

# TeleGRAM

## Great American Hotel Group Newsletter

### Celebration Station

In case you want to celebrate, here is a list of National and "other" holidays: 5/4 - Star Wars Day; 5/5 - Cinco de Mayo; 5/7 - Tourism Day; 5/10 - Mother's Day; 5/12 - Int'l Nurse's Day; 5/28 - Hamburger Day; 6/4 - Hug Your Cat Day; 6/5 - Donut Day; 6/12 - Peanut Butter Cookie Day; 6/16 - Fresh Veggies Day; 6/18 - Int'l Picnic Day; 6/21 - Father's Day; 6/23 - Pink Day; and 6/29 - Waffle Iron 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:

Jeremy Talanki - May 19  
Dan Hays - May 28  
Rob Greene - June 28

### Around the Block

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

Mercy Breitenbach - 7 years  
Dan Mitchell - 2 years

### Food For Thought

*Happy Mother's Day  
May 12th, 2020*

*Mom,  
Thank you for always  
being there for me.  
Not just when I needed  
you, but for when  
I needed you most.*

— Vicki Reece



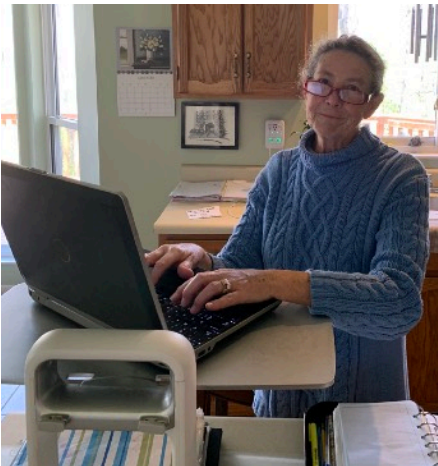
### Managing Through Tough Times

What is essential business and what is not essential? National, state and local jurisdictions have issued guidelines indicating that hotels are essential. In most municipalities where our hotels are located, we are open for business. Our associates have stepped up to the plate to help house the many heroic, front line workers in their communities, as well as protect the assets we manage, and we thank them for their hard work.

Keeping our hotels operating, maintaining responsible operating and labor costs, keeping our products clean and sanitary, and protecting our human resources is our focus.

"We must do what is responsible for each owner and hotel/office park in our portfolio," noted GRAM President Dave Akridge. "Ultimately the decision to stay open or temporarily shut down is made by the individual owners or bank. All of our home office staff are available to consult, suggest, and assist with strategy decisions. Our accounting operations are in full force."

"We will be ready when our hotels are given the green light to reopen," added Akridge. "Until that time, we will focus on doing the right thing for our people and property."



(Left) Corporate Director of Human Resources Suzanne Baele is working from her home near Cincinnati, OH. Suzanne is focused on maintaining communications, answering questions related to employee status, navigating the challenges of new government directives and maintaining performance standards at our properties. "In these trying times it's important to stay connected to one another, our associates and owners. A personal touch is always important, these days, maybe even more so now. Our job is to provide guidance for our managers to help them navigate the waters that this national crisis has created. We will help our leaders flourish and they will come out stronger as a result."

(Right) Corporate Director of Sales & Marketing Linda Komornik operates from her home base in Virginia Beach, VA. Her main focus is ensuring sales teams are keeping the "hospitality light on" and directing sales managers to responsibly prospect for business and keep in touch with key clients. "We need to be out there in front of our people through virtual and digital formats to make sure that when this is done that we can focus on restarting the stream of sales."



