

# TeleGRAM

## Great American Hotel Group Newsletter

### Celebration Station

In case you want to celebrate, here is a list of National and "other" holidays: November is "National Sleep Comfortably Month". 11/11 - Veteran's Day; 11/13 - Caregiver Appreciation Day; 11/17 - Take a Hike Day; and 11/26 - Thanksgiving. December is "Hi Neighbor Month". 12/1 - Eat A Red Apple Day; 12/4 - Santa's List Day; 12/7 - Letter Writing Day; 12/14 - Roast Chestnuts Day; 12/18 - Bake Cookies Day; 12/21 - Look on Bright Side Day; 12/24 - National Chocolate Day, and 12/31 - Bacon Day.

Remember salesmanship means being unique and standing out from the crowd. Some of these "days" will allow you to get your customer's attention in a positive and unique manner.

### A Little Bit Wiser

Wishing a "Happy Birthday" to our Great American Hotel Group office and property GMs:

*Kim Bates - November 4*  
*Gregory Teagarden - November 10*  
*Suzanne Baele - November 18*

### Around the Block

Wishing a "Happy Anniversary" to our Great American Hotel Group office and property GMs:

*Dave Akridge - 30 years*  
*Gabrielle Smith - 23 years*



### A Note of Thanks

*By Dave Akridge, President*

We are now entering our ninth month of the Covid-19 pandemic. I don't need to tell you the devastating effect that this has had on the hospitality industry. All of us have felt the pain of decreased hotel revenues, furloughs and a very slow return to any sense of normal. We will get through this and our industry will recover.

But that is not the purpose of my communication today.

Each of you is at the forefront of this pandemic. While we have been declared essential workers in just about every State, we are now serving the public in very different ways. Yet we serve. Your safety and the safety of the customers we serve is of paramount concern. Following the guidelines of each respective State and those of our brands is mandatory.

My message today is one of thanks. Thanks for continuing to serve. Thanks for being a hospitality professional and for taking pride in the work you are doing.

It is not easy. Even though we know substantially more than we knew nine months ago, much is still unknown about the transmission of this nasty virus. The restrictions placed in our workplaces are tough and those restrictions coupled with the limitations of what we can do in our leisure time weighs heavily on all of our emotions and can affect our workplace performance. Working parents also face the prospect of school aged children who are now being schooled virtually (or in some hybrid manner), childcare issues, and most importantly, we all face the threat of being infected by the virus. While these burdens are heavy, each of you is meeting the challenge each and every day. Thank you.

..... Article continued on Page 7 "Thank You"

## Let's Talk Turkey Trivia

- Turkeys are actually a type of?  
A. Chicken B. Pheasant C. Rooster D. Hen
- The heaviest turkey on record weighed in at?  
A. 86 lbs. B. 45 lbs. C. 99 lbs. D. 21 lbs.
- Male turkeys are called?  
A. Gobblers B. Henry's C. Tom's D. Kevin's
- Mature turkeys have over \_\_\_\_ feathers?  
A. 25,000 B. 202,000 C. 1,500 D. 3,500
- What do you call the popular phrase for the way a turkey walks?  
A. Jog B. Wobble C. Trot D. Sway
- You can tell the sex of a turkey by there?  
A. Poop B. Feet C. Color D. Snood
- How fast can a turkey fly/run?  
A. 55/25 B. 30/15 C. 40/20 D. 10/5
- What amino acid causes you to be sleepy after eating turkey?  
A. Valine B. Serine C. Glycine D. Tryptophan
- How many million pounds of cranberries are typically consumed on Thanksgiving?  
A. 34 B. 1 C. 370 D. 500
- At the first Thanksgiving in 1621, the Pilgrims did not eat Pumpkin Pie. Instead they ate?  
A. Stewed Pumpkin B. Pumpkin Bread C. Baked Pumpkin D. Pecan Pie

(For answers - see page 7)

## Creating a COVID-19 Bubble

If you've been following social-distancing guidelines to help limit the spread of COVID-19, you and your kids may be aching to socialize with people outside of your household. During the warmer weather, perhaps you've been seeing loved ones in outdoor locations while staying 6 feet apart. But with colder weather on the horizon, you may worry that your opportunities for in-person companionship will dry up when the temperature drops and outdoor gatherings aren't a possibility.

