



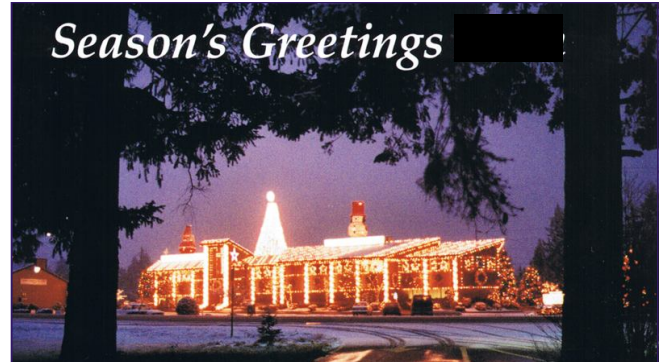
SHILO STAR



December, 2014

'Tis the Season for Caring and Sharing . . .

Shilo Inn-Idaho Falls hosted the community's annual holiday event—the Festival of Trees. This holiday program is coordinated by the Developmental Workshop, a group that supports community residents' rehabilitation and to provide training, employment and placement services for individuals with disabilities. This week-long showcase displays Christmas trees that are decorated and donated by various area businesses. The trees are purchased at auction, while school kids and other groups show off their talents for attendees. Of course, Mr. and Mrs. Santa Claus, along with their elves, are always in attendance to liven up the scene for the younger ones.



Season's Greetings

Dressed in festive attire, the Shilo Inn-Tacoma team celebrated the holidays with a potluck this year. GM Jo Thompson says, "It's important to thank the staff for their efforts during the past year. I usually cook a turkey with all the trimmings and others bring dishes. This year Gary Sorrels, Regional Manager, joined our festivities and we exchanged white elephant gifts. What a blast!"



I worked for Pacific Grocers in Florida for eight years. Our focus was Customer Service—even if the customer was wrong, the customer was right—no exceptions. Many loyal customers asked me to wait on them mad they would thank me for my service. I always told them to thank the store and deli managers.

My son, Stephen, went to Heaven on November 2. I keep remembering past Thanksgiving dinners when Stephen would load his plate with turkey, potatoes and gravy and dressing.

Early Thanksgiving afternoon, I called Shilo Restaurant [Klamath Falls] and asked for the manager of the buffet dinner. Chef Jerry Maguire answered the phone and I explained that I was embarrassed to be near other people as I looked a fright and would probably end up crying. Jerry said bring yourself and your partner, Leroy, and ask for me. Leroy was dressed in a hunting jacket and was embarrassed, so he said to me, "I will wait for you here."

Chef Jerry, handsome and dressed in black, came out all smiles and extended his hands to me and said, "Happy Thanksgiving. Thank you for coming. It is my pleasure to help you." He asked me how much I could afford and I said senior prices. He introduced me to Dion Thomas who also smiled, shook my hand and thanked me for coming. Jerry returned with "to-go" boxes and told Dion to charge us \$30. What customer service! I praise the Lord, Chef Jerry and Dion. I also praise Shilo! Upon arriving home, I saw meat, mashed potatoes and gravy and stuffing, just like Stephan would have eaten, along with apple pie. Shilo has the best food in the West! Chef Jerry and Dion, you are the best! I made it through Thanksgiving, thanks to you! Sincerely, **Sandra Galvagni**



Guests Just Love Pampering!

Staff at Shilo Inn-Warrenton earned two boxes of delicious See's candies for pampering the Securities, Inc. guests. "Thank you for the incredible service. We'll be back. Have wonderful Thanksgiving and Christmas Holiday."

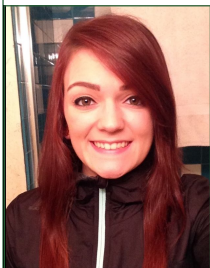
Guest Fran Whiting sent a message to Guest Services: "It is always such a pleasure to check in with Jordan [Harris] at the Shilo Portland Airport Suites. She always has such a nice smile and a good attitude."