## Technology Trivia

1. What year with the first model of the iPhone released?  
A. 2007                      B. 2005  
C. 2002                      D. 2009
2. What is the shortcut for the "copy" function on most computers?  
A. Ctrl D                      B. Ctrl C  
C. Shift D                      D. Alt C
3. What does "HTTP" stand for?  
A. Hyper Text Terabyte Plan  
B. Hardware Text Transfer Program  
C. Hypertext Transfer Protocol  
D. Help This Troubled Programmer
4. What is the name of the man who launched eBay back in 1995?  
A. Edward Baymont  
B. Jeff Bezos  
C. Steve Jobs  
D. Pierre Omidyar
5. Which of these is the smallest unit of memory?  
A. Kilobyte                      B. Nybble  
C. Gigabyte                      D. Minibyte
6. Which email service is owned by Microsoft?  
A. AOL                      B. Hotmail  
C. Gmail                      D. Yahoo!
7. Google Chrome, Safari, Firefox and Explorer are different types of what?  
A. Software programs  
B. Hackers  
C. Web browsers  
D. GM vehicles
8. Which of the following is not a type of Operating System?  
A. Minix                      B. Linux  
C. Windows                      D. Java
9. Who is called the father of the computer?  
A. Charles Babbage                      B. Tim Cranmer  
C. Karl Benz                      D. Commodore Puter
10. What was Twitter's original name?  
A. My Space                      B. Twtrr  
C. Peepsbook                      D. Tweetie

Technology Trivia Answers found on Page 5

*"Tough times don't last.  
Tough people do."*

*~ Unknown*



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

*Suzanne Baele, Corporate Director of Human Resources*

Certainly these last weeks have felt as if the proverbial rug has been pulled out from underneath us. And yet, even in the midst of all of this uncertainty, there have truly been rays of sunshine that can bring a smile to our faces. Each of us has been forced to work in entirely new ways, requiring a reset of what we thought our work life looked like. It has pushed us in a new direction, it has required us to be more agile, more nimble and definitely more flexible. We are evaluating needs versus wants, essential or non-essential. Some of this is being defined for us... changing day-by-day and oftentimes changing many times within the same day. Some of it however, we are defining for ourselves. Frankly, we should embrace our new definitions. I believe that by quieting and listening, really listening, we are inviting an opportunity to grow like we haven't in a long time.

I have spoken with many of my colleagues over the course of these weeks, and find myself smiling. Our managers are fully engaged, are resourceful and are leading their teams laser focused. They are keenly aware and sensitive to the difficulties some of their associates are facing and are becoming more creative in their approach to easing these difficulties. I am incredibly proud and honored to be affiliated with all of them.

### 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.**

I know that Great American Hotel Group is blessed to have the caliber of people working with us that we do.

I for one want to thank all of you!

## Social Media Tips

Here are several tips from our friends at Pipeline Social Media Solutions. For the complete article, click [here](#):

Canceled events. Canceled travel plans. Canceled bookings. It's safe to say that the Coronavirus has rocked the hospitality industry and we can only hope that the effects will be over soon. You are most likely looking at your budget and finding any and all areas to trim back to meet payroll and impending bills. While you might not be concerned with social media right now, we wanted to give you some food for thought during this time in order to set your hotel up for success in the future.

- Social media is the first place your guests will go to get informed. They still rely on you to figure out what their travel options are, whether you are open & running and in what fashion, and what precautions your staff is taking.
- Social media is the least expensive form of marketing. You can have a big social impact using a very small budget.
- Your image is everything. Social media is the only place where you can control your image, help your guests feel confident in keeping their travel plans, and advertise to your target market.

# RIDE THE WAVE

RECOGNIZING THE SERVICE HEROES AMONG US

*We don't say it enough - but you are AWESOME! We are adding this new section to our newsletter to share stories from our customers about our most valuable assets - YOU. Share your service stories with us and help us shout that our people are GREAT people! Send your submission to [Linda.Komornik@GreatAmericanHG.com](mailto:Linda.Komornik@GreatAmericanHG.com) for inclusion in future editions of the TeleGRAM.*

