



SHILO STAR



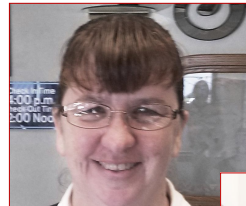
October, 2015

Congratulations to Third Quarter Review Contest Winners!

Once again Employees outdid themselves in the third quarter Shilo Customer Service Review Contest. Lots of concentrated listening, smiling and sincere caring generates these positive customer reviews. Guests are so thankful to be treated with respect and appreciation since it seems to be so lacking in other areas of service they receive. And, they truly do value Shilo's excellence in this area.

Winning the contest this quarter for hotel employees were Mary Brown, Tillamook; Donna LaBelle, Yuma; Stephanie Williams, Killeen; Tamzen Christensen, Boise; Gabby Burks, Killeen; Alexis Steinhoff, Killeen; and Guy Knight, Seaside East.

Restaurant employees who exceeded expectations were Stephanie Simian, Ocean Shores; Cheryl Kramer, Ocean Shores; Merali Eastman, Ocean Shores; Therese Hensley, Ocean Shores and Chuck Capoeman, Ocean Shores.



Mary Brown



Donna LaBelle



Stephanie Williams



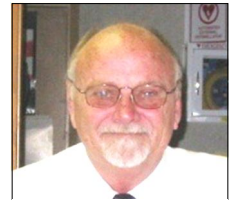
Tamzen Christensen



Gabby Burks



Alexis Steinhoff

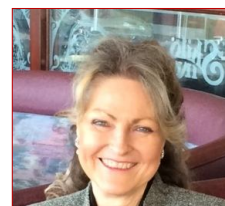


Guy Knight

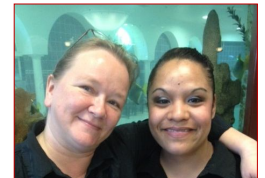
Evolving from the ancient Celtic holiday of Samhain, modern Halloween has become less about literal ghosts and ghouls and more about costumes and candy. The Celts used the day to mark the end of the harvest season and the beginning of winter, and also believed that this transition between the seasons was a bridge to the world of the dead. Over the millennia the holiday transitioned from a somber pagan ritual to a day of merriment, costumes, parades and sweet treats for children and adults.

Talented Shilo Inn-Idaho Falls duo, Lacey Sandoval and Ben Eddy, created a unique pumpkin version of the Shilo Inn logo for their property's front desk.

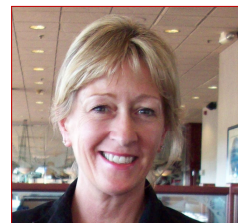
Hotels winning First, Second and Third Places were Portland Airport, Portland /Beaverton and Tillamook!



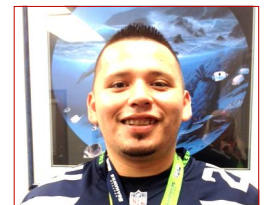
Stephanie Simian



Cheryl Kramer & Meralie Eastman



Therese Hensley



Chuck Capoeman

Restaurants winning First, Second and Third Places were Ocean Shores, The Boardwalk and Newport!





Good Service is its Own Reward

I spent the evening in Shilo Inn-**Tacoma**. [I am a corporate office employee, and the staff was not aware of that.] I was waiting in line and Christine [Cochran, front desk, lower left] was very helpful and polite to a guest who was in front of me and asked a lot of questions. When she checked me in, she made sure to have someone help me, as I was juggling my baby, suitcases and diaper bag, etc., and was traveling alone. Christine asked Jeff [Flom, evening houseman, center] to assist me to my room, and he was very helpful and kind.

Once I was in the room, I placed my seven-month-old son, Jakari, on the bed and behind the large, red pillow. He had a blast! One last thing—another employee who managed the continental breakfast [Kumi Hayward, right] was very friendly and helpful with guests. It was nice to meet JJ and GM Jo Thompson on my way out on Saturday. It is great to know I work with such great team members!

