



# SHILO STAR



July, 2010

## Service of the Quintessential Team Generates "Be-Back" Guests!

To the Management [of Shilo Inn Suites **Oceanfront Hotel-Seaside**]:

My husband and I are Shilo Rewards members and have stayed at this location before. I am happy to say that this stay was by far the best. In today's society and travel industry, people have choices where to stay during their travel. Excellent service will bring a guest back and that is what we experienced on this stay!

I have personally worked in the hotel industry for 25 years at the Four Seasons and Starwood Hotels.

**Andrew** at the front desk is a STAR employee. I telephoned him prior to arrival and he was professional and friendly. He went above and beyond to make our check-in very pleasant. He even personally found us outside the building to check us in early. Andrew's over-the-top service needs to be recognized. Give this man praise!

And, **Kelly**, in the bar, is a peach. Friendly, professional. Seeing our afternoon appetizers, she delivered appropriate dining utensils, linen, napkins. Her knowledge of various wines and mixes is to be commended. She has great up-selling technique and mixed excellent libations.

**Jessica** is another fantastic employee and was really good about saving steps—offering another wine, another beer, more coleslaw before she left our table. We never had to wait a moment for additional food or beverages. The beer-battered fish and potato skins were delicious! Cheers to the **Chef!** **Margaret**, at night, was another great asset to Shilo's service team. Friendly and accommodating. And, **Lisa**, in housekeeping would say, "Good morning, May I get you anything today?"

**Service! Service! Service! We will be back!**

P.S. Great bed linens, too.

Mr. and Mrs. Christopher P. Batt



### Teamwork involves both Hotel & Restaurant Staff!

[L to R, top to bottom]

Jessica Harris, Lisa

Sampson, Andrew

Oberembt, Chef Rick Kel-

sey, General Manager Shaun

Wagner, Margaret Goldman

and [near R] Kelly Tschudin.





## What's Happening at Shilo Inns . . .



Angela Larson, director of sales, Shilo Inn Suites Hotel—**Idaho Falls**, shared her letter of thanks after Shilo hosted and sponsored the June show of the Idaho Cutting Horse Association.

"I just wanted to drop you a note to say, 'thank you' for your generous sponsorship of our show earlier this month! I work with many different people at many different hotels and by far you were the most pleasant and helpful person yet! I never had to wait long for an answer to many of my questions and each time we spoke, I could literally feel your smile and sincerity coming through your voice on the phone.

Our staff was thrilled with the accommodations at the Shilo and I had many cutting horse contestants that also stayed there tell me what a great place it is to stay. All of your staff was professional and friendly, from your front desk to your hotel housekeepers. I have thoroughly enjoyed working with you and will be recommending you and the Shilo Inn in Idaho Falls to anyone that will listen.

I have attached a photo as a small token of thanks. The rider is Russ Miller of St. Anthony, Idaho. Russ has won almost \$3 million in the cutting pen and the horse he is riding in the photo is Kittens, owned by Frank and Bonnie Martin of Las Vegas, who has won \$265,000 in her lifetime. We were thrilled to have a photo of these two elite cutters with the Shilo sign in the background.

I have asked that a complimentary copy of our official ICHA monthly publication, *Horse Sports*, be mailed to you. It should arrive by July 1. There will be coverage in it about the show and lots of pictures.

Enjoy and thanks again.

**Dardy Skaar**

Secretary and Communications Coordinator  
Idaho Cutting Horse Association

Shilo Inn-**Nampa** was a haven for Donald Ettinger from Michigan, who

was on his way to Washington when he became the hapless victim of a blaze that left only a skeleton of his pickup, boat and jet ski. Fortunately, Don and his canine buddy were unharmed and

enjoyed two nights of pampering by the Shilo staff, courtesy of the Nampa Fire Department, who also purchased clothing for the victim and dog food for his pal. Another generous Shilo guest gave the victim some cash and offered to do anything else he could for the poor man. The accident backed up traffic for ten miles before the wreckage was cleared.



Shilo Inn Suites **Oceanfront Hotel-Seaside** is securing the loyalty of future patrons by partnering with the local Rotary Club to host the all-night drug-free Seaside graduation party.

"A big THANK YOU for a very successful grad party.

Shaun, you were so helpful and generous with your facility, Rotary staffing, etc. How can we thank you enough? I have heard over and over that the kids really had a great time.

Thank you for allowing us to use the pool on a Friday night and the hotel as a whole. Everything was above and beyond expectations from both you and Carol Eakle [catering director]. Just so you know, I am letting everyone know how generous Shilo is to the community and our Seaside High School grads. Thank you. Sincerely, Lori for the entire Graduating Committee."

Caitlyn Henry, Shilo Inn Suites **Hotel-Bend**, makes small talk with the property's Canadian visitors who chose to ignore posted signage.



## ★ Sterling Shilo Employees Receive Guest Kudos . . .

I am writing a letter of appreciation for a recent experience I had at your **Ocean Shores** hotel. The service was exceptional!

I was a hotel guest and exhibiting as a vendor at a recent conference for the Washington State Auditor's Association Recording Conference. Our company hosted a book sale that benefited the county's scholarship fund.

My phenomenal experience began with Rabekah Judkins in the Sales & Catering Department. We met several weeks prior to the conference and I explained what we were planning to do and she enthusiastically responded and set the stage for a great experience. When I arrived, draped tables were set out in your lobby to accommodate the collection of books in close proximity to the conference registration area.

