

June, 2012

SHILO STAR



We Welcome Summer and Wish "Happy Birthday" to the U.S.A.

June is an exceptional month—summer officially arrives and we can enjoy more daylight hours for picnicking, boating, fishing, swimming, hiking, biking, barbecuing, gardening, and just enjoying the great outdoors. For those of you who enjoy these blessings year round, summer might not seem as special to you as you watch area temperatures rise to 100-plus degrees.

Business at Shilo Inns should be great this year—families are vacationing closer to home and treating themselves to more frequent and shorter vacations. And, according to the April *Journal of Occupational and Environmental Medicine*, 81 percent of business and pleasure travel is done by car.

So, slap on those smiles and pony up your patience—you are about to be inundated by those very special "always right" guests—and remain mindful that it is they who help to keep Shilo Inns' staff healthy and happy and employed.

If you're a Shilo Inn employee, you know that the Hemstreet's are ever dedicated to honoring our military men and women. Mark Hemstreet's personal response to a recent guest epitomizes those feelings.

"It is men and women like you who bravely serve and defend our country who are heroes and we honor you. It is you who are owed our deep gratitude, and our radio and television tributes, as well as the special Veterans' Discount, are our way of expressing our appreciation. Shilo sponsored and created the American Veterans and Desert Storm Memorial in Lincoln City, Oregon. We invite you to check out our website for more information on all the ways that Shilo salutes our troops."



Thomas Jefferson's Vision for America's Future



" . . . **W**e hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness. . . . That whenever any Form of Government becomes destructive of these ends, it is the Right of the People to alter or to abolish it and to institute new Government."

Such were the profound words written by Thomas Jefferson as he labored for three weeks in June, 1776 in Philadelphia's Jacob Graff House, amidst pesky houseflies emanating from horse stables across the street. Jefferson's mandate to draft the Declaration of Independence from Great Britain's tyrannical king came from the Second Continental Congress of the 13 original colonies. On a bright and sunny July 4, 1776, Congress adopted the Declaration of Independence. Those 56 patriots from the 13 colonies signed, " . . . For the support of this Declaration, with a firm reliance on the protection of Divine Providence, we mutually pledge to each other our Lives, our Fortunes and our sacred Honor."

By Divine Providence or sheer coincidence, Thomas Jefferson and John Adams, both Presidents and authors of this Declaration, died within hours of each other on July 4, 1826—the 50th Birthday of our Nation.

Jefferson served two terms as President after defeating the incumbent Adams. Despite years of political disagreement and enmity, the two began to write long, elaborate letters to each other. Competition remained fierce between the two and Adams always declared, "I will outlive Jefferson." On July 4, 1826, Adams' last words were, "Thomas Jefferson survives." It is said that upon Adam's death a messenger carrying the news to Jefferson of Adams' death passed a messenger from Jefferson to Adams, carrying the same sad message. Jefferson actually preceded Adams in death by a few hours.

According to the Declaration, then, it becomes our duty to remain vigilant for any attempt to destroy our unalienable rights. And, blessings on all our Military who are dedicated to the preservation of our Freedom and Liberty.

Who's Doing What at Shilo Inns . . .



Shilo Oceanfront Resort-Newport GM Randy Getman persevered for a 10-month course—Leadership Lincoln—on honing and developing leadership skills. Sessions were attended by local business leaders and elected officials who learned how to overcome the challenges facing their communities, communicating more effectively and the best methods for handling

media relations. Randy says, "It was an amazing opportunity for networking and developing relationships with other professionals from a wide array of occupations."



"Larissa Spady is an amazing server and you can be proud of the way she conducted herself when we expressed a concern. I want to tell potential visitors to Shilo Restaurant-Seaside that your restaurant provided the best service and the best seafood. We went to Pudgy's and Norma's on our trip and your seafood was our favorite! I hope Larissa gets a nice pat on the back and some recognition for the great service she provided. Don and Kat Bell"



"Had a wonderful stay! [Shilo Inn-Grants Pass] There was a problem with the air conditioner, but the staff was right on it. Problems do come up, but it is how the staff deals with them that counts. They were great. Mary [Garese] at the front desk was wonderful. So nice and

informative. Loved the steam and sauna rooms and pool. Barb Dittler, Henderson, NV"

TripAdvisor kudos came through for the Shilo Inn-Seaside East staff. "WONDERFUL STAFF" "I am so impressed by this hotel. The room was typical for the price range and the breakfast contained carbs that I could not eat as a diabetic. But, the staff made our stay absolutely terrific! Friendly, helpful, pleasant! They really went the extra mile for us—both during our stay and weeks later when I called about an item we had lost."