One way to expand the number of people whom you'll interact with is creating a small network of trusted friends or relatives, known as a social bubble, who agree to abide by a shared set of rules to try to keep everyone safe from COVID-19. Some people call these COVID-inspired social bubbles. Forming a social bubble helps you expand the number of people whom you feel comfortable interacting with, while keeping the total number of people you see small. Finally being able to hug people from outside your household or have them over for dinner again can add some normalcy back to your life. A bubble can also provide playmates for children while keeping their contact with others to a minimum.

Social bubbles are research-proven to help slow the spread of COVID-19, because they limit the number of people whom you meaningfully interact with. Many experts suggest capping a bubble at about 10 people, which may be 2 or 3 households. If you're thinking about creating a bubble with friends or family, have lengthy conversations to see if your households are well-matched. It helps if you live near each other, have similar lifestyle habits and share the same risk tolerance for COVID-19. Some experts suggest that everyone in a bubble should be about the same age – peers, not parents. Older people may not want to expand their social circles, because they're at higher risk of COVID-19 complications, should they get sick. You really need to use your judgment when deciding whom to include in a social bubble, since the ultimate goal of a bubble is to avoid getting the virus while having a larger group of people to interact with.

Once you decide on rules, consider taking 2 weeks to ensure that everyone is following them before getting together. Consider doing a test run for a week or two before committing for the long term. Also, create an exit strategy in case people decide to leave the bubble. It can help if you agree ahead of time that nobody should get hurt or upset if someone decides to leave the bubble. However, careful planning ahead of time should make the bubble appealing for the long term.

[For more information and questions to ask potential bubble-mates, follow the link.](#)

## We Are Family!



GRAM HR Director Suzanne Baele's son Trey proposed to his girlfriend this past week. "What a great ray of sunshine for our family during this time. Katie's always been part of the family but we cannot wait to formally welcome her and her family into our clan."

## I Am Human, I Am A Resource ....

*Suzanne Baele, Corporate Director of Human Resources*

With the holidays truly around the corner, now is a good time to drive home the message of keeping our associates, their family and friends safe by practicing the steps that we know keep one and all safe from Covid-19. These are difficult times. Reports indicate much higher levels of stress and mental anguish, so naturally we would want to be with those we love, as this is our healing balm. Please be mindful of where you are and with whom, keep yourselves safe.

It is never too late to start preparing for the end of year reports. Now would be a good time to double check current addresses for all of your associates, even those who have been furloughed or no longer with us. Timely arrival of W-2's is a critical component for all of us, let's get ahead of that curve. Additionally, the timing is also perfect to clean up your payroll registers!

### HR Corner

**New Hot Line Phone Number guarantees total anonymity!**

**All complaints of harassment must be taken seriously and communicated to Suzanne Baele, Corporate Director of Human Resources at 603-828-4212.**

## Every Hotel Needs A Mikaella.

"Perfection, performance, and presentation are the three words I live by," noted Mikaella Dombrowski, Sales Manager at the Baymont Inn & Suites in Groton, CT. "In sales it is always important to make a lasting first impression. As Linda always says, 'People buy from those they know and like' and I too believe in building a relationship with all of my clients."

Dan Hays, GM at the hotel echos these statements and adds that "Mikaella started at the hotel 2 weeks before Covid-19 impacted Connecticut in a dramatic way. She was immediately in contact with local hospitals, traveling nurse organizations, etc. Since this time she has refocused the hotel's sales efforts on other avenues and has been able to book meeting room rentals as well as hotel rooms." He boasts that she is a team player and aggressively works to make the hotel better and more profitable for their owners.