I then met Lealani Lacey and she took the reigns from Rabekah, continuing this service through the night and into the next day. She ascertained that the books needed to be moved to the registration area where the meetings were to occur the next day. When I awoke the next morning, I found a table set up in the new area and I was ready to go. I'm not sure if this employee ever sleeps, because I saw her late the night prior and the tables were set up before 7:00 AM the next day. Additionally, she coordinated all the rest of the conference.

Please applaud and sing the praises of these two employees for not only a job well done, but going the "extra mile" for customer satisfaction. I experienced a can-do attitude through my entire stay and would wholeheartedly recommend prospective planners to choose Ocean Shores Shilo Inn for their conference needs.  
Sincerely, Doug MacDonald, Vice President Sales  
U.S. Archive and Imaging Service, Inc."

Penny Rusco was so pleased with her stay at Shilo Inn Suites Hotel-**Tillamook** she wrote the following missive: "Oftentimes, we only take the time to express the negative impacts we have in life. Since I am in the customer service line of work, I would like to tell you that I had a wonderful experience at your Tillamook, Oregon location. The rooms were clean and very quiet. The staff was exceptional from the beginning, while making my reservations via the telephone, to my check-out, the staff was extremely helpful and accommodating. Upon entering the motel to check in, I was greeted by the staff who offered me a pen and piece of paper, since they could tell I was trying to remember my license plate number. After check-in, I went to my room and had trouble with my internet. I took my computer down when the staff offered to assist me. The internet system was rebooted and everything went well. When meeting staff in the hallways, they were always polite and offered assistance.

I found the room to be quiet and comfortable. The mini-mart/gas station/restaurant are a great addition. I have been staying in the area for over 20 years and have never stayed here before, but the next time I have the pleasure of visiting the area, I will be checking with your hotel as my first choice. Kudos to your staff who made my experience a pleasurable one! Thank you!"

Scott and Shirley Wesley from Hailey, Idaho, sent an e-mail of thanks as follows: "We wish to express our appreciation for the friendly, great service that the employees of the **Boise Airport** hotel have provided us over the past few stays with them. The program of 'park, stay and fly' and 'animals welcome' really fits our needs. Thanks for all your help!"



"I have stayed at many hotels and resorts, and, being a Worldmark timeshare resort owner, I will say this hotel [Shilo Inn Suites Hotel-**Killeen**] was excellent, from the cigar bar to the 24-hour pool and the steam room. I've stayed in 5-star resorts that could not meet the standards here, but one thing that stood out above all was the front desk clerk, Anthony. He was the most professional, nicest person anyone could ask for. We ran into a small problem with one of my children and asked if the hotel had any aloe vera lotion. They did not, so, no big deal. When we went to our room to get ready for bed, my phone rang. Anthony had found the house lotion contained mostly aloe and honey and he ran some up to my room. This man could have just gone on with his evening, but he went above and beyond. We will continue to look for your hotels throughout our travels and hope for the level of service we received here. Thank you! Mike Ford, Albuquerque, N.M."

Guests who stayed at Shilo Inn Suites-**Moses Lake** were elated with their stay. "We have stayed at many hotels with our family and found it a pleasant surprise that this hotel was the best by far.

It was clean, comfortable and bright, and the staff—especially the kind lady who works in the breakfast room [Gloria!]  
— was very friendly. Also, the food at the continental breakfast was great! It was healthy, fast and there was lots of variety. All this, plus a very good price, will ensure that we stay here again. Thanks!"



## Happy Birthday, America! We're Celebrating the Best . . .

**T**o Shilo Management Corporation:

I am writing to express my extreme pleasure with the professional, friendly and informed guest service at the Shilo Inn in **Bend**, Oregon.

Upon our arrival, Tina welcomed us with a smiling greeting. Although there was a short line, Tina was informative and relaxed while attending to those of us checking in. Tina provided, by far, my most favorite experience ever on checking in. We planned a three-day stay in Bend and had several questions about the local area that she answered.

Check-out was also a very pleasurable experience. Valarie was able to lend her experience to the person that was working with us. She answered several questions we had concerning the Bend downtown area. We enjoyed Valarie's professionalism and her dedicated customer service.

I have never stayed at the Bend Shilo before, but I will certainly be suggesting it to others when they are in the area.

If Shilo has any type of employee award or recognition, I would like to suggest that Tina and Valarie be recognized for their customer service skills.

Thanks for providing me with a very memorable 41st wedding anniversary!

Shirley Gauthier, Springfield, Oregon



Susan Christopherson, director of sales at Shilo Inn Oceanfront Hotel-**Newport**, and Dad, Matthew, are taking turns on her short break from work to get acquainted with little MJ (Matthew James), born June 30—He was 21.5 inches and weighed in at 6 lbs., 12 oz.

The *Shilo Star* is a monthly on-line publication for Shilo Inna' employees. Submit your ideas, information and photos to Leslee Gemmill for Editor, Linda Burt.

### July Milestone Anniversaries:

#### Beaverton:

Judith Martinez-Leon, July-5 years

#### Coeur d'Alene:

Amber Roop, July-5 years

#### Ocean Shores Restaurant:

Therese Hensley, July-15 years  
Ellen Martin, July-15 years

#### Seaside Oceanfront:

Barbara Hayward, July-5 years

#### The Dalles:

Carrie Stone, July-15 years



Kudos to Shilo Inn Suites Hotel-Killeen staff on their recent *Daily Herald* readers' poll, Best in 2010!

Ronald Johnson from Dade City, Florida, was thrilled with the service he received at Shilo Inn Suites Hotel-**The Dalles**.

"Rooms and service were excellent. The staff was friendly and helpful during a very busy time. Kendra and Shaya are the best!!!"