Sincerely, Tracie Meehan
Central Reservations



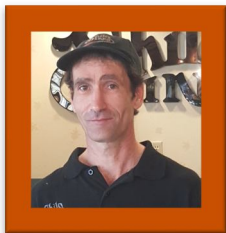
I am writing to express my appreciation and that of my wife and niece for the outstanding welcome we received while staying at your Shilo Inn-**Ocean Shores**. We were attended by Maya [Swaney] upon our arrival. I mentioned to Maya that I was a 100 percent combat-disabled Army veteran from Agent Orange and needed a little extra care in accommodations for my party. Maya immediately informed me that Shilo Inns provides special rates for veterans and assured me that any special accommodations would be taken care of. After a long, tiring trip, it was very relaxing to see a smiling face with a desire to help. Our stay was a short one, but it will not be the last visit to Shilo Inn.

Again, please express to Maya our thanks and thank you, Management, for providing special room rates, and a great staff!

Sincerely,
M/Sgt Barney Rutherford (Ret)
U.S. Army



Silvia Tapia, part-time employee, celebrates her 23rd year at Shilo Inn-**Mammoth Lakes**, and Employee of the Quarter. Her favorite pastimes are creating great cuisine in her kitchen and spending time with her daughter, Jayme, and their canine pal, Scrappy.



From Trip Advisor:

I was pleasantly surprised by Shilo Inn-**Rose Garden** that I booked for business training for three days because nearby hotels exceeded my per diem. The hotel was nearly full, but the room I had was quiet with no neighbor, street, parking lot or hallway noise. The bed was firm without soft spots and the room was cleaned each day. There is a bar and restaurant across the street and other places and light rail close by. The Shilo has very reasonable rates for the quality. I would definitely stay there again!

"Stayed at Shilo Inn-**Ocean Shores**. Patrick [Lamoureux] was very considerate and thoughtful. I believe he is a very valuable employee and wanted to let you know! Sue Vanderlip"

The staff at Shilo Inn-**Tacoma** is amazing. Guest security is top notch from night staff discreetly walking the corridors to the front desk agents who remember your name and greet you like an old friend. Special mention to Sandra [Moser, guest services agent] and J.J. [Juanillo, front desk manager]. Hotel and grounds are always impeccable. Very family friendly. This is our hotel of choice when we are in Tacoma.
Crystal Moreno"

Isbeth Kenoyer, GM Shilo Inn-**Warrenton**, is pleased to share a photo of her hubby Royce's new work site one-of-a-kind giant precision water jet that can slice through metal as easy as pie. Royce doesn't "work," because he **LOVES** his job at Warren Junes Ltd., a company that creates machinery for the fishing industry.



Lenida Semmel called Guest Services to report that Dede Meacham [Shilo Inn-**Seaside Oceanfront**] went "above and beyond" to get her billing issue resolved in record time. She said, "Dede was polite, professional, and did such a great service. My husband and I appreciate her efforts and wanted to share our feelings with Corporate!"

Submit your ideas, information and photos to
Editor, Linda Burt at JLBurt1075@charter.net



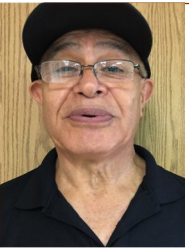
More Service Tributes

Welcome!

"I stayed at the Shilo Inn-Tacoma recently and received wonderful service. The breakfast was great and the front desk workers were always so kind and helpful. The young lady who worked the night shift [Sandra Moser] was very kind and always had a smile. Thank you again for a great stay! Robert Gallagher."



Houseman Enrique Lopez is Employee of the Quarter for Shilo Inn-Yuma. He has been an important member of the team for a year and has never missed a day's work! Enrique and Amelia will soon celebrate their 40th wedding anniversary with their three children and six grandkids. Enrique loves gardening and can be heard singing while he works at the job he enjoys.