## FAIRFIELD INN & SUITES MILLVILLE, NJ

GM Nancy Gasperetti of FFI&S Millville shared these awesome comments about their GSR Cynthia Nelson. Originally Cynthia was hired as a Part Time Breakfast Attendant. Prior to her hiring, the hotel had struggled with low breakfast scores. When Nancy asked all of the attendants for feedback from the guests, in an effort to improve these scores, Cynthia noted some great suggestions, that they were able to implement immediately. The scores started improving! When the summer season ended and we only needed one breakfast attendant per shift, Nancy asked Cynthia if she would be interested in cross-training at the Front Desk. (And she has, since, also learned to do Night Audit.) Here is what our guests say about Cynthia:

*"After a long day it was great to have someone like Cynthia greet me at the front desk. I had a room next to a REALLY loud ice maker. She took care of me and got me settled in another room. The hotel is on par with other properties of its type, but the service has been great each time I have visited."*

*"The experience checking in is amazing. The girl at the desk (Cynthia) knows my name and what type of room I like. Its nice being greeted with a friendly face when arriving. The current renovation is looking good, and doesn't affect the good experience. The rooms are also excellent every stay."*

*"Our rooms were very nice and although they were having some repairs the staff made our visit very nice. The breakfast in the morning was superb with many selections. The hotel was off by itself but within a mile or 2 of shopping areas. I would definitely stay again. My hats off to Cynthia at the front desk who went out of her way to help us with suggestions and answers to our many questions."*

Congratulations to you Cynthia. You are the true definition of a service champion! Thank you.

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GM Nancy Gasperetti at the Fairfield Inn & Suites in Millville, NJ sent us this photo of her hotel. They are participating in the #BlueHeartsForHeroes campaign by displaying a "heart" on their building. On their social media page they noted: "From traveling health care professionals and first responders, to truck drivers who continue to serve our community. We are expressing our immense gratitude for your bravery and tireless efforts on the front lines. We are joining Inspira Health in their #BlueHeartsForHeroes campaign to unite in making the world a little bit brighter by sharing our gratitude. To those on the front line - Thank You."



## Roomer Has It

### Changing Perspectives

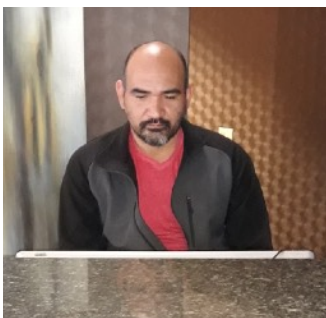
We are reminded these days that life can change in an instant. We are also reminded at how important every associate link in the chain is to the overall operation and upkeep of our hotels. Thank you to all of our associates who have stepped up to the plate during this time of national crisis, to keep our hotels in tip top condition and preparing for the day that things get back to normal.



(Above) The SpringHill Suites Altamonte Springs is closed due to the overall Orlando marketplace AND to complete their ongoing renovation. GM Gregory Teagarden shows off his talent with a chainsaw (above left) while AGM Cristina Regis rakes leaves and lays mulch like a pro! Everyone is pitching in to get the hotel ready for reopening on June 1st.



(Left and Center Above) Sales Manager Trish Elliott from the Homewood Suites Gateway Hills in Nashua, NH is covering shifts at both the front desk and breakfast during this time. Every manager at the hotel is chipping in and taking on additional responsibilities to help with labor costs.



At the Baymont Inn & Suites in Groton, CT (Left Top) Joe Bergmann, Maintenance Engineer and (Left Bottom) Mikaela Dombrowski (Sales Manager) take their turn manning the front desk. GM Dan Hays (Bottom) works in laundry as part of the process to help defray costs during this crisis. It takes a village to run a hotel and all the associates are pitching in where needed.



Thank you!!

## **Selling To Customers During Sensitive Times**

While most meetings and group travel have been halted because of the COVID-19 pandemic, it is imperative that sales professionals continue to reach out to clients. You don't want to come off as insensitive, but proactive sales are crucial and should be themed in a manner of "what can I do to help you" versus communicating your "typical sales pitch."

It is still okay to prospect and make sales phone calls. It doesn't mean you are uncaring or greedy, it means you are a professional and invested in the success of your hotel. How you conduct yourself on calls, the scripts that you use, and the tonality of caring in your voice will determine if you are a trusted advisor to your clients. Trust and kindness, as well as our hospitality attitude will be a key factor in the selling process.

