

SHILO STAR



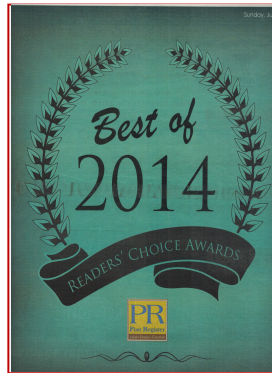
July, 2014

Shilo Inn Awards and Courtesy Offerings

Shilo Inn-Killeen Restaurant recently embarked on a program in partnership with the 69th Air Defense Artillery. Each quarter, the army chooses a soldier ranked E1 to E4 and E5 to E9. The winner from each rank spends one week in training with the Executive Chef at The Mark Restaurant. The trainees are paid by the U.S. Army and learn the ropes from prep cook to executive chef, including policies of sanitation, proper storage, inventory control, management skills, banquet service, and more to enhance their role in the army as a culinary specialist. These are the recruits who cook for soldiers in the U.S. and abroad. They are nationally certified through SERVSAFE. The idea behind this program is to enhance their skills for today and prepare them for life outside the army if they choose to continue this path.



Jacob Howe, a 20-year-old soldier who joined the army two years ago, hails from Portage, Pennsylvania. He hopes to pursue a career in culinary arts and was the first participant to embark in this unique training.



Congrats, Shilo Inn-Idaho Falls staff on your Peoples' Choice Award for **Best Place to Host an Event of 2014** sponsored by the local newspaper, the *Post Register*.



Shilo Inn-Killeen's Director of Sales Rita Huls accepts the "Proudly We Hail" certificate of appreciation from Mark Hyde, Americanism Director for the Exchange Club of Killeen. Shilo was honored for faithfully flying the nation's flag for 365 days and nights in the appropriate manner. Shilo staff received the award over all the other local businesses.

I want to express my appreciation to the management of Shilo Inns for providing American Veterans with a discount when booking a room at your hotels! It is great to see that you care and recognize our veterans. I am a Vietnam Veteran who is grateful to you. It's not only the money we save on our rooms, but your thoughtfulness and your caring. Thank you! I would like to point out that your Shilo Inn-Boise on the river was an awesome place. Very, very clean with a friendly and professional staff, and your breakfast was great. Kristina [Bentley] made my wife and me, as well as our children, very comfortable. She was so polite, friendly and helpful. And she knew her job well. Again, Thank you! Shilo Inns will get our business, that's for sure. Respectfully, Bob and Kay Mills, Idaho Falls. Semper Fi!



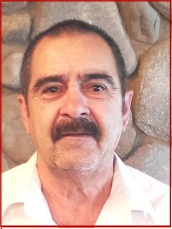
Shilo Portland Airport Suites Hotel has been awarded the Hospitality Excellence certificate signifying that it has consistently earned outstanding feedback from TripAdvisor travelers. Great Job!!

In acknowledging an email from a radio listener praising Shilo's Patriotic Tribute honoring veterans and thanking them for their service, Marketing Director Lisa Steiner sent the following message:

Your thoughtful comments were shared with the owner of Shilo Inns, Mr. Mark Hemstreet who responded: "Please let her know that she made my 4th of July and that our patriotic tributes actually portray my late Uncle Bob who passed away two years ago. He was a WWII veteran in Patton's Army and in the second wave of Normandy. When I was recording the :60 radio and the :30 television Tribute spots, it actually took me about six attempts because I became so emotional."



Who's Doing What at Shilo Inns . . .



The honor of Employee of the Quarter was presented to Benjamin Perez, breakfast bar host and houseperson in Shilo Inn-Mammoth Lakes. Benjamin

travels to Mexico annually to visit his family. Guests and staff all enjoy his cheerful personality.