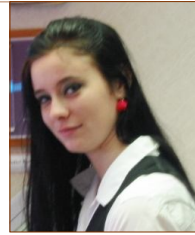


"Thank you for your help and generosity. The Shilo Inn—Richland was the number one reason our event was so successful. We were able to gather food for the Food Bank and pet supplies for P.O.P.P. and funds for the American Childhood Cancer Organization Inland Northwest. Without you, we couldn't have pulled it off. We hope to continue the event annually and bring more and more people to these causes. Thank you and hope we can do it again! Members of the Mid Columbia Pirate Festival."

"I stayed at Shilo Inn-Portland Airport and everyone from the front desk to the restaurant was helpful and friendly. The location was nice, too. Edward Gaines"

"This will be my third stay since July at Shilo Inn-Mammoth Lakes and I have stayed every September for years. You run a fine inn! Many thanks. Bob Sommer"

Juliet Rowles was awarded Employee of the Quarter at Shilo Inn-Seaside East. Juliet moved from Shilo Inn-Oceanfront in July and now utilizes her creative talents to arrange special requests for guests, such as rose petals, flowers, candy, etc., in guest rooms. Juliet chips in wherever needed, but is usually scheduled on the front desk.



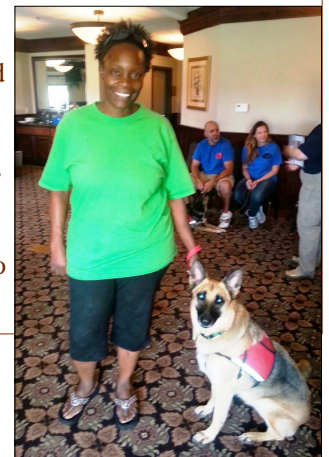
Kerry Anderson is the new GM at Shilo Inn-Moses Lake. Kerry brings 25 years of hospitality industry experience to Shilo, including a couple of Shilo Inns in the past. Kerry and his wife have been married for four years and reside in Quincy, Washington. They are active in a local church and are avid Seahawks fans.



Shilo's Namesake TADSAW Graduate

Shilo Inn-Killeen recently hosted a graduation ceremony for TADSAW (Train a Dog Save a Warrior). The program is designed to provide for the training of a Medical Alert Service Dog. The TADSAW philosophy is, "Together, you train to hone your skills and bond as a team," building the human-canine bond so that by using a rescue dog, two lives are saved at a time. The daily suicide rate for warriors is more than ten times the number of those killed in combat in Iraq and Afghanistan during the war. The group regularly meets Shilo Inn for training, utilizing the hallways and elevators and interacting with other people.

The graduation ceremony had 12 rescue dogs that received a certificate of completion and the staff was proud to be the host hotel for them and for training and graduation ceremonies. Here, Latonya poses with her German Shepard whose name just happens to be Shilo! Latonya, who has severe PTSD, served in the military for 23 years. She says, "Shilo saved my life after I saved hers."



"We appreciated the hospitality and flexibility you exhibited during our stay. [Shilo Inn-Killeen] I want to give a special hug and thanks to Dominique [Smith]. Without her assistance we would have been doomed and you could have come to visit me in the mental hospital! We had a lot of extra people register for the meals. Luckily, we were short only three meals and three of us gave up our meals for the veterans. Dominique helped us come to the correct total for Saturday night and she was a definite professional and lifesaver! Shilo was not responsible for these—we were. All of the meals were absolutely delicious, including our boxed lunches. Thank you so much from the bottom of my heart for being so flexible and working with us. Everyone enjoyed their stay and I had several say that when they are in Killeen again, they will definitely stay with you. Best wishes! Barbara Denny"



"My friend and I spent four nights at Shilo Inn-Seaside Oceanfront. The staff was so friendly and helpful, especially Mike and Charlie, who were so kind to two older women and went beyond the call of duty. Shirley Porter"





Gracious Shilo Service, Special Guests & More

General Reservations!

Guest Services took a call from John Walker who made a reservation with Kelley Page-Beatty and said that she answered all his questions and was thorough and professional with such a great attitude! He advised Shilo to "give her a raise because you want to be sure and keep her!"