General Managers and Sales Managers should work together to craft messages (if they have not already done so), making sure that they are fully representative of the situation in their community and state, and then determining what companies are the right fit for proactive sales activity. Make lists of the encouraging words and positive phraseology you want to use in conversations and correspondence, and try not to use words that incite panic or anger. Remember, you are not going to be "pitching" anything on these calls – simply checking in with clients, showing empathy, and then discovering if the companies want and need your help in planning for the future. First and foremost is that you continue to develop and nurture the relationship between you and your clients.

***There is more to be done in today's selling arena than just responding to generic leads.  
The work your sales team does today will determine how quickly your hotel recovers.***

We must try to mitigate the effects of the pandemic by claiming as much of the shrinking market share your hotel can capture. This can be done by doing a better job than your competition, being able to handle cancellations and terms of new bookings with authority, and sensitively finding the travelers who must travel. This is your first priority. Carefully taking care of sensitive travel situations NOW will pave the way for FUTURE bookings.

Regardless of what the demand for rooms is like in your market, you must do a better job of capturing available business than your competitive set. Maybe it isn't all sleeping rooms.... maybe your meeting room, restaurant, and or catering opportunities will be a better fit for today's bookers! Think outside the box and try to create the best opportunities for your area.

Selling during this timeframe also means we need to follow local, regional, state and federal travel guidelines. Ensure that you are knowledgeable of these guidelines and that when you approach a client, they understand that you will have to abide by these rules. For example, if you find a client who needs to have a meeting for 30 people and your state does not permit gatherings of more than 10 people, then you cannot host this meeting. However, it doesn't mean that your client cannot have 3 meetings of 10 (for the price of 1 if they are held on the same day) or utilize your teleconference equipment to host the meeting virtually. Think outside the box and adapt to the new normal.



Use your cell phone's video chat feature, Zoom, WebEx, or Skype for sales calls! What a great time to show clients your smiling face and caring demeanor. Make sure you set these call appointments up in advance as you don't want to "catch" your client unprepared. Email them in advance and schedule time to chat.

Devote time to the fundamentals of selling and setting yourself up for success. Have brochures, pictures and information at your fingertips to show your client. Set your phone up on a desktop tripod (and test the call) so that you can sit back and talk naturally without wiggling and jiggling the phone. There is nothing worse than video chatting someone and all they see is "up your nose" or "multiple chins". Find a flattering angle for your camera to capture YOU! Use your meeting room or lobby as a backdrop if your office or home office is not private (and clean/organized) for the call. Make sure the room is well lit and pleasing - not too bright to oversaturate the lens of the camera or webcam. Use the natural light from windows to shine on your face.... don't aim the camera into a bright window.

Most importantly, have notes for your call. You don't want to ramble and spend too much of your client's valuable time on topics unrelated to their business. Everyone is concerned about staying safe, doing the right thing, economics, budget, finances and getting back to normal. Stay as positive and upbeat as you can without sounding frivolous.

Cost considerations are real but if you discount too much now it will take longer for your hotel to bounce back. Do your research and know what your market will bear while simultaneously taking care of your most valuable customers. Price yourself competitively and fairly but keep profitability in mind.

As always, the GRAM team is here for you. I am only a phone call away and am willing to work with you on scripting and brainstorming strategy. Give me a call and test your video sales call prowess. I promise I won't be wearing pajamas on this end!

Happy getting back to the new normal!

*Linda*

Image by Gerd Altman from Pixabay



## Getting To Know You

Over the last months we have had quite a few new hotels come into our portfolio. Here are some of our new people and a little bit about them!

### **BAYMONT INN & SUITES GROTON, CT** **MIKAELLA DOMBROWSKI - SALES MANAGER**



The Baymont Inn & Suites proudly welcomes Mikaella Dombrowski to the team in Groton. Mikaella is a 2018 graduate of Sacred Heart University in Fairfield CT where she majored in Psychology and minored Business. She was a member of Kappa Delta Sorority.

