



SHILO STAR



February, 2015

Shilo Welcomes New Team Members

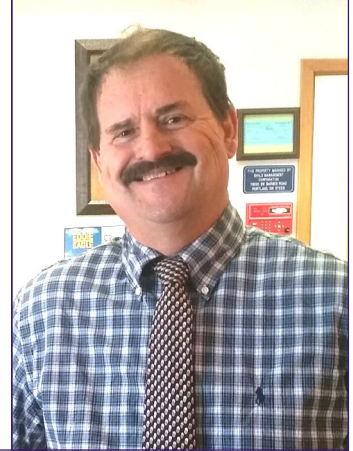


Patrick Miller is the new GM at Shilo Inn-Rose Garden. Patrick holds a BA degree in Sociology that will serve him well in leading his team to provide Shilo's special hospitality. His

last job was at a ski resort near Portland, but Patrick was excited at the opportunity to move to Portland and Shilo. Patrick enjoys all the exciting outdoor adventures the Pacific Northwest has to offer.

Congratulations to Tim Lamb, the new GM of Shilo Inn & Suites-Mammoth Lakes.

Tim comes to Shilo with a background in hospitality spanning nearly a decade. Tim enjoys hiking and mountain biking when he's not hard at work leading his team in service to Shilo guests.



Shilo Inn-Killeen staff welcomes their new Food and Beverage Director, Ibelice Carrion. Ibe comes to Shilo with over 20 years of experience in the hotel/restaurant industry, having worked for other quality hotels. She is originally from Puerto Rico and recently came to the U.S. with her two small children.

Ibe is dedicated to providing the best dining experience for Shilo's loyal customers, and will continue to enhance the reputation for which Shilo Restaurant in Killeen has earned.



Remember, a person who feels appreciated will always do more than is expected.



Shilo Restaurant-Newport's new Food and Beverage Manager Extraordinaire is Stephen Williamson. Stephen brings to the Shilo table more than 20 years of food and beverage experience. He and his family are avid outdoor enthusiasts, and he tries to work in a little golf, surfing and some indoor volleyball activities.

Stephen and Julie have three successful kids—Leo is an engineer, Amelia is working on her sports medicine degree and Isabelle is a Junior at Newport High.

Stephen says, "I look forward to working with all the awesome people I've met and others on the Shilo staff. [L to R] Julie, Amelia, Leo, Stephen and Isabelle.

What's Happening in the World of Shilo Inns . . .



Shannon Byington was recently promoted from catering assistant to director of catering for Shilo Inn-Killeen. She hails from Kingsport, Tennessee, and has worked on the Shilo team for six years. Shannon demonstrates excellent customer service and sales skills and has played an active role in the success of the banquet and catering department. Shannon and her husband, Brady, recently celebrated their 10th wedding anniversary and are kept busy raising their two small sons, Maverick, four, and Grayson, two.



Hunter Mix has become a super star, reports Beth Evans, GM of Shilo Inn-Newport. "Not only at the front desk, but this past weekend, he went above and beyond when he stepped in to help with housekeeping. Hunter not only assisted in inspecting rooms to keep the process flowing smoothly, he handed out Dutch Brothers gift cards for everyone who had pitched in during this very busy time. Kudos to Hunter for being a thoughtful team player on every level. He is truly a valued employee."

Our sincerest appreciation goes to
SHILO INN-TWIN FALLS
for continued support of our club
MAGIC VALLEY FLY FISHERS
advancing & perpetuating the enjoyment of fly
fishing through education, detailed monthly
presentations, youth participation, clinics,
conservation support projects and
Fisheries Scholarships in 2016
Brian S. Woodhouse, President



Thank you for your professional staff [Shilo Inn-Twin Falls] and your help in making a very special day amazing. It could not have happened without all your help. The banquet room was beautiful and just right for all who attended. Connie Silver

Marie Christopherson called Guest Services after her stay at Shilo Inn-Yuma. Marie reported that her stay couldn't have been any nicer. The room was clean, breakfast was very good and the staff was pleasant. She especially wanted to compliment front desk staff Donna [LaBelle, Upper R] and Tarie [Cevallos] who were so very nice. The Christophersons appreciated the Veteran's discount offered and the recognition for her husband's military service. She noted, "We will definitely be repeat customers!"



