

SHILO STAR



April, 2012

Shilo Inns Revitalized Seaside, Oregon

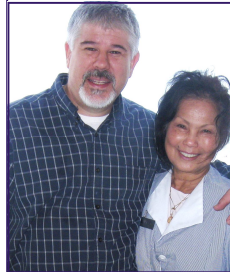


The beautiful Shilo Oceanfront Resort-Seaside as it stands today.



A few months ago, Stumptownblogger.com featured a story on the renovation of Seaside, Oregon by Mark Hemstreet. The original, historic Hotel Moore shown here was later changed to The Seasider. It was eventually condemned by the city and purchased by Mark Hemstreet. After lengthy negotiations, Mr. Hemstreet agreed to improve the historic Turnaround and most of the surrounding public areas as a condition of being granted permits to build the new hotel. Amid much fanfare, the beautiful Shilo Hotel opened in the middle of summer, 1984. The Stumptownblogger relates, "The town was on its last legs with lagging tourism and vandalism. Mark Hemstreet tore down The Seasider and took a gamble on building a new hotel, revitalizing the city by this one project." Another blogger adds, "Seaside had broken windows and the Prom lights were dark. Hemstreet changed this beach town. I don't think he ever got enough thanks." The town was changed even more when, in June of 1989, the Shilo Inn-Seaside East opened with 58 trademark junior suites and standard Shilo amenities.

Shaun Wagner, GM of Shilo Oceanfront Resort was graduated from Whitworth University in Accounting/Management. His passion for a career in hospitality won out and Shaun began working at Shilo Suites Hotel-Portland Airport in March of 1992. He has worked for Shilo for more than 20 years and in diverse capacities—many Shilo Inns, including supervising Central Reservations and IT project manager, helping to install computer Imagin programs. Shaun is married to Margarita and they have two little ones, Andrew and Maria. He loves



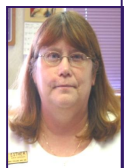
fishing and hiking. Shaun says he is not the senior employee at his property—Night Auditor Eric Couzens has been there since 1988 and Room Attendant Missy Hall [Right] started in 1989. He enthusiastically praises his staff as being one of the best in the company!

Andrew Oberembt, GM of Shilo Inn-Seaside East, worked at Shilo Oceanfront for two years, moving into his new position last year. He says, "It's fun getting acquainted with new guests, as it seems this Shilo Inn has many returning guests." Andrew has served in the hospitality industry for 20 years and he and Trixi will soon celebrate their 16th wedding anniversary. They have a son, who is just starting high school, a daughter, a sweet puppy, and a mischievous cat. (Are all cats the same?) Andrew enjoys working in the yard and helping out at his church.



"Catherine [Westin, Seaside Shilo Restaurant] deserves special Kudos. We were there on business, but stopped in for a drink after our meeting. Catherine cheerfully suggested wines and liqueurs for us which were good. She is knowledgeable, friendly and willing to please. She made three trips to the kitchen to find requested items. I hope you recognize her as a valuable employee and a good representative for your restaurant. Thank you. Nancy Ives, Truckee, CA"

Shilo Inn-Seaside East staff and guests wave Good-bye to Jim Hayward and Esther Knight as they retire from long-time Shilo careers. Jim worked at both Shilo Oceanfront Hotel and Seaside East for a total of 17 years. Esther began working at Shilo Inn-Tillamook 15 years ago, then moved to Shilo Inn-Seaside East. Both will be missed greatly as they have set high standards for guest service. They've promised to stop by often to say, "Howdy."



Who's Doing What at Shilo Inns . . .



"The West Region EMS and Trauma Care Council recently held our annual conference at Shilo Inn-**Ocean Shores**. The area experienced a storm with winds of 65 miles per hour, 20-foot waves, with snow and hail and wide-spread six-hour power outages.

That chaotic morning, your employee Lelani Lacey, was at the Convention Center preparing coffee and coordinating a breakfast buffet for our 300 attendees; staff had emergency lighting, no power outlets and a gas stove. She assembled several pans of water on the gas range and poured pitcher after pitcher into huge decanters for preparing coffee. This went on for hours and she also handled her other duties for the crowd. The hotels were without power as well, so the attendees were arriving and were delighted to find coffee and breakfast items available.