Formerly a Sales Coordinator at Hyatt Place Mohegan Sun, Mikaella developed her sales skills the hard way. After only 3 weeks on the job at her first hotel, the entire sales department was transferred to other hotels after a take over. Tapping into her entrepreneurial and creative instincts, she grabbed the bull by the horns and succeeded in making the hotel successful with good old-fashioned hard work!

In her spare time, Mikaella loves to workout, write, read, and listen to polka music.

### **SPRINGHILL SUITES ALTAMONTE SPRINGS, FL** **GREGORY TEAGARDEN - GENERAL MANAGER**



Welcome our General Manager Gregory Teagarden. Gregory is a graduate of the University of San Francisco with a degree in advertising/marketing.

He has lived and worked all around the world including Norway and Austria where he held the position of Executive Chef at the Lindauhof Hotel.

His early career included stints as a Front Desk Agent, Sales Manager, Director of Sales and General Manager.

Married to Amy, they have 4 children: Aidan, Ava, Reese and Tristan. The family also has a beloved furry friend - their dog Coco. Multilingual and multitalented, Gregory loves to cook, paint and travel.

### **CLARION INN SHEFFIELD, AL** **KIM BATES - GENERAL MANAGER**

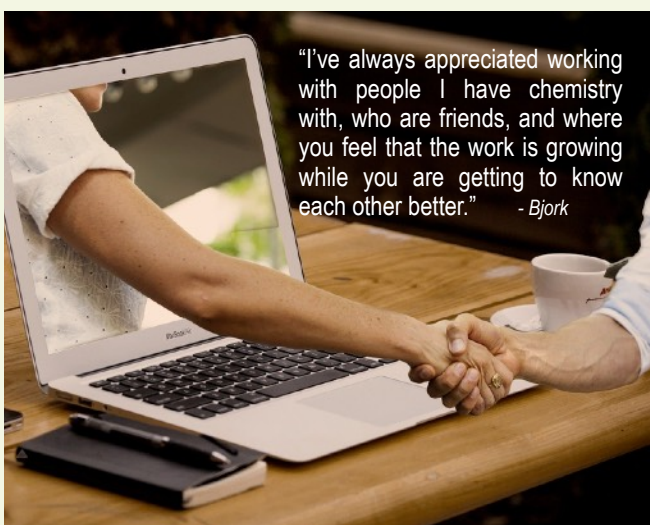
Kim is no stranger to the Clarion Inn Sheffield as she has worked at this property for 18 years. Prior to assuming the General Manager role, she served as Head of Housekeeping, Food and Beverage Manager, Front Desk Manager, and Sales Manager.

Kim was raised in Sheffield and loves this area and the hospitality industry. Some of her passions include taking family trips to the beach every year. She is proud mother to two sons, Jacob and Jesse, and four grandchildren (Brooklyn, Brody, Kallie, and Braxton). She is engaged to her fiancé Kenn.



### **CLARION INN SHEFFIELD, AL** **EMILY THOMPSON - CATERING SALES MANAGER**

Emily has been with the hotel for 3.5 years. She started as a front desk clerk and has been in sales, events and catering for 2.5 years. She is a lifelong resident of Tuscumbia and is happily married to her husband, Matt. They have three children: Nicolas (16), Connor (12), and Natalie (9). Emily's passions include teaching the youth group at her church, fishing, football season (cheering for her favorite teams: Auburn Tigers and the New Orleans Saints) and being involved in her children's sporting activities. She has a long history in the restaurant industry and loves planning events and seeing them come together. Her greatest enjoyment is assisting guests in the planning of their events and seeing them make lasting memories here at the hotel.



