



# SHILO STAR



November, 2011

## Shilo Inns Teams Kick Off Caring and Sharing Season



**S**haring with others is a Shilo Inns' hallmark during the Holiday Season. Shilo Inn & Suites-Tacoma staff invites passers-by to drop off non-perishable food items during "Operation Turkey Drop" for military families of various brigades, wings and units on Joint Base Lewis-McChord and Camp Murray. The food items will be combined with the donations of 20-dollar bills being collected by the Association of United States Army for the purchase of turkeys for our deserving military families for their Thanksgiving dinners.

### Giving Thanks for our Freedoms and More

**H**ave you ever stopped to consider what our lives would be like without our freedom?

Thanksgiving is the time for families and friends to come together and express gratitude for all that we have been given, the freedom we enjoy and the loved ones who enrich our lives. And, most of all, in today's economy, it is important to give thanks for our jobs!

Americans live in a land of many blessings where every person has the right to live, work and worship in freedom. And, for these freedoms, we give thanks to the brave men and women of our Armed Forces who have protected these rights, and continue to do so, while setting aside their own comfort and safety. Their courage keeps us free, their sacrifice makes us grateful and their character generates pride.

During this upcoming Holiday Season, remember to keep them in your thoughts and prayers.

It is also important to remain mindful of the need to show compassion and share with others who are less fortunate during the upcoming holidays.



**S**hilo Inn Suites Hotel-Salt Lake City staff was presented with an American Cancer Society "Outstanding Service Award for 2011" for partnering with the Patient Lodging Program that helps patients with lodging during treatments. Shilo was recognized with the award and received a standing ovation from the attendees at the Utah Hotel & Lodging Association for great generosity.

[L to R] GM Sharon Hayes, Pam Upvall, Assistant GM, and DOS Shirley Juglowski.

**S**hilo Inn Suites-Elko GM Sharon Hayes writes, "My sister, who is battling cancer, has a nine-year-old granddaughter, Gracie, who became ill recently and was sent to the Primary Children's Hospital in Salt Lake City. She has been in ICU for twelve weeks in a medically-induced coma. I would like to thank the Hemstreet's for their generosity in donating an occasional room for my sister and Gracie's family to stay in at the Shilo Inn Suites Hotel in Salt Lake City while visiting little Gracie. Thank you, also for the donation of a room night to the Race for Grace Fundraiser and to Staci McDonald for expediting it!"

*We often take for granted the very things that most deserve our gratitude.*

*Cynthia Ozick*

*Feeling gratitude and not expressing it is like wrapping a present and not giving it.*

*William Arthur Ward*



**S**hilo donated a couple of nights' lodging for the parents of little Baby Anaya, while she was fighting for her life. Anaya had been diagnosed with infantile Krabbe Leukodystrophy, an incurable brain disease. This little girl was the object of love and visitations from many people, including Joey Vollendroff, DOS, and Pam Urben, GM, Shilo Inn Suites-Salem. Anaya recently joined the angels in Heaven.

## Thanksgiving

**S**hilo Inn Suites-Salem staff is be holding a Food Drive during November as well as a Toy Drive during December to help those families who are less fortunate.

## Take a Look at Who's Who in the World of Shilo Inns . . .

"Scott Hennings [Center back, below] at the front desk and is very good! He is personable and professional. Thank you, Scott! Jeremiah Thompson."



**K**udos to the Shilo Inn-Klamath Falls team who chipped in to assist new Shilo Inn-Medford GM, Lorrie Bartley [R], after she took the helm there. "Sandi Collins and her team were a tremendous help and we couldn't have accomplished the changes without their contributions," reports Maureen Buscio. "What a great team!" [Back row, clockwise, GM Sandi Collins, Kaci Gomez, Scott Hennings, Ashley Keeney, Cindy Renner, Patrick Phillips, Tammi Brooks, Cathi Green.



**T**his month we salute Ingrid Doerksen who manages **Guest Services** at the Corporate office. Ingrid fields an average of 200 guest comments and letters a week, some of which she must handle with an instinctive sense of fairness and good humor. And, although some of the situations can be challenging, Ingrid strives to stamp a smiley face on the situation to make a com-back friend for Shilo. She loves her job and says that it allows her to use her natural instincts after pondering over a situation before calling the guest back.