Shilo Inn-Killeen is proud to announce Kevin Varnes is now lead line restaurant cook. Kevin recently was graduated from the renowned "Le Cordon Bleu" of Austin, Texas, with an Associates in Culinary Arts. Kevin is a 20-year army veteran [**Thanks for your service, Kevin!**] who has been employed at Shilo for more than a year and will be completing a three-month externship with Executive Chef Matthew Cranfill.

Shilo Stars, Special Guests, Kudos and More . . .

We just want to give thanks to Wes [Rathbun] at Shilo Inn-Seaside Oceanfront.

We stayed there Valentine's night and he went out of his way to get us the BEST room! Oceanfront with a balcony on the top floor—quiet end unit. It was SO AWESOME! Very quiet and peaceful and we got a great night's sleep. We had the best time at the Boardwalk Restaurant and Lounge as well. Bucky, the one-man band, was a GREAT entertainer in the lounge, where we danced to our favorite songs. It was SO fun. Breakfast the following morning was excellent as well. We had a most memorable stay and we will return! Thanks!

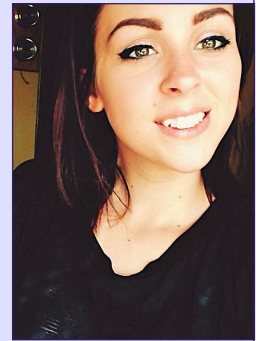
Doug and Roxy McClellan



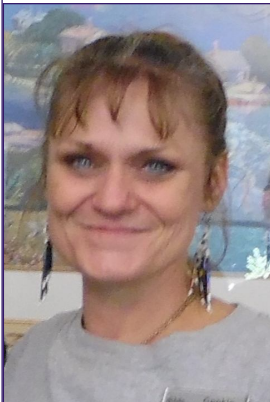
My wife and I stayed at Shilo Inn-Tillamook recently. We

were greeted warmly by Caity [Quinn, who was pitching in and is from Shilo Inn-Ocean Shores]. She was very helpful and the room was excellent. Clean, comfortable, and everything worked as it should. Breakfast in the morning was a delight with Cookie [Kelley, photo, left column] as the server and attendant at the complimentary buffet. Cookie greeted every hotel guest as they arrived and made sure every guest had everything they needed.

She then thanked each one and asked them to come back soon as they left the room. What a wonderful employee! When it came time to check out, Rayne [Woodruff, R] helped us at the front desk. She was very knowledgeable. It was a great stay and an even better value! Each one of these people deserve a pat on the back and an 'atta-girl' for a job well done. We will definitely return and stay again! Douglas Heinen



Once again, we had Cookie [Kelley, Shilo Inn-Tillamook] helping us. She is so kind and sweet. Thanks, Cookie, for making the breakfast as enjoyable as possible. We would come back again because of her!
Fred Love



And, Fred Love sent a second compliment about Cookie's spectacular service! "Cookie was a great server. A pleasure to meet her!" Fred Love"

SHILO GUESTS EXPRESS GRATITUDE FOR EVEN THE SMALLEST SERVICE DETAILS!

"My husband was excited to see scrubbing of toilets as we checked in. The staff was very friendly, both evening and morning. Our room [Shilo Inn-Warrenton] is lovingly cared for and clean!