"Mikaella is a shining star in the sales arena," lauded Linda Komornik, Corporate Director of Sales & Marketing for GRAM. "From day one she jumped into action and began looking for business for the hotel. She has been successful even without a resume filled with sales experience. Mikaella should be a constant reminder to all hard-working sales managers, that despite the obstacles, there are still markets that need hotel and meeting accommodations - you just have to look for the perfect fit. She is an avid student of hotel sales and we are very proud of the job she has done for her hotel. She is an aggressive go-getter who is constantly thinking outside the box. When she needs help, she asks for it; when she has a question, she asks it. She has been an advocate for the hotel since day one," continued Komornik.

"I set goals and strive to surpass them every week. With this new climate we are currently in, it is more important than ever to make those connections, to show empathy, and to show compassion when selling. I try to go above and beyond in my presentations for meetings, banquets and weddings. No gathering is too small to make a lasting impression due to effort and execution. No matter the outcome people will always remember how you made them feel, the effort you put in, and the compassion and empathy you show them along the way," Mikaela advises.

She's young and she's still on the upward path in her hotel career. We recognized during the interview process that she was something special - and she has proven over-and-over again that experience doesn't necessarily guarantee success! Starting as a sales coordinator in another hotel in market, Mikaella has quickly made the transition to a successful hotel sales manager. Thank you Ms. Dombrowski for setting a good example to other sales newbies.



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## Shhh. It's Breakfast Time.

"I don't meditate so I look to other parts of my day to become meditative, including my coffee and breakfast routine," Nina Zorfass, 30, a NYC resident who works in marketing, wrote in an email. Her technique? Eating breakfast in complete silence. When she started this practice 8 years ago, Zorfass noticed that she felt more prepared for the day ahead and could make healthier food choices. Now, in the midst of a pandemic, she has relied on that time to recharge while living and working in close quarters with her partner. "Alone time is hard to come by in our apartment," she said.

Eating in silence is an ancient practice with roots in many monastic communities. "Buddhists, Celtic mystics, Sufis, Vedic mystics," said Ginny Wholley, a teacher at the UMass Memorial Health Care Center for Mindfulness. "Everyone has a component of silence that is an inherent part of the practice." Jon Kabat-Zinn founded the center where Wholley teaches in 1979 to promote the study the benefits of practices like these in a secular setting—in part because it's challenging. The concept for silent breakfast is simple enough: Focus on your food, quietly, and deal with whatever thoughts come up. But it's more difficult than it seems. Silent breakfast is on the menu at the Kripalu Center for Yoga and Health in Stockbridge, MA. Signs on every table remind guests that breakfast should be eaten in silence. Educational carousels of cards extolled the virtues of reconnecting with yourself each morning: It benefits your mind and body to start your day purposefully, calmly and in gratitude.

"One of the funny things about starting a mindfulness practice is that when you quiet the external noise, you start to hear more of the internal noise. If you're not used to this, it can be incredibly unpleasant. The key idea here is that it's better to notice the whispers before they become screens." [Click here to read the full article.](#)



## It's A Dogs Life

### SPRINGHILL SUITES QUAKERTOWN

Meet Taubi - new puppy addition to GM Sheri Kresky's family. What a sweetie who has found her way into the family's heart! Congratulations.



Speaking of new puppies...

### GREAT AMERICAN HOTEL GROUP



Suzanne Baele's family also has a plus one! Meet Murphy (right)! Murphy is Suzanne's grand-dog and he joined the clan this past month. Last month, they welcomed Finn (left) - another grand-dog. Now they are all one big happy family!

When asked how the elder Bear is tolerating all the little pups, Suzanne noted that "he is keeping them all in line! The playtime keeps him young."



Murphy, Suzanne, and Bear

## New Kid on the Block

Please join us in welcoming Linda Smola, the new General Manager at the Atlantic House Inn.