Sterling Service by Central Reservations

Melody Shepherd phoned Guest Services to report that Kelley Page-Beatty was very helpful and went the extra mile. "She did such a great job in securing my reservation at Shilo Oceanfront in Seaside," praises Ms. Shepherd. [Congratulations on your new name and your wedding awhile back, Kelley!

Kristin Anderson called in to Guest Services with kudos for Christy Escobar. "Christy is a perfect example of someone having superior customer service skills! She took the time to follow through—helped resolve issues with an existing reservation. It is rare these days to encounter such sincere service and friendliness."

"Hello! Just wanted to let you all know how much this trip my mom and I took meant to us. You were all exceptional. [Shilo Oceanfront Resort-Seaside] Housekeeping, you guys rock! Eric was awesome—came to our room to help with my internet. It was quiet, relaxing and everything beautiful. We used to be residents here and I graduated and had my baby in Seaside. It was a trip my mom and I will never forget. Thank you all. We will be back. Same room, hopefully, same people. Also, thank you, room service attendants, who were very professional and nice. The food was awesome. So, when I get back to Montana, I will definitely be spreading the word! Thank you. Shelly Carper and Ruth Wangen.



"After booking the Shilo Inn-Bend ballroom for over a month on Sunday mornings and a three-day event over a weekend, I want to comment on the commitment and service of Shilo personnel.

". . . the staff at Shilo are a huge exception to some of the lesser professionalism in the area. Tom [Kealey, Executive Chef] and Nathan [Mansfield, server] in the restaurant were excellent in service and keeping in contact with our needs. Thank you for a really great event!"

Sincerely, Chris Spanbauer, Senior Pastor, Bend Faith Center"

"Gloria Zmora [breakfast room attendant] is awesome!!" was messaged in Shilo Inn-Moses Lake's TalkBin by Google.



Congratulations to Taria Cevallos, Director of Sales, Shilo Inn-Yuma, on her recognition award for "significant contribution to the overall success of the Marine Corps League Spring Conference 2012."

"We hate to leave! [Shilo Inn-Yuma] Staff was great and the room was so clean! Wayne Wallace, Atwater, CO"

"Attended a conference. Waiters in the [Portland Airport Suites] Restaurant were wonderful. Positive, upbeat. We all descended at once. Wait person was so busy, but unruffled. Carl Dodson."

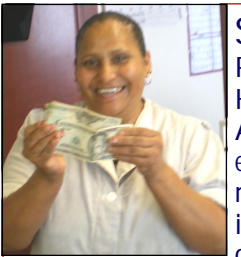


Gracious Shilo Service, Special Guests & Kudos



Juana German was honored as Employee of the Quarter by her peers at Shilo Inn-**Mammoth Lakes**. Juana shows dedication, kindness and exceptional

work ethics. She has served as Executive Housekeeper for a year and a half—loves to cook, is married, and is Mom to four daughters and a cat named Tucci.



Shilo Oceanfront Resort-**Newport** Housekeeper Adela Alva's sterling honesty produced a reward for turning in an envelope full of documents and

\$1,200 in cash. The guest, who couldn't remember where she lost it, was elated to hear from the Shilo staff. She said, "It's so good to know there are honest people out there! Thank you, Adela and Shilo."



Welcome to Little Lucille Louise Traver, born June 12 to Mom Linsay Traver, bartender at Shilo Oceanfront

Resort-**Seaside**. Lucille weighed in at a healthy 8 lbs., 12 oz., and was 22 inches long.

"I enjoyed my stay at the Shilo Inn-**Ocean Shores**. It is beautiful. I love the dolphins and mermaid with dolphins in the lobby. The desk receptionists were friendly and the AARP rate was reasonable. I look forward to staying there again next year and I will let others know about my experience there. Thank you. Kim Foster, University Place, WA."

"I stayed 12 years ago at the Shilo Inn-**Yuma**. It is still clean, comfortable and reasonable. The staff makes the stay very pleasant, giving the impression they really care about their guests. Made my four-day stay a great experience. Larry Silvestri, Pueblo, CO."