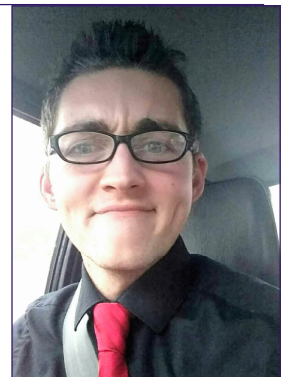
M. Giddings, Milwaukie, Oregon"

Congratulations to the two winners of the \$100 drawing for rave reviews for January:
Hotel Employee: Esmeralda Toledo, Shilo Inn—Mammoth Lakes
Restaurant Employee: Matt Cranfill, Shilo Restaurant—Killeen

"Drew Baumgartner and his guest, Mel, were very impressed with Stephanie Rodriguez, front desk agent at Shilo Inn-Warrenton. "Whoever worked the desk last night was the perfect employee! Voice, attitude and all. Thanks again! Mel"



"Tyler Perry was our server for breakfast [The Boardwalk-Seaside] and was he ever a good server! Our food was cooked correctly and was very reasonably priced. We had a great ocean-view booth. Thank you!
Doug and Roxy McClellan."



Great Guest Reviews and Information Past and Present . . .



What is Presidents' Day and how did it get changed from Washington's or Lincoln's Birthday? President's Day is a holiday celebrated on the third Monday in February. Originally established in 1885 to recognize President Washington, it is still called Washington's Birthday by the federal government. It was originally celebrated on his actual birth date of February 22. The holiday became known as Presidents' Day when it was moved as part of the Uniform Monday Holiday Act, an attempt to create more three-day weekends for the nation's workers. While several states still have individual holidays honoring the birthdays of Washington and Lincoln, President's Day is now viewed as a day to celebrate all U.S. Presidents.



I've had the best hotel experience to date at the Shilo Inn-Idaho Falls. The highlight is the staff. They are not only professional and courteous, but they have made me



feel so welcome- just like family. Lacey [Sandoval] and Ben [Eddy] have made my stay so pleasant, I will forever remember their extraordinary kindness. Thank you! George Vondruska

TripAdvisor Tributes

Great big rooms. [Shilo Inn-Portland Airport] Awesome free breakfast! Two adults and two kids fit just fine. Staff was exceptional. The restaurant food was great! Our server, Matt Mauli was top of the line. It's the best service we've had in some time. He gave us great travel advice, which really made our trip. Nice job, Matt! The hotel is clean with every amenity you can imagine, even self-serve washers and dryers. Two TV's in every room, fridge, microwave, etc. It's kind of like staying at grandma's house, but better. We will definitely stay there again. We've stayed in many high-end hotels, but there's something about this place that really appeals to us—it's great for families.

Staff [Shilo Inn-Grants Pass] was impressive. All very helpful without exception, offering to do more than was requested.

Room was pleasant, neat and clean, good sized with two closets. Plenty of hangers. Comfortable bed. Room included everything that we needed and everything worked well. I was grateful breakfast was provided with a variety of options. The real highlight, however, was the sauna. It was in perfect working order and well maintained. It made our stay very pleasant indeed. There was also a steam room. We joined the loyalty program and will seek out Shilo Inns in the future, especially if they have saunas.

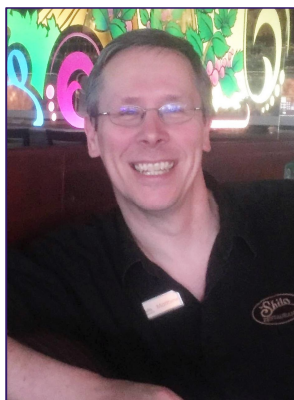
BIKE RIDE 2016. Nice Place [Shilo Inn-Coeur d'Alene]. Close to interstate, gas and a great breakfast restaurant across the street. Picnic tables outside were perfect for having just a snack. Rooms were large and clean. Beds were comfortable. They took AAA. Service was friendly and helpful.



Shilo Inns
Suites Hotels
"Affordable Excellence"



Successful team-oriented people help others succeed.



"We had breakfast here [Shilo Restaurant—Portland Airport] during our stay in Portland. The food was excellent and Matt [Andrus] provided excellent service. Ask for him by name! He gives great travel advice!"

Matt has provided excellent service to Shilo diners for more than 25 years! Linda Derks, Food and Beverage Manager praised Matt's loyalty. "Every day Matt goes beyond what's expected to help anyone and everyone that needs it. We all ask for his help every day. He is quietly competent, calm, extremely reliable, dedicated and quite simply, a rock at the Shilo Airport Restaurant."