Ingrid immigrated to the U.S. in 1983 as the wife of a soldier, to whom she was married for 30 years. She initially worked in Shilo Guest Services from 1997 to 2000, then returned in 2006 to the job of her calling.



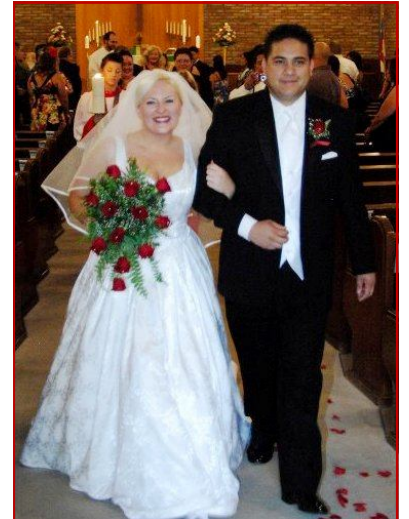
Ingrid has taken up crocheting now that she can no longer keep her beloved rabbits in her new abode. She also enjoys posting pictures set to music on Facebook and dabbling in videography.

**R**ick Butts [Shilo Oceanfront Resort-**Seaside**] was awesome! He has a great sense of humor and treated us with respect, making us feel welcome. We really appreciated his hospitality. David Coomber, University Place, WA"

Shilo Inn Suites Hotel-**The Dalles** hosted the Tarter wedding and received a beautiful thank-you from the happy couple.



[L to R] Executive Chef Terry Rafferty and Sous Chef Garnet Black take home a trophy for their Mojito pomegranate sorbet over sautéed oysters at the 11th Annual Oyster Cloyster.



**We** wish many happy years ahead to Tarie Cevallos and her new husband, Carlos, who recently married in September. Tarie celebrated her fifth anniversary with Shilo this summer. She began work as front desk agent, moving to bookkeeping, Catering Director and now serves as Director of Sales for Shilo Inn Hotel & Suites-**Yuma**.

**Congratulations to Shilo Inn-Newport Restaurant chefs on winning the third-place trophy during the 11th Annual fundraiser for Oregon Coast Community College. Fourteen chefs competed to serve over 600 people who purchased \$65 tickets to this unique fest.**



"I recently hosted a reunion of family and friends of some World War II U.S. Marines at the Shilo Inn **Oceanfront-Seaside**. This was my Dad's platoon during the war and over the years, the numbers have dropped to five survivors. We meet annually and I wanted to do something special for these warriors and their families, so I contacted Karen, who responded quickly. I had no worries about your hotel. Karen Monroe, Amanda Aronhalf and Carol Eakle did an outstanding job in resolving all issues. I've received numerous e-mails from my Marine "family" about our stay and the quality of service by the Shilo staff. I wish you could clone these true professionals. Please convey to Amanda, Carol and Karen [L to R, above] my heartfelt thanks for their support of the reunion. We look forward to staying with you again. Sincerely, Lester Tovani, Beaverton, Oregon"

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

“Valerie and all the front desk staff and the housekeeping crew [Shilo Inn Suites-**Killeen**] are excellent. I think they need a reward! Michael Nissenbaum, Melbourne, FL.”

“My wife and I had a very stressful travel day until we checked into the **Beaverton** Shilo Inn. The room rates were fair, the organic soaps a pleasant surprise and The Mark Restaurant blew us away! Great food/service! Nothing less than exceptional. William Hickey, Granger, IN”

“Thank you so much for everything. [Shilo Inn-**Boise Riverside**] The service was excellent. Zoe Barnhard, Mackey, ID”

“Everybody was extremely helpful and friendly! Thank you, Happy Place! [Shilo Inn-**Seaside East**] Stacey Wehus, Kent, WA”

“Hi, from the Jones family. [who stayed at the Shilo Inn & Suites-**Tacoma** for a month while their fire-damaged home was being repaired.] This is a thanks a lot; each and every one of you was just great. Thanks from all of us and keep up the good work! Barry, Amber and Mouse.”

