, networking with fellow Hyatt colleagues from across the country. The two attended many seminars with topics that included legal, revenue, ownership, talent search, and what to expect in the upcoming year from Hyatt. They received the full Texas experience, with a country-themed dinner and line-dancing. 🌵

## PROMOTIONS FROM WITHIN

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

- **LACY BROWN**, Front Office Manager, Candlewood Suites Indy South
- **AMANDA CORRIN**, Food and Beverage Supervisor, Embassy Suites by Hilton Akron Canton
- **KATIE GIBSON**, GM, Holiday Inn Louisville Downtown
- **SARAH HERNANDEZ**, Executive Assistant, Hyatt Regency Aurora — Denver Conference Center
- **ABBY NURRE**, Director of Sales, Hyatt Regency Aurora — Denver Conference Center
- **ALEX MINJAREZ**, Chief Engineer, Springhill Denver Anschutz Medical Campus
- **DORIAN PHILLIPS**, GM, Springhill Denver at Anschutz Medical Campus
- **MORGAN WARNER**, Sales Coordinator, Hyatt Regency Aurora — Denver Conference Center
- **AVERY WINDHAM**, GM, The Docent's Collection

is already excelling in her role, helping the F&B team achieve ranking as number one in the brand year to date.” **Jenn Ruiz**, GM, Embassy Suites by Hilton Akron Canton. 🌟



▲ Abby Nurre



▲ Dorian Phillips



“**AMANDA** is a natural leader and a guest favorite. She has a great eye for detail, and her expectation to always achieving high standards aligns with the Commonwealth culture. Amanda



▲ **Morgan Warner** (left) and **Sarah Hernandez** (right) were recently promoted to new positions at Hyatt Regency Aurora — Denver Conference Center.

### STAY IN TOUCH



**WEBSITE:** [commonwealthhotels.com](http://commonwealthhotels.com)



**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.

# NATIONAL EMPLOYEE APPRECIATION DAY

**HOTEL INDIGO ATLANTA VININGS** treated its staff to snacks and lunch catered by Chick-fil-A to celebrate the team's accomplishments and dedication.

The **EMBASSY SUITES BY HILTON AKRON CANTON** team got creative in the kitchen with a demo from their chef. The leadership team then raised a glass in honor of a well-deserved property award. 🍷



▲ *Hotel Indigo Atlanta Vinings* enjoyed a staff lunch from Chick-fil-A.



▲ *Tom Stafford, vice president of food and beverage for Commonwealth, and Alex Cucuz, executive chef at Embassy Suites by Hilton Akron Canton.*

## HILTON QUARTERLY SERVICE CHALLENGE



The **TRU BY HILTON LOUISVILLE AIRPORT** staff recently celebrated their big win in the Hilton Quarterly Service Challenge

with a trophy presentation and luncheon. Associates received \$500 in prizes awarded by Hilton and Commonwealth. Tru finished second in the brand out of 235 properties in overall service improvement.

## BRIGHTER TOGETHER AWARD RECIPIENT



**EMBASSY SUITES BY HILTON AKRON CANTON** was selected as one of three Q4 2022 'Brighter Together: A Make a Difference Award' recipients. The distinction

honors the top 1% of hotels in each region that earn the best cumulative score in the following categories: overall service, feel welcomed, problem resolution and cleanliness of room. 🍷

### 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