For those of you not aware, the Atlantic House Inn is a super-cozy, New England cottage inn located in historic York Beach, Maine - just steps away from the Atlantic Ocean on the shores of Short Sands Beach. The Inn is seasonal, open from May through October each year and boasts 13 condo-hotel suites with full kitchens and beach-house amenities.

Linda noted that she is, "super excited about the upcoming season at the Atlantic House Inn." She is looking to continue the culture and goal of providing memorable guest experiences in a safe and secure environment - filled with opportunities for guests to create memories with family and friends.

No stranger to making people happy, Linda brings 30 years of customer service experience gained at the Wall St Journal. Although her hospitality background is just in its infancy, it is something she always dreamed of doing. She explained that "the next chapter begins just when I thought it was time to retire. Retirement is overrated."

Aside from taking on this exciting new endeavor, Linda and her husband Greg (who is responsible for maintenance at the Atlantic House Inn) enjoys all things outdoors including hiking, biking and traveling. They are true roadies, willing to show up in new places without an agenda. When they are indoors they are avid readers and aspiring chefs.



Linda boasts her greatest accomplishment as being a mother of two, stepmother to three and grandma to four amazing kiddos, dogs and cats. While they are truly grateful to be chosen for this opportunity, we at GRAM are equally grateful to have found such a great team of professionals to continue the fine traditions of hospitality served up at the Atlantic House Inn.

## MEMGT Knocks It Out of the Park!

Congratulations to the Homewood Suites Germantown TN, located just outside of Memphis, for earning the distinction of being ranked in the Top 12 Overall Performers of 508 properties for the brand. Homewood VPs Rick Collins (left) and Joe Furgeson (right) visited the hotel and congratulated Katie Page, Assistant General Manager and Greg Smith, General Manager for excellent leadership of their team.

The brand launched Hilton CleanStay, a new program created in collaboration with RB, maker of Lysol and Dettol, and Mayo Clinic, to deliver an elevated standard of cleanliness and disinfection to properties worldwide, and Hilton EventReady, which focuses on cleanliness and customer service specific to meetings and events. This coupled with flawless delivery of services and warm, caring hospitality made this team extraordinary. Congratulations!



## Selling the Sizzle .... Linda Komornik, Corporate Director of Sales & Marketing

Normally, I have an idea for my Sales Blog or TeleGRAM column way in advance. But, I will confess that as I began putting this newsletter together, I was stymied. The Selling the Sizzle page was blank and staring back at me without even a hint of an idea for this issue. One thing for sure, I knew that I could not write an article about how to rehash our sales approaches in order to motivate and/or mentor our sales teams to keep on the sales path during a pandemic again. While important, we have been beaten in the face by author-after-author in publication-after-publication on this very topic. The premise is important, but (frankly) is getting old.

And then this morning, during the mindful moments I spend each morning before I start my day, I opened a book that had been sitting on my nightstand for well over a month. It is entitled “*Stories that Stick*” by Kindra Hall. After reading Chapter 1 (and that is all I have read so far), I crawled out of the comfort of my bed, abandoned my still warm cup of freshly roasted coffee, and ran to grab my only half-charged laptop. I needed to get my idea down on paper before it escaped my thoughts! So here goes:

What story do you tell your customers to make them want information about the hotel or compel them to buy?

*“The shortest distance between a human being and the truth is a story.” — Anthony De Mello*

In Chapter 1 of the book noted above - our author writes that “*the goal of business is to profitably deliver value to people, to get a product or service from point A (the business) to point B (the people who will use it). That’s it.*” She goes on to note that while this premise may seem simple, no goal worth attaining comes without obstacles. And, getting past these obstacles is what defines successful business practices.

Creating “stories that stick” is the guts that will make your sales pitch stand out from the other pitches your customer is listening to in their search for the most appropriate hotel services. Your product may not be the newest, or the cheapest, or the most conveniently located, but the bridges (stories) that you build for the customer to cross over are what is going to make your product the most memorable. The sales person with the best tools and skills is going to sell better, pitch better, build better and connect better. Building a bridge (story) is what will make the difference in your sales success.