“Kyle and Lance were awesome and Laura in Breakfast [Shilo Inn Suites-**Coeur d'Alene**] was so friendly! Jinclean, Vancouver, WA”

“Rene at your front desk [Shilo Inn-**Salmon Creek**] was incredible! Her smile and friendliness are priceless. I will be back because of her! Thanks. Dan Mann, Clackamas, OR”

“Thank you for a wonderful stay here [Shilo Inn Suites-**Newberg**]—the extras—stamps, delicious coffee, getting rid of our broken suitcase. See you again in November over parents' weekend! You made us feel like family. Maggie and Dave Stewart.”

Lynn Boehm called Guest Services to rave about the customer service of James Landrum in **Central Reservations**. “He is most definitely an asset to your company!”

“Myquinta Walker [**Central Reservations**] is an absolute gem!” reported Lorna Dobberstein in her call to Guest Services. “She was so patient and thorough in helping me make my reservations. I work for a radio station where Shilo advertises and deal with lots of frontline staff at hotels. Myquinta stands out like a breath of fresh air. She shines!”

F. Mittel recently wrote on TripAdvisor, “*Outstanding staff!* The Shilo Inn-**Helena** has the most accommodating and the friendliest staff of any hotel that I have stayed in this year or any other period in recent memory. I spend about 330 days a year in hotels across the West on business, and this property tops them all. I cannot say enough positive comments about the employees—GM Kathy Carey, the front desk employees, Michelle, Kathy and Tina, the housekeeping staff are the best I have ever seen, and the maintenance employee. Fair rate and a friendly staff go a long way when I am so far away so much of the year. I give you 6 Stars! Employees make the difference!”

Shilo Inn-Helena employees who earned the six-star award are [clockwise from back] Kim Crenshaw, GM Kathy Carey, Sally Palumbo, Tina Cranmer, and Michelle Carey.



“This is one of the best hotels I have stayed in in many years of business traveling. We chose the Shilo Inn in **Salem** because of the fantastic service and amenities. It is well maintained by the staff who is always smiling and helpful. The rooms are very large for the price. I am on a fixed income and this hotel reminds me of much more pricey hotels for an affordable price. We were greeted upon our arrival by a cheerful and attentive staff of professionals. My step-sons told me the indoor pool area and spa were very clean and comfortable. We had to move back to Salem and knew we could count on the Shilo. This is the finest group of people I've seen in one location from the manager on down. They are all customer service oriented and thoroughly professional. I have and will continue to recommend this hotel to anyone that asks me. Daniel Lambert”

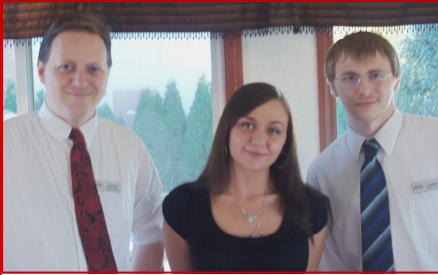
Hi, Sheri and Tarie,  
The Shilo Inn Hotel & Suites-**Yuma** was fabulous for our size group. Accommodations were perfect, meeting rooms, sleeping rooms, physical layout, beds/pillows, snack area and continental breakfast couldn't have been better arranged or offered. We couldn't be more pleased. Be assured that we loved being with you and all of our demands, expectations and aspirations were met splendidly. Best wishes, Jim Benson, Arizona District Governor, Optimist International.

Latassa Bigelow was impressed with the service she received from Mai Sartain [R] from Shilo Inn-**Richland** and called to say thank you for the “red carpet” treatment her family received. She was so impressed with the room upgrade, kids' water toys, and the tray of brownies that she could be heard smiling through the phone. She said they had an awesome time and planned to return for the weekend. *That's the beauty of the Shilo Rewards program!*



## Special Tributes and A Thank You to our Veterans . . .

### In the Spotlight . . .



**J**ason Mitchell, GM Jenifer Pierce and Larry Pierce (no relation) [L to R] are three key employees at Shilo Inn -Rose Garden. This 44-room Shilo Inn has been nicely updated and is not far from the Portland Airport, Oregon Museum of Science and Industry and very close to the Rose Garden Arena (lots of performers and basketball there), and just one mile to Lloyd Center.

