



SHILO STAR



December, 2010

The Season for Caring, Sharing and Receiving Blessings . . .



In the spirit of Christmas, employees of Shilo Inn Suites-Moses Lake formed a volunteer "jailbird" team to enter lock-up for Jerry's Kids—the Muscular Dystrophy Association charity. This year, with the help of family and friends, they collected over \$300 for their favorite kids' cause. Holding up their prison "handles" are [Lower Left to Back] Nina, Katherine, Rose, General Manager Chad Hubble, Jennifer, Sephanie, Samantha, Katie, [Lower Front] Sergio, Araceli Tapia [Employee of the Quarter], and Jamie.

Junior McDonough, maintenance engineer from Shilo Inn Suites-Boise Airport, lent a helping hand to the staff of Shilo Inn Suites Hotel-Nampa



in creating a 'thank you' gift basket for the Beckstine family departing after a three-month stay. Chris Beckstine [Extreme right] is a Special Olympic bowler who tugged at Junior's heart strings to donate several items for the basket. Cindy Sullivan, general manager of Nampa Suites, notes, "You can see Junior made their day complete—the smiles on the Beckstine's faces say it all!" Junior is a regular volunteer coordinator for Special Olympics events in the Boise/Nampa area.



It is More Blessed to Give Than to Receive



Each year, The Rotary Club of Seaside initiates a "Wishing Tree" project. The County provides a list of children needing help during the holidays. The kids submit a card listing their wishes for Christmas—toys, shoes, shirts and clothes, after which the cards are placed on trees in local stores. Shoppers can buy an item and place it under the tree—Rotarians donate gifts and bikes. On December 16, volunteers gather to wrap presents. Andrew Oberembt, [L] front desk and General Manager Shaun Wagner, Shilo Inn Suites

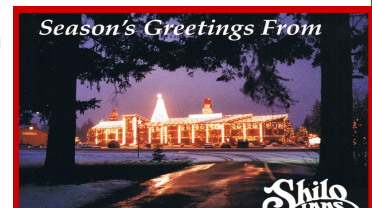


Oceanfront Hotel-Seaside, wrapped 552 kids' gifts, then spent two hours playing Santa and delivering them to the lucky kids. What a dynamic duo!



Chef Terry Rafferty, Shilo Inn Suites Hotel-Newport Restaurant created a whimsical gingerbread house for guests and staff to enjoy. No nibbling, please!

Hungry local military families at McChord Air Force Base benefited from the generous hearts of the Shilo Inn & Suites-Tacoma staff, guests, neighboring businesses and commuters. Together, they collected a truck load of non-perishable items for the McChord USO Food Drive helping to feed more than 300 families. A decorated food receptacle in the lobby was filled with donations for the holidays.



Guests Just Love Pampering!

Dear Shilo:

We want to thank you for a wonderful stay during the State Junior Miss Program. We had a great time at the hotel [Shilo Inn Suites-Coeur d'Alene], but what we really liked was Dagmar at the front desk. She was extra friendly during our check in and so helpful to all our family members. Thank you so much for making our stay fun. We want to specifically thank Dagmar for her kindness that we appreciated so much. Sincerely, David and Melanie Schwendiman.

To Whom it May Concern:

We were guests at your wonderful hotel [Shilo Inn Oceanfront Suites Hotel-Newport] and really appreciate three great employees at the front desk for helping us with an unusual, probably a first-of-a-kind, request. Kathy began to help us even if we were not hotel guests yet. Because of her warm welcome to us, we decided to come back to Shilo Inn (after calling three other hotels in the area) and checked in. James and Margie went above and beyond our usual request. We got what we wished for. My husband and I had an enjoyable and fun evening with new friends. And, it is true—**OREGONIANS ARE WARM AND FRIENDLY!** Thank you, thank you, thank you!
Marc and Grace Samson, Rocklin, California

Melissa Rand from Longview, Washington, posted a card in the mail after her stay at Shilo Inn suites Hotel-Warrenton. "Everyone was amazing! The lady who brought us towels was so nice. Love the 24-hour pool! It's the best."

My wife and I celebrated our 50th Anniversary at the Shilo Hotel in Killeen. Your staff throughout the hotel made our celebration and stay a wonderful memory. We had our celebration in the Liberty Room which was set up beautifully. The family had noon and evening meals in your restaurant, where the staff made us all feel at home. Family members were on their own for breakfast and we found good meals and friendly smiles from your staff. Thank you!
Charles and Elizabeth Duren.

Thank you for confirming our Shilo Inn subscription. We have very good feelings toward Shilo Inns because of the care we received at the Shilo Inn here in Tacoma, where Jeanette J is so wonderful on the front desk. The rest of the staff are welcoming, too. We recently stayed at the Shilo Inn in Ocean Shores, which we also enjoyed. Thank you!
Don and Joan Whitehead
Tacoma



Kudos & Awards . . .