“Stories that Stick” must include strong building blocks: *attention, influence, and transformation*. Pretty basic, right? The problem is, we are not architects or masters of construction. We may be able to accomplish one, or maybe two of the building blocks - but rarely is a hotel salesperson the master of all three! This being said, it is possible to build a bridge or bridge a sales gap for a customer without the mastery of all 3 building blocks — but weak bridges typically don’t last so we must become sales masters.

So, how do you get the *attention* of a customer that has a short attention span? Be believable. When your story (or culture) is conveyed correctly, attention doesn’t have to be commanded... it will be given willingly and freely. If you are interesting, prepared, and articulate - then your audience will willingly be paying attention. Information exchange will be most effective when the listener can relate what you are saying to what they need.

Good stories (or sales pitches) also will weaken resistance and *influence* the customer to consider your product. When a customer begins to warm to your product their resistance dissipates. Lead a horse to water and they will take a sip. The goal is to make them drink, not sip, so organize your thoughts, practice your sales pitch, follow a script, have all the materials and information at your fingertips, and create the moment. Be prepared for phone calls and be prepared for sales calls. Walk around your hotel with your cell phone on video and record yourself talking about the features and benefits of your product. Then, listen to yourself. Are you convincing? Are you storytelling? Does your story resonate and can you influence the customer to buy with your story? Are you filling up their glass to the brim?

Lastly, being able to *transport* the listener into the story (commanding attention) means that they are getting your message. Getting a customer from point A (their need for a product) to point B (buying the service) is the goal. Telling the right story about your business, in the right way, with the right tone will transform the presentation entirely.

*“Storytelling is one of the most powerful business-building tools in existence. It captivates, influences, and transforms customers, closing the gaps in business with bridges that last.”* Do you have a captivating story line in your sales pitch?

Happy creating stories that stick,

Linda

## Guests Want Safer Hotels

Article published in Hotel Management | by Jenna Tessa Fox | August 20, 2020

According to a new national survey commissioned by the American Hotel & Lodging Association, a number of improvements to health and sanitation protocols at U.S. hotels would have considerable impact on guests' comfort levels while staying there. Face coverings for employees (87%, or a lot/some impact) and guests (85%), suspending daily housekeeping of rooms (86%) and utilizing technology to reduce direct contact (85%) are the top priorities among frequent travelers to staying in hotels during the pandemic. These priorities align with AHLA's Safe Stay Guest Checklist and Centers for Disease Control and Prevention recommendations distributed on behalf of the industry.

Other popular measures to increase a guest's comfort level include adding transparent barriers at front desks, concierge or valet stations (82%); signage for washing hands, distancing and personal protective equipment (80%); temporarily closing amenities (77%); and floor markings to promote social distancing (77%). The overwhelming majority of respondents indicate that these protocols would impact their comfort level, with eight out of 10 (81%) frequent travelers responding that they feel comfortable staying in a hotel that has implemented the enhanced cleaning and safety protocols called for in the Safe Stay initiative.

Among the key findings of travelers staying in hotels five or more nights per year:

- **Cleanliness Is the top priority:** Out of a list of nine options, frequent travelers most often chose cleanliness as the most important factor when determining their next hotel stay, and 81% of travelers are more comfortable staying at hotels now with enhanced protocols and standards implemented.
- **Guests prefer housekeeping by request only:** Nearly nine out of 10 (88%) frequent travelers say that limiting in-room housekeeping to "by request only" would increase their comfort level. Nearly three in five (58%) guests do not want daily housekeeping; and 58% would not be comfortable with housekeeping staff entering their room without advance permission.
- **The use of face coverings is a priority:** The majority of guests (62%) are a lot more comfortable if hotels require face coverings and 66% of guests are a lot more comfortable if hotels require employees to wear face coverings and gloves.