Jenifer came to Shilo from healthcare and auto sales (she still sells cars during her off-time). She works hard to keep guests and employees happy.

Jenifer spends most of her time with the love of her life, Amiyah, her two-year-old doll "in real time," as well as dabbling in her hobbies—making toy boxes and name plaques for kids' rooms.



"We stayed 11 days and met your staff daily. Larry could easily serve at a 5-star hotel," writes Guest Ray Moon. "All of your staff were well poised, friendly and professional. I hope to see them again on my next visit!"

**R**ecently, the **Shilo Oceanfront Hotel-Newport** hosted one of their largest group conferences—the **Oregon Parks and Recreation Department**—involving many banquets and some complicated, tightly scheduled space conversions. The team received glowing reviews!

*"I attended the recent OPRD Conference at the Shilo. Your friendly, remarkable staff seemed to be everywhere and went out of their way to help things run smoothly. Accolades also to your food service. It is rare, but there was always more than enough for everyone and all was tasty and not bland as it sometimes is at such events. In the future, I look forward to attending an event at the Shilo Inn in Newport! Judith T. Scott."*

**"T**hank you for your hospitality for WWII veterans! You served a wonderful dinner, gave us free rooms for the night, and allowed us to park our cars free. It was so generous of you. Thank you again! Robert Olson, Terrebonne, OR" [A grateful WWII veteran for Shilo's generosity.]

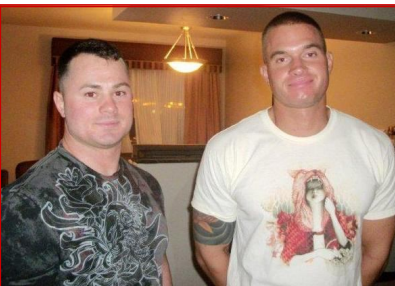
**"A** great big thanks to you and your team [Portland Airport Suites Hotel] for exemplary service to the Honor Flight team a few weeks ago. We sincerely appreciate the great accommodations and meals. Alan and his shuttle team did a great job. Cindy and I are traveling again in November and will make Shilo our hotel of choice in Portland from now on. Michael Jensen."

"I want to let you know what great shuttle service we had with our Honor Flight group. One of our WWII couples were late in awakening and we were struggling to get to the airport on time. Alan managed to help get everyone to the airport and kept a shuttle waiting so that we did not miss the plane. He took care of our bags and helped me keep track of everyone as well as managing all of your other guests. Sunday, he was there to pick us up on time. I sincerely thank everyone at your hotel. They are always so good to our veterans and so easy to work with. We had everything we needed and a lovely dinner. We truly appreciate Shilo's partnership! Cindy Jensen"

**C**ongrats to Laurie Beck, Regional DOS, who was recently nominated for the Sports Tourism Award at the



annual **Tacoma/Pierce County Tourism Matters and Celebrity Awards** luncheon. Laurie was recognized as a STAR who has worked to improve the community through amateur sports tourism, giving of her time, talents and generosity to help attract and promote sporting events to Tacoma/Pierce County.



Shilo Suites Hotel-Killeen GM Troy Summerill and his girlfriend are making plans to run in a 5K Turkey Run honoring Cpl. Frank Gross [R], son of Toni Gross, Oldsmar, Florida. Frank's girlfriend, Tarryn, will stay at Shilo when she participates in the 5K Run. Toni writes, "I warmly remember my time spent at your hotel with my son, Frank. It was one of the last times I was with him prior to his deployment to Afghanistan where he died in July. Here, Frank and his best friend, Justin, were honored at a BBQ at your hotel. Justin is still serving there with Frank's unit. Frank died of wounds sustained when his vehicle rolled over following a blast, making him the last Fort Hood soldier killed in combat since September 11, 2001." Toni is proud of her son and said that Cpl. Frank Gross lived by the Bible verse, Colossians 3:23, "Whatever you do, work at it with all your heart, as working for the Lord, not for human masters." He believed in "Whatever you do, do it to the best of your ability," she said. We honor you, Cpl. Frank Gross.

**Shilo Inns . . .  
American-Owned  
& Proud of it!**



**You cannot multiply wealth  
by dividing it! Anonymous**