The Kuntz family from Spokane penned a card to Shilo Inn Suites Hotel-Richland. "We were here for a funeral for my grandmother. [L to R] Rebekah Roberts, Andrea



Upchurch and Michelle Kiphart were outstanding. They are the reason to believe there is still kindness in this world. I wish everyone had the chance to come in contact with these amazing ladies. They would be better for it. God bless you three and thank you!"

Congratulations are in order for Laurie Beck, Director of Sales for Shilo Inn & Suites-Tacoma and Shilo Inn Suites Oceanfront Hotel-Ocean Shores, for her recent honors at the annual Tourism Matters Symposium and Celebrity Awards, coordinated by the Tacoma Regional Convention and Visitors Bureau. Jo Thompson, general manager of Tacoma Shilo Inn reports, "Laurie was nominated for the Community Unity Award that recognizes a STAR who continuously works to reunite the Pierce County community through partnerships, innovation and regional projects. Thank you, Laurie for your work in the tourism industry and all you do for Shilo."



Kudos to Cirilo Lezama on his recent Employee of the Month award from the Greater Newport Chamber of Commerce. Cirilo began his Shilo career at Shilo Inn Oceanfront Suites Hotel-Newport in 2004 as a room attendant, but he quickly demonstrated his "fix-it" talents and moved up to maintenance assistant. His peers nominated him to receive the award at a Chamber of Commerce luncheon where he was honored with a plaque and a \$50 gift card.

General Manager of Shilo Inn Suites Hotel-Newport Randy Getman [L] and Mike Itatani, Regional Director of Sales [R], welcome Jason King as Director of Sales. Jason has been in hospitality for ten years. He is an avid basketball fan, loves microbrews and, of course, selling Shilo's Special Hospitality.





Gracious Shilo Service, Special Guests & Kudos

"I just completed another stay at your hotel [Shilo Inn **Suites Hotel-Nampa**]. Once again, it was wonderful. Cindy, your manager, Judy, your head house-keeper and Shawna and Ashley, your front desk people, were all so professional, so friendly, so caring, so charming, so . . . Great. It's a joy and honor to have them take care of me and the other guests. Kudos! Stanley Weinstein, Santa Barbara, California."

"Love, love, love this place! Rooms very clean, staff friendly! Loved waitress Stephanie in the restaurant. She was kind and very bubbly. We come to **Ocean Shores** every year, but never stayed here. We will stay here every year from now on. Thank you! Elizabeth Arellano Snohomish, Washington."

Leo Bulavko was delighted with his recent treatment at Shilo Inn Suites Hotel-**Killeen**. "I travel a lot with the Army, but my stay at the Shilo was one of the best hotel experiences I've had. I'll be staying there whenever possible when I go back to Killeen!"

Mrs. Barker from Sunderland, England, took time to drop a card to the Shilo Inn Suites Hotel-**Salt Lake City**. "I have stayed in many hotels in the U.S.A. over the last 18 years. This one is among the very best! You have a very attentive and courteous staff."

Shilo Inn- **Rose Garden/Portland** staff received kudos from the Comstock family in Eugene. "Everything was excellent. Just as nice as the Hilton, but your price is better! We will definitely come again—our son lives near here and he booked our room for us. We will be back again on our next trip to visit."

"Just wanted to let you know you have a great crew in **Klamath Falls**. We had a great stay and they were exceptional with their customer service. We will for sure stay at another Shilo Inn when it calls for us to choose a hotel. Great job! Randy Brown, Richland, Washington."

"What a great staff this place has!! [Shilo Inn Suites-**Elko**] Thank you for everything you did to make 13 weeks fly by. May you all have very Happy Holidays! Jerry and Nancy Cox."

From Donna Jornlin, Seattle, comes this praise, "Teresa at the front desk [Shilo Inn Suites Hotel-**Richland**] provided exceptional, professional service. We've stayed here several times because of the friendly service from Carla in Reservations. Appreciate it! Thank you."

"I was greeted and served like I was a visiting dignitary! The room was impeccable and when I had a problem with the sink, maintenance was there 'Johnny-on-the-spot.' The team at the front desk—Douglas, Natalia, Heather and Denika were very professional. Melanie Dent, Antelope, California."

"Kathy [Shilo Inn & Suites-**Helena**], I am a big slow, but wanted to thank you so much for the courtesy you and your staff showed my daughter while she was there. It sounded like everyone was very friendly and the stay was very pleasant. Thanks for the early check-in and late check-out. She had a good Thanksgiving holiday with her daughter. Elizabeth Barber."

Congratulations to Kathy Carey, general manager of Shilo Inn & Suites-Helena on her 10th Anniversary with Shilo Inns on November 29, 2010.

Tracy Stadther, a Shilo Inn Suites Hotel-**Bend Restaurant** server enjoys



Employee of the Quarter honors. Julie Put, hotel general manager, praised Tracy, "As you can see, Tracy wears many hats, and guests just love her!"