"My friend and I stayed at Shilo Inn-Klamath Falls and wanted to comment on the excellent staff (particularly at check-in) and the dramatic restaurant changes. The young woman at the front desk handled a rush of guests and two phones and a housekeeping issue with remarkable calm and competence. I was amazed how well she handled everything and kept her professional, courteous demeanor the entire time. We will be back! Dave"

"We stayed at Shilo Inn-Tillamook and our room was most comfortable and spotlessly cleaned and prepared. Lizbeth [Godinez, room attendant, Top] did a great job. Cherise [Scovel, Lower] at the front desk was extremely personable, helpful and professional. Thank you for making our stay so enjoyable. Derek Mullins"



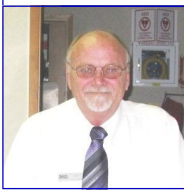
"Kudos to your front desk person, Cherise Scovel who is superb! She took care of our needs on two separate weekends, knew my name had been misspelled and fixed it. Always made sure I knew the rate I was being charged. She is cheerful, respectful, outgoing and professional. A great asset to Shilo Inn-Tillamook! Joe Lovato"

"Mary Brown at the front desk [Shilo Inn-Tillamook] showed excellent service in checking us in and helping us with area attractions. Good sense of humor and great people skills! Joe Archer"

"We recently stayed at Shilo Inn-Moses Lake and the two young gentlemen, Javier [Tapia] and Samuel [Suarez] who checked us in were the most friendly people we have come across in a very long time. They made us feel comfortable and went out of their way for us and others who were checking in at the same time. This made our stay wonderful—we stayed two separate times in a week and on both times they were great! Melody Tackett"



Michael Scovell was the honored as Employee of the Quarter at Shilo Inn-Seaside East. He came from Tillamook and is now a valuable asset to the Seaside East housekeeping department.



Front desk guru Guy Knight recently won the customer service review contest at Shilo Inn-Seaside East. He is a six year employee of Shilo and believes in the "Guest comes first" philosophy.



Tarie Cevllos, DOS, Shilo Inn-Yuma, was second-place winner of the June internet reviews contest. Tarie works with groups and events, stepping above their

needs to provide the WOW service that guests enjoy. Tarie enjoys reading, fishing and target shooting in her leisure time. She and Carlos recently celebrated their two-year anniversary.

"Dear Kaci: [Burke, DOS Shilo Inn-Klamath Falls] Our event went great and your staff was wonderful. Everyone was so helpful and people loved the food and the room. I got compliments all night and I'm still getting them! Thank you for being so flexible with us in the coordination of our event. Susie [Snell, banquet manager] was wonderful also—extremely helpful with our setup and was very easy to work with. Donna"

"I want to thank GM Heather Baker [Shilo Inn-The Dalles] for rescuing my pillowcase that I received back in a day! Thank you! Anni Manley"

Amy Love praised the service of Central Reservations Agent Vanita McConnell. She said Vanita was "so wonderful. And, it is sometimes difficult to communicate my needs with my service dog; however, Vanita was knowledgeable, sensitive and empathetic. She made it easy!"

Gary and Judy Skipper sent a nice note to Guest Relations Ingrid Doerksen for her help in securing their room at Shilo Inn-Bend. "Our stay at your Bend hotel was great. Thank you for all the work you did. It was very much appreciated!"



Shilo Inn-Yuma's Employee of the Quarter and second-place winner of June's internet reviews contest, Donna Labelle exemplifies quality customer service with guests as shown in the many positive reviews received about her on third-party web sites. She and husband, Marty, have been married for a decade and have three children and two grandchildren. Donna enjoys creating arts and crafts.

From TripAdvisor came this review entitled "PEACEFUL!"

Considering that Shilo Inn-Medford is located between I-5 and Biddle Road, the room was surprisingly quiet. It was very clean, had a refrigerator, microwave, television and lots of pillows. The air conditioner was amazingly quiet and efficient. The hotel was close to the mall, movie theater and Costco. I would stay here again in a heartbeat, given the price, in comparison to other area hotels.



Gracious Shilo Service, Special Guests & Kudos

"We would like to thank Jeanine [Dixon], Shilo Inn-Medford, for all her wonderful help during our stay. We are seniors and booked through Travelocity, but when we arrived the reservation was wrong. She helped us through the process of a refund. Travel becomes harder as one gets older and it is so nice to be assisted by courteous and competent hotel personnel. Shilo Inns just moved to the TOP of our reservation choices.