In our experience, Lelani has always gone above and beyond for us, but this day she exceeded our expectations. As a group who works in emergency services, Lelani impressed us with her ability to improvise in a difficult situation with a smile. You can be proud of an employee who represents your corporate standards with such a professional and pleasant attitude.

Cynthia Rivers, RN, MN, CEN and Chair of the West Region EMS and Trauma Care Council

Ann Benoist, Executive Director, West Region EMS and Trauma Care Council"



Recently, I traveled to **Coeur d'Alene** and stayed at the Shilo Inn. Due to the snow, I could not do any work, and while I was in my room, I heard scraping of a snow shovel. I looked out and saw a young lady shoveling snow off the sidewalk. I asked her why she was doing that because Mother Nature would just cover it again. She said that she wanted to do it for the safety of her guests

and the maintenance man had not arrived. I later learned she was the hotel general manager. During my stay there, I spent time in the lobby and observed both her and the lady at the front desk. Both were very professional and friendly to guests.

My job has taken me all over the country and I have stayed in many hotels—sometimes more than 100 nights a year. I have seen both good and bad service. Compared to service I have received in other hotels, the level of service and friendliness that I received at your Coeur d'Alene hotel was outstanding—far better than I have received before.

Both Jamie Garcia [GM, Above, R] and Dagmar Flaherty [L] should receive commendations for the way they treat their customers. I am very impressed with both of them.

When I returned to Coeur d'Alene the following month and stayed at the Shilo Inn, I was again impressed by the great treatment—indeed from the whole staff.

Sincerely, Daniel Cunningham

GM Jo Thompson, Shilo Inn-**Tacoma**, writes, "Richard and Becky McElroy stayed with us for a month while their home was being repaired from a terrible fire. When they departed, they sent us this wonderful message and a platter of cinnamon rolls and assorted cookies for the staff:"

"The care and concern we've received has given us a safe spot during this very difficult time. We really appreciate the kindness given by the whole staff. The McElroy's."

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



Congrats to Mary Horton [Shilo Oceanfront Resort-**Newport**], chosen by her peers to be Employee of the Quarter. "She is the glue that holds our administrative house together," says GM Randy Getman.



I had been travelling alone in Arizona for almost two weeks and was back in **Yuma** for my last two days of vacation. I was at a gas station when I tripped and fell, breaking my ankle in three places and ending up in ER, where I met a doctor who stays at the Shilo Inn when she is in town. She helped me cancel my existing reservation and booked me into the Shilo Inn, assuring me that I would be very well taken care of.

At 10:30 p.m., I arrived from ER on crutches. The lady clerk treated me with sympathy and sat me in a comfy lobby chair with my leg propped up while she took all my info and had me checked into a great room in no time. Staff brought extra pillows and said if I needed anything to pick up the phone. They were there for everything I needed. Oh, the continental breakfast is more than that—everything was fresh and good. When the barista lady saw my condition, she seated me and brought me everything I wanted. I had two gentlemen who couldn't do enough for me as I prepared to go to the airport. They took my luggage and helped me into the shuttle. When we arrived at the airport, they took care of me and put me into the hands of the airline on which I was traveling.

Whenever I go to Yuma again, which will be soon, I know where I'll call, "home!"

Val W



Gracious Shilo Dining and Great Service

To Shilo Restaurant-**Portland Airport**: "Thanks for your good service and for honoring Veterans! Judi Van Cleave, a Gold Star wife."

"We continue to enjoy our stay. Your staff shows enjoyment and happiness in their jobs. [Shilo Restaurant-**Portland Airport**] Keep up the good work. Bre was great! Maureen Knebs."

"Every time we come [Shilo Restaurant-**Ocean Shores**] our server is Chris. We just love him! The food is so amazing and worth the drive from Westport. Matt and Sarah Beese and Carsen."