A Celebrity Sighting

Shilo Inn Oceanfront Suites Hotel-**Newport** hosted film star Lou Diamond Phillips and his family who were on a little Oregon winery tour. He graciously took the time to pose with Nila Janson, restaurant bookkeeper. [As in wine, some stars just improve with age!]



Each small kindness, like a seed, grows tall in memory.

"Dear Sandi [Shilo Inn Suites Hotel-**Klamath Falls**], Thanks so much for everything! The rooms were awesome and the party was a total blast. Your team at the Shilo just went above and beyond what I could have ever imagined. Again, thank you! Shantelle Pires, TSgt., ORANG Kingsley Field."

"The concierge staff is wonderful! I have been staying at **Killeen** Shilo Inn quite a bit for business travel and will continue to do so through the spring and summer of next year. I really appreciate the friendliness of the entire staff. I feel welcome and at home. Thank you! Dee Henningan, Allen, Texas."

"Dear Elsbeth [Shilo Inn Suites Hotel-**Warrenton**], Thanks a million for all your help with our concert bookings. Working with you makes it all so much easier. I know when I speak with you it will all be handled the way I need it! Sincerely, Steph and the Eagle 1039 Crew."

"I wanted to let you know of an exceptional employee of yours. My husband and I spent our honeymoon at your hotel [Shilo Inn Oceanfront Suites Hotel-**Ocean Shores**]. Tay greeted us at the front desk when we first arrived. We saw her multiple times during our stay. She is so happy and upbeat. I noticed she was the same to everyone she encountered. She deserves recognition for this. Please thank Tay for us. We enjoyed our stay

A Small Village Evokes Memories of Christmases Past



The lobby of the Shilo Inn Oceanfront Suites Hotel-Ocean Shores displays a lovely Christmas Village—the creation of Gloria Wilson, who left her treasure in the care of her friend, Suzan Zorn, mother of Shilo Inn Suites Hotel-Killeen General Manager Troy Summerill. Gloria's (who passed away in January) story of her journey of joy is a charming one:

"Several years ago, I found myself with too much time on my hands. Wandering around a craft store one day, I spied some little houses that were just waiting to be painted. Since I had never tried anything like this before (my artsy talents were limited), I bought only two. Upon arriving home, I began my project, spend-

ing about 15 hours per house over a three-day period. Before I knew it, I had purchased and painted 16 or 18 additional houses! I didn't know what I was going to do with them, so I just packed them away. As Christmas drew near, I became excited and found a piece of plywood, bought some little trees, some lights and more accessories. Before long, my first village was born. After that, my project began to snowball. My neighbors began asking to view the village and someone contacted the local newspaper to feature it in an article. My Christmases were never the same after that. It continued to escalate, as did the groups of people coming through my home to see the village, that, by this time, encompassed an entire room, which meant storing furniture to make space. I played soft Christmas music, lighted candles and tried to have cookies and candy on hand for visitors. I would begin to assemble the village in mid-October every year to complete it by, hopefully, Thanksgiving. In 2006, I set up the village for the last time and knew that I couldn't do it again. It became overwhelming. I met some wonderful people who returned every year and it pleases me that others will continue to enjoy my village as much as I did.



The Spirit of Christmas was alive and well in the generous gesture of the staff at Shilo Inn Suites Hotel-Ocean Shores. General Manager Tim Van Houten explains, "We donated older, used, clean bedding for this less-fortunate family. Nikki Hoggan and Leanne and Mike Carl contributed beds and furniture while others donated household items to help them get set up in their mobile home. (The mom had been sleeping on the floor!) Thanks to all the staff who contributed."

"Thank you for your donation of sheets, pillow cases and top covering for the beds that were donated to a very needy local family. For the first time in years, each person in this family will have bedding of their own. When we delivered the beds and bedding it was very emotional to see their responses. It brought joy to me and I want you to know you were responsible for it.

"Have a Merry Christmas and we wish you all a Happy New year.

Sincerely, David G. Wayman
Superintendent Assistant/Homeless Liaison
North Beach School District No. 64."

Hi, Kaci [Shilo Inn Suites Hotel-Klamath Falls] :
I want to thank you for such a wonderful Christmas party. The room was perfect.

I got there to check on the details two hours early and everything was set up. Your staff even helped arrange all the prizes for me. The food was the best and your servers treated all of us like family.

It was the best party we have ever had and we owe that to you and your staff. In health care we don't always have lots of money to spend to recognize our staff who work tirelessly every day taking care of others. You worked with us to give us a caviar party on a pate` budget. Thanks again for everything and on behalf of Marquis, Merry Christmas. You guys rock! Christine Prather Administrator, Marquis Care at Plum Ridge



Shilo Inns
American-Owned &
Proud of it!