James and Patti Sutherland"

"We stayed at Shilo Inn-Twin Falls after a horrible experience in Las Vegas on our way to Fruitland to visit family. This hotel offered us a clean, quiet and friendly place for our family of four to stay. The front desk ladies were helpful and inviting. We really enjoyed this place and it was clean! Thank you. Susie Carlson"

"My wife and I stayed at Shilo Inn-Richland. We were on a test run for a trip to Arizona for spring training next March. We came for 'cool desert nights' and stopped at a couple of hotels—the Red Lion didn't want to honor our AARP because they were busy. We went to another that didn't mow their grass, etc., and, no way. I was headed out of town and we saw Shilo Inn. The gal at the front desk [Michelle Kiphart] was courteous and helpful. She put us in a room on the river as we requested and gave us coupons for breakfast. We are RVers, and because of the noise in hotels, for many years we have steered clear. As a result of staying with you and your staff, we will certainly stay at Shilo Inns in the future. We will be back for next year's 'cool desert nights' and will stay at your inn. The breakfast was great. When we returned home, I told our neighbors, and when they asked about the continental breakfast, I told them about your breakfast. They were impressed.

"The room was quiet, and the bed comfortable. The view was awesome—sunrise over the river was amazing, and the breakfast was superb as we hit the road. All in all, a great experience and value. We shall return. Thank you and your staff so much!
Ken and Lorena Lombardi"



"I want to thank the staff at Shilo Inn-Newport. I was surprised at the kindness, courtesy and genuine customer service. A special **BIG THANK YOU**

TO Mandi [West, front desk] and Brian [Haller, maintenance] who went above and beyond to make our stay amazing. I cannot say enough good things about them and our stay. They made us feel like family. Next time I come to Oregon, I will certainly be a guest. Susan Nygaard"



Tim Nevills, Central Reservations agent, received kudos from Sholia, who noted, "Tim was professional, kind and patient and didn't mind taking an extra step to ensure that I received what I wanted. He provided 'all around' excellent customer service." She added that in today's busy world, it is rare to get that kind of service.

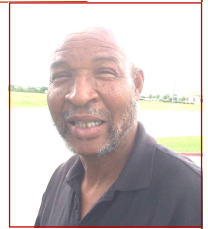
"I want to compliment Katrina [LaFlame, houseperson], Shilo Inn-Ocean Shores. She was most helpful and prompt on three occasions when we needed help with the television and towels. She has a very kind and helpful manner. Thank you! Maureen Moore"

"I was in town over the weekend with my girlfriend. The room, the service, the location were great. The breakfast experience was particularly enjoyable. Each day we were waited on by Kelly Holiday in your restaurant. She is a true professional to the core. She acknowledged us, greeted us, checked on us, and followed up. We all experience issues and it is how your employees rise to the occasion and handle them that sets you apart from your competition. I have a choice as to where I spend my travel and vacation dollar, be it business or pleasure. Kelly rose to the occasion and provided exemplary service. She shined and hustled and made us feel welcome and at home the entire time. She didn't seem stressed and had a huge smile, great personality and infectious laugh. It is service like this that often goes unnoticed and is taken for granted. I wanted to tell you that it is service like this that helps me choose where I stay and if I will be back. I will be back to Shilo Inn-Bend!! If you have an 'Employee of the Month' program, I nominate Kelly Holiday!
Rob Moore
Business Development and Marketing Manager, Extended Stay Properties, Inc."

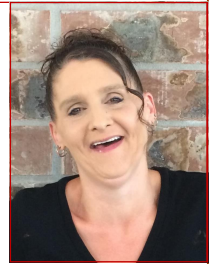


"I appreciated speaking with Olivia [Bloomer] in Central Reservations. I can't imagine a more pleasant person to speak with. She is so efficient and helpful. She is a great ambassador for Shilo Inns. And while I am at it, I want to thank Shilo Inns for providing 100% smoke-free lodging. Much appreciated!
Jean Campbell"

"Donald Jacobs [houseman] at the Shilo Inn-Killeen is an asset to your organization. He is a dedicated employee and makes every visitor to this hotel feel important and respected. I cannot tell you how pleasant he made the experience of my visit. It is not often I meet a person like him in my travels and I travel a lot!
Ronald Benoit"



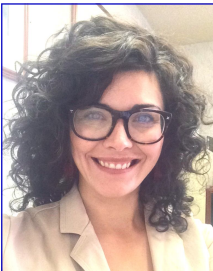
Tammie Wesemann was chosen as the Employee of the Quarter at Shilo Inn-Salem. She has been with Shilo for about a year and has proved to be a hard working, dedicated employee, taking pride in her job..