We are caught in the Bozeman winter storm. Can you believe that they are naming winter storms now? We live in south Texas, so this weather is not what we are used to having . . . 25 degrees and snowing all day! The folks here [Shilo Inn-Nampa Suites] are so kind and thoughtful. They are keeping the sidewalks clean and safe. I realize that it's a necessity, but your folks are out there working their heads off to keep us safe and the weather outside is really terrible. Hats off to the staff here! Especially your maintenance people today. I've seen at least two different men and the lady who drives the bus shoveling snow. I hope that your company appreciates the quality of your employees. It's nasty out there and they are smiling and talking and enquiring about our dog is in the back of the truck. You just don't see kindness and friendliness like that everywhere. Thank you.

Marilou Gundermuth.

"Wonderful Family Thanksgiving Experience"

"Our extended family chose to return to **The Mark** at Shilo Inn-Beaverton for their bountiful Thanksgiving buffet again this year. Once again, the delicious variety of foods succeeded in satisfying the individual tastes of our group of eight. Alex [Luttrell] is to be commended for her marvelous job of providing impeccable service without interrupting our customary banter. A good time was had by all! Sharon F, San Diego, CA"

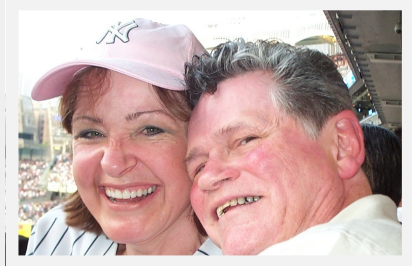


"My husband and I enjoyed our Thanksgiving dinner at Shilo Inn-Klamath Falls Restaurant. The food was excellent, along with the service. I made a suggestion last year and I am glad that I was heard. We enjoy coming to Shilo every year and will continue. Rebecca and Allan Gleason"



Good-Bye's & Kudos . . .

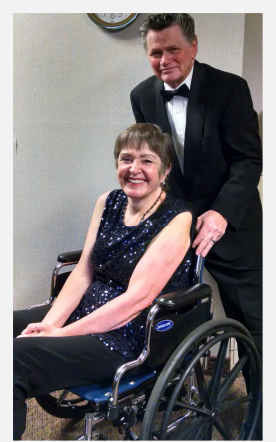
It is with many regrets and good wishes that the Shilo Corporate staff says "Good-bye" to Bonnie Catlin [Payroll and Benefits Manager] and Mike Catlin [Central Reservations]. They are leaving Shilo to spend more time together. Bonnie has worked at Corporate for more than 10



years, and Mike started in Central Reservations in April, 2010.

Bonnie notes, "We've so enjoyed our time at Shilo working with so many fine people. We will miss the caring and giving Shilo family and will look back on our years together with a smile."

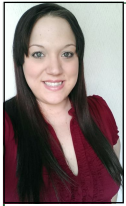
Blessings and prayers for you, Bonnie and Mike, as you embark on this segment of your journey together!



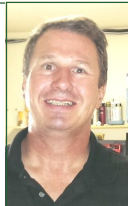
"We had the pleasure of staying at Shilo Inn-Ocean Shores recently. We had planned on staying one or two additional days, but an illness in our family made it necessary for us to leave early. I cannot express enough how caring and efficient your staff was in changing our arrangements for us. Your day supervisor, Leanne Carl was so great! The day we arrived, we ate dinner in your dining room. Cheryl [Kramer] was our special wait person that night and everyone that waited on us couldn't have been more welcoming as was your check-in person, Muriel [Garner], when we arrived. We loved our room with a view. It was so comfortable. If and when I can, I will definitely stay with your group again. My brother was a much-loved maintenance man at your Shilo Inn-Newberg many years ago. Fran Chambers and Shirley Lemarinel 83-year-old sisters in law."