Notably, only a third of frequent travelers (33%) expect their next hotel stay to be within the next three months, 18% within three to six months, and 25% in six to 12 months.

"The hotel industry united to enhance our already rigorous cleaning protocols for the health and safety of our guests, and it's working," said Chip Rogers, president and CEO of the American Hotel & Lodging Association. "It's more important than ever that guests follow our Safe Stay Guest Checklist so they

understand what is expected of them no matter where they stay. Travelers across the country looking to include a hotel stay in their upcoming vacation plans know that with the implementation of Safe Stay, hotels will be safer and cleaner than ever before."

The survey was conducted by Morning Consult on behalf of AHLA from August 11 to 13 among a national sample of 2,200 adults. Of these, 712 "frequent travelers" indicated they spent five or more nights in a hotel in 2019.

### TOPLINE: 81% OF TRAVELERS MORE COMFORTABLE STAYING AT HOTELS WITH "SAFE STAY" CLEANING AND SAFETY PROTOCOLS IMPLEMENTED

#### "SAFE STAY" PROTOCOLS THAT FREQUENT TRAVELERS SAID WOULD INCREASE THEIR COMFORT LEVEL STAYING AT A HOTEL

REQUIRING FACE MASKS FOR HOTEL EMPLOYEES	SUSPENDING DAILY HOUSEKEEPING	REQUIRING FACE MASKS FOR HOTEL GUESTS	USING TECHNOLOGY TO REDUCE DIRECT CONTACT
87%	86%	85%	85%
TRANSPARENT BARRIERS FRONT DESKS, VALET, ETC.	SIGNAGE FOR WASHING HANDS/DISTANCING/PPE	FLOOR MARKINGS FOR SOCIAL DISTANCING	TEMPORARILY CLOSING AMENITIES (POOL/GYM)
82%	80%	77%	77%





Now that the cooler weather is settling in, we are additionally faced with the prospect of increased risk as we head into what is normally the cold and flu season. Please be mindful of all these potential obstacles. This pandemic has affected us all. Patience is being tested, stress has increased, and worry abounds.

WE will get through this. Your efforts are not unnoticed or unappreciated.

When this is over, we will have all weathered this crisis together and we will rebuild our industry. In the meantime, let's be safe, practice our hospitality, gather all the patience that you can muster, and know that we are all facing these stresses.

Let's rise above. The hospitality of innkeepers has existed since the beginning time. These times are no different. I know it is hard. Each and every day we have to face new and unpredictable obstacles associated with the pandemic.

The families we serve, the companies that travel, our owners, and each of us has experienced financial and emotional pain. Let's soldier on and endeavor to put one foot in front of the other and focus on being the hospitality professionals, heads of household, parents, and caretakers that we all are.

When will it end? We just don't know. But I know that we can get through this is we stick together.

I thank each and every one of you for all you do. I know it is not easy.

## Deloitte, SevenRooms Share Data on Guest Demands

Excerpted from the article "Deloitte, SevenRooms Share Data on Guest Demands" by Jena Tesse Fox. Published in Hotel Management on 10/27/20.

Two new surveys from Deloitte and SevenRooms paint a picture of how guest demands are changing in the wake of the pandemic and travel shutdown—and what hoteliers need to do in order to keep guests happy and ready to return. To track how guest preferences have shifted, hospitality technology company SevenRooms commissioned a follow-up to its "2019 Checking in for Hotel F&B" report to compare sentiment.

The company's latest report, "Beyond the Booking: Meeting & Exceeding Hotel Guest Expectations," examines what is driving Americans to stay at hotels and how attitudes have changed. Notably, the report found almost half (46%) of Americans would be open to booking a hotel—under the right circumstances.

The report found that guests will only book at hotels offering several health- and safety-related services. For example, one in three (34%) said they were "more inclined" to book at hotels operating at a reduced guest capacity. Thirty percent said they would stay at a property offering health screenings for guests upon arrival, while 41% would stay at a property offering pre-stay communications related to health and safety measures. Contactless technology, however, only appealed to 20% of survey respondents.