Potpourri . . . More News that Can't Wait



Shilo Inn-Warrenton GM Elsbeth Kenoyer lauded Housekeeping Supervisor Taunya Stockenberg who definitely went out of her way for a recent guest who was unexpectedly hospitalized. Taunya picked up the guest's small dog and took her home with her overnight until the guest's son could drop by the next day to gather up the guest's belongings and her puppy.



Joelle Brown joined Shilo Inn-Bend as Director of Sales. Joelle moved from Anchorage, Alaska where she worked in non-profits public relations, fund development, marketing, and event planning. Joelle enjoys music festivals, Netflix and learning about people. She works hard to

control her canine pal Mobear who enjoys chasing squirrels and digging holes in her back yard.

Shilo Inn-Tacoma staff hosted the family of Vietnam War Veteran Captain Ferguson, whose remains were found in Laos more than 44 years after his plane crashed in combat. He graduated from a local high school and from the Air Force Academy in 1967. At 24 years old, he disappeared when his F-4D Phantom fighter-bomber took a direct hit from ground fire, exploding as the plane attacked fuel storage tanks. See Note ➡

*Thank you so much for your hospitality during my brother's final journey home. We appreciated every comfort you provided. We had room to gather with family and friends in the lobby/breakfast room or our suite, and the kids enjoyed the pool and parents were grateful for the workout facilities. You are centrally located for the tributes and services, providing stress-free and timely arrival for each event. The entire community was welcoming and you set the stage! God Bless!
With grateful appreciation,
Sue Scott and Family*

Some of the best days of your life haven't even happened yet!

"We were staying at Shilo Inn-Coeur d'Alene while a family member was in the hospital. The staff was amazing—they knew what was going on with us and went out of their way to make our stay comfortable as possible. Thank you! Jessica Tracy"

Shilo Inn-Nampa Suites enjoyed the thanks from Patty Ricks, Special Olympics of Idaho Adventure Center, whose group stayed there recently. "I wanted to say thank you so much for everything you and your staff did for us while we were at your hotel. We had a great time on our trip and at the end of the day, knowing we were well taken care of at the hotel was a great feeling. Thank you again and we will definitely stay again!"



The staff of Shilo Inn-Grants Pass welcomes back Veronica Gaynor as their new GM.

Veronica has lived in Grants Pass most of her life. She and Ryan recently celebrated their fourth anniversary. They have one son, Ross, and three pit bull pals—Max, Molly and Vanessa. Veronica has settled in nicely and looks forward to continuing to promote Shilo teamwork with her staff.

Oleta [Benson] waitperson at Shilo Portland Airport Suites Hotel Restaurant] generated a rave review on TripAdvisor from a recent guest.

"Great Waitress and Service"

"Our family was in Portland for the memorial service for my brother and we stayed at Shilo Portland Airport. We were given a voucher for a buffet breakfast in the Shilo Restaurant. Our waitress was Oleta. She was very attentive to all individuals at all her tables. Many times when a meal is complimentary, wait staff is not as attentive. We were a party of eight and I can honestly say that our complimentary meal did not affect the service we received. She was helpful, friendly and kept our coffee cups topped off and showed patience with the younger children. In all my years of going to restaurants, she is, by far, one of the best that I have had wait on my table. The food was very good. Not only would I recommend the Shilo Inn, but I would highly recommend the Shilo Restaurant as well!"



"I want to compliment Shilo Inn-Grants Pass and the office staff. I made an unexpected stop at the hotel as I traveled from Modesto, California to Portland with three children. I had a serious tire issue that left me stranded in California for five hours, making it impossible to arrive at my destination on time. When my vehicle was repaired, I had to find a hotel before evening. Thankfully, I found the Shilo Inn and arrived after 11:00 PM, tired and upset when I checked in. The women in the office were compassionate to my situation and warm and caring. They went out of their way to make sure my room was clean and comfortable for my children and offered to let me keep my perishable food in the office refrigerator. The breakfast choices the next morning were great as was the woman who greeted me with such a caring attitude and beautiful smile.

"The experience I had at the Shilo Inn turned a very stressful road trip into relief and I would highly recommend this location to friends and family. Thank you to Katie [Graham, front desk], Thea [Graham, front desk], and Melissa [Breedlove, front desk supervisor] for the care and support. It was so refreshing to get such personable and amazing customer service! Julie Kelley"