"Dear Barbara [GM, Shilo Inn-Elko]: How nice to speak with you again. When our crews travel, sometimes on very long trips, it is nice to have a facility that feels more like home than a motel. You and your staff were so wonderful to our guys and I know that sometimes they aren't so easy to deal with. It is hard to be away from home for so long. Thank you so much! Toni Brunner, Ameri-Fab Company"

★ Gracious Shilo Service, Special Arrival & More . . .



"Wonderful visit and personal service. [Shilo Inn-Mammoth Lakes] Lisa [Cornwell, front desk supvsr.]



and Bill [McDaniel, maintenance] were great! My dog loved it also. Thank you! Susan Pene, Irvine, CA"

"Hello, Pam [Urben, GM, Shilo Inn-Salem] and M.T. [Maritheresa Diehl, front desk supervisor] and crew: Thanks for all your help for us. We really appreciated it. Always enjoyable to see you. Hope you all have the best at this thankin' time of year. Sincerely, Steve and daughter, Shannon and little Kiefer and son-in-law"

"It was such a joy to stay here [Shilo Inn-Helena]. Thank you all very much. 'Smile' Louise McCalister, Billings, MT"

"Wonderful stay! [Shilo Inn-Helena] Clean and comfy. James Hatler, Jamestown, CA"



"A huge 'thank you' for allowing us to spend our Thanksgiving reunion with you. [Shilo Inn-Seaside Oceanfront] Everyone had such a great time. We were treated so well by your entire staff. Your maintenance crew was responsive and great to work with. We would like to arrange the same next year, so please keep us in mind. Drex Zimmerman"

"We appreciated your attention to detail and kindness to us. Anita-Marie Rouleau, Mike Greenfield, Debra Fitzgerald and you [Dede Meacham] were the people we interacted with, but I thank all of you. We conferred and we had a great time at Shilo and at Seaside in general. This photo is the entire clan except for one sleeping baby. We are on for next year! Merry Christmas to all the staff! Gwenell Zimmerman."

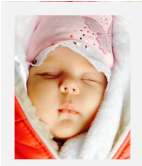
Marty Bennett was full of praise for the service he received from Andy [Ranalli, Central Reservations]. Marty became frustrated in attempting to book a room in Tacoma through Expedia. Andy efficiently secured a room for Marty and informed Guest Services, "Andy did a fantastic job. He is so good at what he does."

"First rate! Best option in Mammoth Lakes! Great associates. Steve Gurne" Mr. Gurne noted that he was impressed with the new white comforters on the beds!"

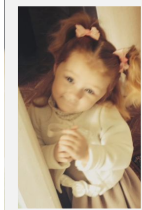
"Great staff. Wonderful location. Hope to stay here again! [Shilo Inn-Mammoth Lakes] Karen Smestad, Valencia, CA"

"My wife and I greatly enjoyed our stay [Shilo Inn-Ocean Shores]. There are two items I need to bring to your attention. We charged three meals to our room and paid for only two. When I unpacked, I discovered that I had included a bath towel. I will return it by mail. Thank you for a pleasant stay. We look forward to returning. Bob and Darlene Fricks:

Mike Willock, GM, Shilo Inn-Newport, is the proud papa of two little angels this Christmas—big sister, Nicole, 3, and Victoria, two months, the family's early Christmas gift.



Victoria was born in Belarus, a land-



locked country bordering Poland, Russia, Ukraine and Lithuania. Mom, Natalie, is from Belarus—she and Mike met while he was

Want to keep Christ in Christmas?

Feed the hungry, clothe the naked, forgive the guilty, welcome the unwanted, care for the ill, love your enemies, and do unto others as you would have done unto you.

- Steve Maraboli

Cassie Hemstreet [R] is the new Director of Catering at Portland Airport Suites. She and Ren



recently returned from their wedding and honeymoon and dug right into their jobs. Cassie recently worked in catering at a nearby country club. Her philosophy is: You have brains in your head, feet in your shoes and you can steer yourself in any direction you choose. Hannah Wolford, [L] is Catering Coordinator and began at Shilo in April, 2014, starting as front desk agent and barista. Hannah believes that we all have the ability to control our own destiny.