The report also uncovered several deal breakers. For example, 67% said they would end their stay early if hotel staff and servers look or sound ill. Sixty-three percent said they would leave if a hotel is too crowded and does not enforce social distancing, and the same number of people said they would leave if the hotel staff and servers are not required to wear masks. More than half—58%—said hotel guests that look and/or sound ill would drive them away, while 55% said they would not stay in a property where all guests were not required to wear masks.

Twenty percent of respondents said they would book a hotel if they got a deal or promotion for hotel dining or entertainment. "Incentives still go a long way in getting guests to make a booking, especially when guests are uncertain," the report noted.

The growth of leisure demand against business travel means Americans planning to stay at a hotel would most likely book for an upcoming vacation or out-of-town trip (36%), a celebration of a life event (25%), a work trip (21%) or a staycation (21%).

## New Kids on the Block

### BEST WESTERN PLUS BOLINGBROOK IL

Welcome to General Manager Felecia Collier. Felecia has been the GM at this beautiful new hotel for 18 months. She was recently awarded the Best Western Excellence Award.



*Felecia Collier (left) posing with her Excellence Award. Also pictured is Rosalind Montague (right) who was at the hotel as part of the takeover team. Rosalind is the manager at the Green Springs Hotel in Timonium, MD, also under the GRAM umbrella.*

Felecia's hotel experience is impressive. Prior to joining the Best Western Plus, she served as GM/Sales at the Chicago Club Inn & Suites, also a Best Western in Westmont, IL. There, she was responsible for the overall management of the hotel and sales



solicitations. Her vast hotel experience includes a 7-year stint as Regional Director of Sales for Regency Hotel Management, was Guest Services Manager for Holiday Inn Suites, and Front Office Manager and Catering Manager for Hotel Industries

representing Sheraton and Hyatt. Other related experience includes positions as residential/sales agent/broker for Baird & Warner, and Sales for WPWR Channel 50.

A 1988 Business Management graduate of Taylor Business Institute, Felecia is married (33 years) and has two "handsome sons". She loves spending time with her family and can often be found participating in charitable events.

Welcome Felecia and welcome to the hotel! The Best Western Plus is located at 225 SW Frontage Road in Bolingbrook, IL.



### GREEN SPRINGS INN TIMONIUM MD

Rosalind Montague has joined the team as Project Manager/Controller at the Green Springs Inn, due to open soon in Timonium, MD. The hotel is the former Red Lion Inn and is currently under renovation and change of brand.

An alumni of Towson University in Towson, MD with a BS in Accounting, Rosalind was working at another Red Lion Inn in High Point, NC when Great American Hotel Group assumed the management. She was serving in a regional task force capacity during the transition and performing detailed internal audits, creating best practices for accounting offices for properties to run more efficiently, balanced income journals for multiple properties, and other high level accounting functions.

Prior to her work for Inner Circle Management Company in High Point, she served as a Staff Accountant for Crowne Plaza Inner Harbor in Maryland, and as Night Manager on Duty for Doubletree Hotels in Worthington, OH. Other career experience includes working for Driftwood Hospitality Management as an AGM, Controller, HR Manager, and Taskforce Controller and working as a collection specialist for PayPal. After leaving PayPal she returned to the hospitality industry because her future husband lives in Miami and they did not have locations in Florida. She holds an operations certificate from IHG and has worked for Hilton brands, IHG, and RL Hotels.



A two year cancer survivor, Rosalind enjoys volunteering for Hopkins House in her spare time. She is an active donor to the March of Dimes and House of Ruth and a member of Alpha Kappa Alpha Sorority Inc. She is engaged to be married and planning an April, 2021 wedding where her favorite colors of salmon, pink, apple green and rose gold are sure to be featured.

Welcome to the family!



*Wishing our  
Great American Hotel Group family  
a very happy holiday season!*