Shewanda Blackman came for a debutante mother and daughter dinner to The Mark-**Killeen**. She and her husband had a great time, loved the small break-out rooms in the restaurant, and will be booking additional sorority and fraternity functions. Chef BJ created a special menu and wait person, Nicole Miniz, and line cook, Chris Cruz, so impressed Mrs. Blackman, that she wrote, "William [Browning, The Mark restaurant manager] We had the time of our lives! The event was a big success. Nicole was awesome and so professional. What a memorable experience. God Bless!"

"Valarie [Hunt], the barista [Shilo Suites-**Killeen**] is awesome. She was truly helpful and I wanted management to know that I'll be sure to tell my friends to stay at your facility when they are in Killeen. Y'all are the Best! Karen Mirabeau."

"The new chef [Shilo Restaurant-**Klamath Falls**] is very pleasant and knows what he is doing. He made us the best burgers we have had in forever and the prime rib was very good. The front desk people are so nice, our housekeepers were wonderful and the GM Sandi [Collins], is great!! We call this our 'cabin' in K Falls since we stay there so often. Jan and Terry Keiffer."

Lorraina Smith dropped a comment card after her stay at Shilo Inn-**Richland**. "Staff was very helpful and accommodating. I thoroughly enjoyed my three-night stay. Lovely trail and view! Port Townsend, WA."

"We rented meeting rooms for 12 people [Shilo Inn-**Bend**]. The food, service and staff were excellent! Thank you, Veronica, Carla, Tom and Nathan. Randy B., Issaquah, WA."

"We stayed at [Shilo Inn-**Bend**] in 2004 for our honeymoon. The Staff was great and treated my dog, Max, courteously. Thank you, Nathan. Athena Moline, John Day, OR."

"My wife has cancer and the staff here [Shilo Inn-**Salt Lake City**] was so helpful. She got a lot of much needed rest. Carl Lutze, Nevada."

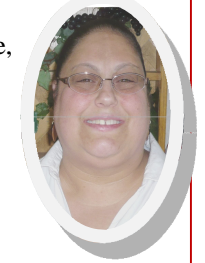
"We were very comfortable and the stay [Shilo Inn-**Palm Springs**] was enjoyable. The staff was so helpful, especially Esther Carr. Pardiep Chhabrra."



"My wife and I want to let you know that Gloria [Zamora, Shilo Inn-**Moses Lake**], in charge of the morning continental break-

fast is a true jewel of an employee. She pleasantly engaged us with conversation, as well as making sure we were well fed before leaving each morning. Her warm personality and engaging smile was just awesome. My wife and I will be looking for Shilo Inns on our next stops across the country. 'Good-bye, Holiday Inns' and 'Hello, Shilo Inns' now and in the future. William D. Wooldridge, Jr. Apple Valley, CA"

"Just a note to thank you for your care and concern for my Mom while we stayed at the Shilo Inn-**Newberg** in March. By the Grace of God, my Mom went from near death to craving Chinese food in four days. If Mom continues to thrive, we are looking forward to staying again at the Shilo Inn in June. Blessings to you both. [GM Scott Fritscher and Angie Baia] Charlotte and Ron Jones."



Cassie Brandon was chosen Shilo Inn-**Yuma**'s Employee of the Quarter for being so "awesome at the front desk—always smiling and willing to help guests." Cassie is married to a Yuma firefighter and they are enjoying their two-year-old daughter, Hailey.



"My daughter and I were there [Shilo Inn-**Portland/Beaverton**] for very stressful medical reasons. The employees helped so much, it made our stay so worry-free about many things. Thanks so much. I cannot say enough good things about the service at The Mark. Betty Snow, Skiatook, OK."

Shilo Inn-Twin Falls was chosen by the local Chamber of Commerce to host a presentation from a Chobani Greek Yogurt rep to answer questions and promote the new Chobani expansion to Twin Falls. The Chamber says, "The Shilo staff went above and beyond to provide a meeting space for the presentation and to accommodate the overflow of guests who could not fit into the room." The New York- based company expected just a few people and got a crowd of 100. The company plans to spend \$128 million on its new plant and employ up to 350 people when it is completed sometime later this year.