Ruth Trooper called Guest Services to compliment the staff at Shilo Inn-Klamath Falls. Her mother was ill and she was an emotional wreck. She said everyone was so kind to her during this difficult time. She specifically mentioned Katie [Tuttle, front desk] who gave her a much-needed hug. She related that her restaurant experience was very positive and the breakfast every morning was awesome. Ruth was impressed with the efficiency of Amber [Hanson, Central Reservations Star Rewards] in crediting her Star Rewards account. She will definitely return to Shilo Inn-Klamath Falls!

"I just wanted you to know that the package [of personal items] arrived to me safely a couple of days ago. I am sooooo grateful to you for your help and that the housekeeping staff took note of it in my room. It looks like Jodi [Gibson, housekeeping] was the person who found it and turned it in. Please pass along my gratitude and heartfelt thanks for her honesty. I had a wonderful stay at your hotel [Shilo Inn-Newport] and will recommend it highly. You run a top-notch hotel with excellent service. Thank you again! Leslie Markey"

Shilo Restaurant in Klamath Falls Wows Foodie Reviewers

Foodies judges tour one restaurant a month for a plethora of offerings, and then post reviews on the TripAdvisor Restaurants section. They do not request a conference room for their experience, preferring to share the dining room as regular guests. Following is a review of one of the judges.

"Our Klamath Falls Foodies' dinner event this month was at the Shilo Restaurant in Klamath Falls. Our group comprised 30 people of all

ages. The service was attentive, the servers were friendly and regularly checked to see if anyone needed anything. Special nods to Dion [Thomas, restaurant supervisor, L. Ctr., displaying a bottle of wine to guest] who handled all the extras from seating to serving wine and taking care of the invoices. He was wonderful. The general consensus was high praise for the food. We tried a bit of everything among the group—from spinach and artichoke dip appetizer to barbecued ribs, steak, pizza, hamburgers, macaroni and cheese to delicious desserts, such as the chocolate torte. It was an all-around excellent experience and one that I would highly recommend. We had the pleasure of meeting Chef Jerry Maguire, [top L.] who made the rounds and introduced himself to everyone to see how all had enjoyed their meals. He also invited our photographer, G. Kramer, into the kitchen to take a behind-the-scenes tour. Nice atmosphere. They definitely get a big thumbs-up, and if these meals were anything to judge from, I wouldn't hesitate to have them cater a special occasion!"

GM Sandi Collins wishes to thank the entire team for their excellent presentation and dedication to making this event a success: Chef Jerry Maguire; Director of Sales and Catering Kaci Burke; Banquet Captain Carl Ward; Restaurant Supervisor Dion Thomas; Cooks Ed Henline, Anthony Rivera and Richard Swanson; and Dishwasher Lonnie Jefferson. And, thanks to Patrick Rosario, who took good care of all the other tables of guests during the event.



"Staci McDonald [Corporate Co-CEO, Design and Purchasing] and other Shilo staff celebrated Matt Andrus's 25 years with Shilo. Matt works at Shilo Portland Airport Suites Restaurant as a server and Manager on Duty. Matt began his Shilo career in 1989 at the Shilo Restaurant in Seaside and moved to Portland in 1999.

Matt says, "It's been a good 25 years. Shilo and everyone who works here have been so good to me. I enjoy living and working in Portland, although I sure miss the sunsets from the Seaside Shilo dining room!"

*It's the Veteran, not the reporter, who has given us the freedom of the press.
It's the Veteran, not the poet, who has given us the freedom of speech and worship.
It's the Veteran, not the community organizer, who gives us the freedom to demonstrate.
It's the Military who salutes the flag, who serves beneath the flag, and whose coffin is draped by the flag that allows the protester to burn the flag.
We Live in the Land of the Free, only because of the courage of the Brave!*



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Suites Hotels
"Affordable Excellence"