## Getting To Know You

### HOMEWOOD SUITES GERMANTOWN, CT GREG SMITH - GENERAL MANAGER

Greg Smith is no stranger to the hospitality business. Prior to his current role, he held the Sales Manager position. Between these two positions, he was the DOS at the Four Points Sheraton in Lexington, KY. After just one month in that role, he assumed the GM position. Upon returning to the Germantown area, Greg rejoined the Homewood Suites as Director of Operations.

Prior to the hospitality world, Greg had a 14 year career in Law Enforcement. During those years, he led SWAT teams, undercover drug investigations, patrol, and the Field Training officer division. Additionally he led the Traffic Division as a Lieutenant that included motor units, DUI units, accident reconstruction/fatalities units, traffic check points and all 15 tow companies to ensure they were up to all county/state standards. Prior to Law Enforcement, he worked in the corporate world in the uniform sector and held positions of a route manager, district manager and area sales manager for Aramark and G&K.

Greg is a graduate of Memphis State University, where he played college baseball. He then played several years of semi-pro baseball before a career ending injury.



"As you can see from my picture, I am all about family!" notes Smith. "This picture is my wife of 10+ years and our 6 children. We have 2 granddaughters and 1 grandson, with 2 grandchildren in the works. We have 2 sons that play college soccer and we have 3 kids that are serving in the US Military with the Marine Corp., Air Force and Army!" Greg's hobbies include family time, watching sports, and traveling to Destin, FL as often as possible!

hello.nice  
to meet  
you

### HOMEWOOD SUITES GERMANTOWN, CT DERRICKA LANE - SALES MANAGER

Derricka Lane is celebrating 10 years in the hospitality industry. 2020 became her 10 year anniversary being a part of the Hilton Brand. She started her hotel career as a front desk agent at a Hampton Inn in Memphis. As a day student at the University of Memphis, Derricka worked 3-11 shifts at the hotel and at the FedEx Hub overnight. She is definitely a hard worker and very determined to work her way up to the top. Over the years, she has held various roles as front desk supervisor, housekeeper, inspector, and finally sales coordinator. Within a six month timespan she was promoted to a Sales Manager and then Director of Sales while working dual Homewood Suites properties.

Multi-talented, she is "sales by day" and "mommy to her 6 year old daughter Leah Mackenzie by night". She enjoys her personal roles of dance mom of her daughter's dance team and class mom of her kindergarten class. Sales has

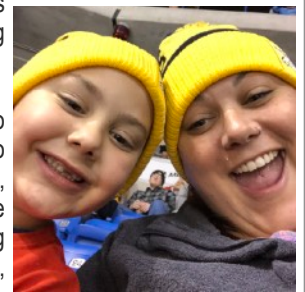
been such her "WooooHoooo" and both she and we are so excited for her to continue her journey with GRAM.



### COMFORT INN MIFFLINVILLE, PA ANGELA DEUTSCH - GENERAL MANAGER

Angela Deutsch rejoined the Comfort Inn Mifflinville in May 2019 assuming the role of General Manager. She previously worked at the hotel from 2009-2012 where she served as a Front Desk Clerk. She is delighted to be "learning as she goes" and is on track to gain all the experience to run the hotel. During her hotel hiatus, she was working in manufacturing, finishing her Associates degree in Business Management, and taking care of her son.

Family is very important to Angela. As a single mom to her 8 year old son Lincoln, they spend as much time together as they can going to the beach, on picnics, throwing rocks in the creek, and attending ice hockey games (pictured). She is a fan of all things furry and fluffy – especially if they meow! Over the last few years her family has fostered about 12 cats. They have 6 cats of our own so the visitors are in good company.





## Getting To Know You

### QUALITY INN & SUITES DANVILLE, PA BROCK ADAMS - GENERAL MANAGER



Meet Brock Adams a self-described lover of the hotel industry! The industry has always been his passion and studied Hotel & Restaurant Management in collage. His first job was a night auditor at the Eisenhower Inn and Conference Center in Gettysburg, PA, and then as

Front Desk/Group Sales associate at the Holiday Inn Express, also in Gettysburg. Following these positions, he did Night Audit and then promoted to shift supervisor at the Hampton Inn in Williamsport, PA. He was again promoted to Front Office Manager and made an inter-company transfer the Econolodge in Williamsport, PA. Brock also served as AGM at the Econolodge in Shamokin Dam, PA. Achieving another goal, of becoming a GM, Brock got the opportunity at the Quality Inn & Suites in Danville, PA. His dream would be to someday own a hotel one day.