The "Extra Mile" That Guests Love

When a guest stayed at Shilo Inn-Elko during their adoption of a baby boy, the staff pitched in and bought a little stuffed giraffe for the baby. The Crippins wrote,

Dear staff of the Shilo Inn-Elko. A big thanks for being so kind and hospitable while we were there with our new baby boy. You made staying in a hotel feel like home and we appreciated it very much. Thank you also for the flowers and the giraffe. The little stuffed giraffe now sits in Luke's nursery. Thank you!



"I have traveled across the U.S.A. and have stayed in some of the nicest hotels around. But, I have never stayed in a hotel where I felt like part of a family before. The warm hospitality, the caring concern for my comfort and the willingness to go more than the extra mile for a guest is superb and I know this from first-hand experience. My stay [at Shilo Inn-Helena] was unbelievable and the main reason is the manager, Kathy Carey. This lady displayed the utmost professionalism that, in my many years of travel, I have ever seen and there is, of course, a direct reflection on her staff. Thank you, Kathy and staff, for letting me stay at your 'home' at the Shilo Inn. I'll be back! Del Padilla, Phoenix, AZ"

"We worked with Justin Shean [The Mark-Shilo Inn-Portland/Beaverton] to coordinate the Certified Financial Planner exam. He was extremely helpful and made our jobs much easier. He was so easy to work with and responded quickly to our requests. I have given these exams for four years and can surely say he was one of the best managers we have worked with; we give him high commendations. Bob Lecht, Supervisor, CFP Exam."



"Bill [Wiley, Shilo Oceanfront Hotel-Newport] at the Reservation Desk did a wonderful job in meeting our room needs. Great customer service! Mark Pangborn."

"When we checked in [Shilo Inn-Medford], I was asked if I was a veteran and I told them I served in Vietnam. We were given a special rate and informed that we could have any room available for that rate. God bless your owner! For years, nobody cared! Barry Gage, Sandpoint, ID"

Jerry Case called Guest Services to sing the praises of Hannah Ward at Shilo Inn-Warrenton. "Her customer service was exemplary. She was attentive, kind and went the extra mile. We have had lots of experience in the hospitality industry and Hannah is a keeper!"

Central Reservations Wows

Mr. Darrel Samples reported to Guest Services that Kelley Page-Phillips is the most incredible lady. She assisted him in getting the best deal [at Shilo Inn-Klamath Falls] and helped him set up a fly-fishing trip in June. She was "sweet, incredible and definitely the friendliest person he has encountered in a long, long time."

Lisa Davenport called to rave about the help she received from Shine Massie and Olivia Bloomer. Both ladies were so wonderful and helped her out of a difficult [very private] situation. She said these ladies were the best thing she had experienced that evening.

Christina S called to thank Shine Massie for helping her with her travel arrangements. She said Shine is the "most helpful, most professional and most pleasant reservationist ever!" She called back a couple of times and said that both times were absolutely great.

I recently completed my stay at Shilo Inn-Salt Lake City. Director of Sales Shirley Jaglowski was so helpful when my party experienced poor skiing conditions. [Mr. Powers was injured during this time.] She adjusted my invoice and applied for a refund for my unused ski lift ticket. Her personal assistance and professional demeanor are something your hotel chain can be proud of. We will recommend you to our friends. M. G. Powers, Scottsdale, AZ"

"Sierra [Howard], who checked us in was so friendly and knowledgeable. She is a real credit to Shilo Inns. The room [Shilo Inn-Grants Pass] was great and it was a very relaxing stay. Plus, you had a great choice of teas! Helen Wanamaker."

My husband and I stayed at the Shilo Inn-Pomona Hilltop. We want to give special mention and praise to the evening and weekend desk clerk-William [Johnson]. He went out of his way to make us feel welcome from the time we registered. He was always there to provide a smile, a warm "hello" or "welcome back." He provided us with ideas for dining or places to visit and always told us to have a good day or evening. Being from out of state and there for a family wedding, it was comforting to have such a caring



person at the hotel desk. Management can be proud of this employee! Sincerely, Lynn and Richard Vincent, Waterford MI

Shilo Inns .
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Proud of it!