"I wanted to let you know what great customer service I received from James [Kohut] when I called for reservations. He was wonderful and made me aware of your rewards club and signed me up. James went above and beyond with great customer service. Please pass this on and say 'thank you' for me. I definitely will return with great customer service like that. Best wishes! Sarah Peebles"

Jan Johnson called Guest Services to say that she received great service from Kelley Page-Beatty when making her reservations for Shilo Inn-Beaverton. She said she is coming to Beaverton for surgery and felt so well taken care of by the staff at the hotel and restaurant and Kelley in Central. The way Shilo staff makes her feel makes it much easier for her to deal with what's to come."

"It was wonderful to drive by the Shilo offices in September and see your flag at half-mast in honor of Patriot's Day. Crossing into Oregon from Washington flags were flying everywhere. Such a great way to remember and honor our heroes!"

And a special event at the Evergreen Aviation and Space Museum in October dedicated the Oregon Medal of Honor Exhibit to recipients who received our nation's highest military award for valor above and beyond the call of duty during 8 wars in 10 countries over 108 years.

Dear cleaning staff [Shilo Inn-Warrenton]: Thank you so much for making my stay enjoyable. I know how hard you work. My grandmother and other members of my family cleaned hotels. Just wanted you to know you are appreciated! **Stephanie.** [Stephanie left a \$20 tip]

And, Shilo Inn-Warrenton Room Attendant Chynoa Kanoho so impressed her guest, they left a gift of a \$100 bill!

"I am writing in regard to the wonderful service we received at the Shilo Inn-Twin Falls. It was very clean and the staff was hospitable. Breakfast was very inclusive with many choices—all fresh and healthy. We left our pillows in our room and when I called to see if they were found, they were gracious on checking and sending them back to us as requested. I highly recommend Shilo Inn and will be seeking them out on our next vacation. Allison Harmon, Fremont, California"

I purchased the romance package on very short notice and the Shilo Inn-Killeen staff got it done. Everything was perfect from the friendliest staff on arrival to delicious room service and a very courteous server. Very great stay there. We are always recommending Shilo as 'the place' to stay in Killeen. It is among the best of the best and it starts with the staff there! Tim Dunbar"

"Carlos was great when we checked into Shilo Inn-Yuma. We had driven from San Francisco and were very tired. He very efficiently checked us in and we were able to get into our room right away. I found Carlos to be very friendly, efficient and likeable. An excellent representative for Shilo Inn. Sam Ahuilar"



"We have spent several nights at Shilo Inn-Warrenton the past few years and always feel warmly welcomed. [Nikki Green] deserves a raise for her pleasant and business-like relationship with guest inquiries and making their arrangements. Great addition to your organization. If she takes her work seriously, she should have a career opportunity to move up. It is always a pleasure to visit the area. Be assured our return will happen in the near future. Thanks for making our stay fun, comfortable and so personable. Have a wonderful fall! Dan and Carol Arola"

"I just finished a stay at the Shilo Inn-Idaho Falls and it was as it has been for 20 years that I have stayed at this location—very pleasant. Jewell [Prestridge], front desk, was always there to give me a 'good morning' and a smile with my breakfast coupon. Donald Dalton"

"We received excellent dinnertime service from Kellee Adams in the Shilo Restaurant in Klamath Falls! Dennis Ofcacek"



Thank you [Shilo Inn-Bend] for taking care of our City Manager, Mayor and Councilors and their guests during their stay for the LOC conference recently held. I want to give special thanks for accommodating Mayor Traber and his wife by moving them to a room with a desk so that she could work. He made it a point to let me know how willing, polite and prompt staff was in accommodating them. Please share my thanks with the appropriate staff. Thanks again, Pat [Burres, DOS], you did a wonderful job accommodating all of our needs and changes. We will no doubt see you again for conferences! Carrie Mullens City Manager's Office City of Corvallis