Brock is Father to a 20 year old son and in his free time, loves to travel to different places and do and try different things, loves concerts and theme parks, is a huge WWE, UFC, and football fan. His favorite Teams are the Oakland Raiders and Penn State Nittany Lions.

### TRAIL HEAD INN BILLINGS, MT RANDI LOVEC - GENERAL MANAGER

Randi Lovac is no stranger to hospitality! She has worked in the hospitality industry for 20 years, starting as GSR when she was attending college, and continuing with banquet set up, server, banquet manager, sales manager and Director of Sales before moving into her current position as GM. Her book of "stories" includes fun and crazy events like serving a 1500 person dinner and lunch in the same day for a fundraiser featuring Tim Tebow (Denver Broncos QB), served the "Fonz" aka Henry Winkler, received Alice Cooper's snake via FedEx at office before his concert at the City Expo Center, shook hands with VP Dick Cheney, and rode in a Lamborghini Countach and on a 1915 Vintage Harley Davidson after she booked their events.

Randi grew up on a ranch in a small town of 300 people located in the SE corner of Montana. Her graduating class consisted of 22 people (2 were exchange students). She has 4 siblings (2 of each) and 8 nieces and nephews (4 of each). She has a 10 year



old daughter named Meadow and a 3 year old Shih Tzu named Zoey. She's quite a cook, winning 2 chili cook-offs with her Buffalo Chicken Chili and winning a few pie bake-offs with her recipe for Apple Pie. Additionally, she loves to hike, fish and enjoy all of Montana's beautiful sites.

### CRAFTSMAN PLAZA HOTEL HIGH POINT, NC KYM JACOBSON - GENERAL MANAGER

Kym has been in the hospitality industry for more than 10 years. Her experience includes task force manager for Inner Circle Hotels and has spent time in Florida, New Mexico, and Alaska as part of those assignments before landing in North Carolina.

She attended St. Clair County Community College and is Choice HOST and TLC certified as well as a former Choice APEX award winner.



Kym and her husband Joe make their home "in the middle of nowhere Alaska". She has 2 Corgi that are like her kids as her two children are now grown. She is the proud grandmother of 9 children, ages 4 to 21.

While she is on the road, her husband is busy taking care of about 100 sled dogs at a kennel for Iditarod. She gets home when she can.

### CRAFTSMAN PLAZA HOTEL HIGH POINT, NC AVIL SCURLOCK - SALES MANAGER

Avil Scurlock is a Sales Manager at the Craftsman Plaza Hotel, formerly Red Lion Hotel, located in High Point, NC where the largest Home Furniture Industry show in the world is held twice a year. She enjoys working with Family Reunions, Class Reunions, Social Groups, Military, Religious and Fraternal groups.

A native of Virginia, born in Newport News and raised in Williamsburg. She moved to North Carolina in 2016 to further her career and to move closer to family.

She earned her business degree from Christopher Newport University in Newport News, Virginia. After graduation, Avil began her career at Colonial Williamsburg Foundation, the largest outdoor living museum in the country where she held several positions resulting in 25 years of service. She then continued her career at Great Wolf Lodge before moving to North Carolina.

Avil and her husband attend church locally at Maranatha Fellowship Church in High Point, NC where they are active members in helping to serve others. During her personal time, she enjoys exercising, watching football, playing basketball and tennis as well as taking dance lessons with her husband. She also enjoys traveling to New York and Florida to visit her daughters.



Her experience gives her a drive and passion to help and to meet the needs of each of her clients. She is looking forward to helping the Craftsman Plaza Hotel continue to grow and to create awareness of the City of High Point.