"We recently enjoyed a wonderful stay at Shilo Inn-**Ocean Shores**. The staff was very friendly and helpful and cheerfully arranged our early check-in. The room was surprisingly large and very clean and comfortable. I enjoyed the beautiful dolphin lighting fixtures in the ballrooms. Food was excellent, and our server, Therese, was warm and friendly and went out of her way to tell us about the local area and make us feel welcome. We will definitely make Shilo Inns a part of our future travel plans. Thank you. Jeff Campbell."

"I was with our high school group of 30 kids and seven adults for a choir competition. The staff was fantastic. They treated kids like family and helped us fix a dress, made several trips to unlock rooms, get us extra towels, etc. One staff member asked the kids to sing happy birthday to her sister. We felt special. My daughter will be attending George Fox University in the fall and my family will stay at the Shilo Inn-**Newberg** when we go to visit her. Thank you for the hospitality. Donna Borrer."

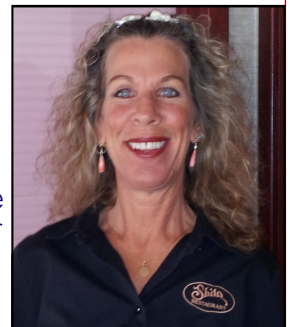
Eileen Taylor praised the efficiency of Trish [McIntosh] front desk, at Shilo Inn-**Idaho Falls**. "I would like to thank Trish for her help with my credit card problem. She worked with me to clear up the issue. I really appreciate her great customer service skills!"

"Dear Jessica, Jimmy, Caroline and Shilo Inn staff [**Portland Airport Suites**] On behalf of Suzy and myself, thank you for your support, hard work and dedication at our recent LDW event. It was extraordinary. Our qualifying distributors truly enjoyed the experience. We hope to collaborate with you again in the near future. Daniel Danna and Suzy, North American Events Coordinator, Torrance, CA"

"Great service, even though we had a cranky toddler. Excellent food. [**Shilo Restaurant-Newport**] My husband loved the prime rib! Betsy Willing."

"Everything was excellent. [**Shilo Inn-Tacoma**] Especially the young ladies up front. Amanda, Chelsie, JJ and Sarah were extremely professional and very helpful. Thank you! Hayden Jacob, Fresno, TX"

"Excellent food. The best chili, herb bread and butters. Very nice atmosphere. [**Shilo Portland Airport Suites Restaurant**] We love Donna—what an asset to the restaurant. She really made our day! Debbie Pasloski"



"We want to thank the staff of your Shilo Inn in **Bend**—from the front desk to the restaurant—for a wonderful stay. We were enroute to Eugene for our son's wedding and will return again. We had a great experience after a long day in the car. Thanks again. Reward member, Branita Beeson."

"I can't tell you how much we appreciated your hospitality. [**Shilo Inn-Tacoma**] The welcome treats were a great surprise and the perfect snack on the golf course. The weather was absolutely horrible and those poor kids had to play in downpours. Even with rain gear, we were soaked and frozen. When our son came back to the hotel, he lived in the sauna, hot tub and steam room for a couple of hours trying to get warm again. My husband and I took hot showers and crawled into the comfy beds.

"I have not stayed at Shilo Inns before, but was impressed with the friendly staff, cleanliness and accommodations. Will definitely keep top of mind as we travel. Diane Roeber, Assistant to CEO, Tree Top, Inc."

Potpourri . . . News that Can't Wait

Greetings!

Thank you. My overnight stay at your hotel [Shilo Inn-Richland] was an exceptional blessing I received from your staff.

When I checked in, two of your staff were working the front desk. Together, they were having such fun as they efficiently processed each person while having a conversation about business and family. The person in front of me was a great challenge, but Mai [Sartain, lower left] showed immense patience and grace with him.

The morning restaurant server was the best. Working the buffet as well as taking orders. During all of my time in the restaurant, she ensured I lacked for nothing.

During the lunch break of the conference, I realized I had left an item in the fridge in my room. I called and Mai was so kind and asked me to call back in about an hour. My conference ended early, so I drove back to the hotel and was greeted by this heroine waving my item and so pleased that she had what I thought I might never see again. Thank you!

Today when I checked out, the young lady [Andrea Upchurch, above right] was enthusiastic and the best.

Wow! I love this hotel and will return anytime I have business or pleasure to stay in the Tri-Cities area in the future. Thank you. Thank you. God bless.
Ray Rosch, Lewiston, ID



"My annual travels consist of over 75 motel stays per year. None of my stays compare to the outstanding service I receive from GM Pam [Urban] and her staff at the Shilo Inn-Salem. The consistently helpful nature of the entire staff amazes me.

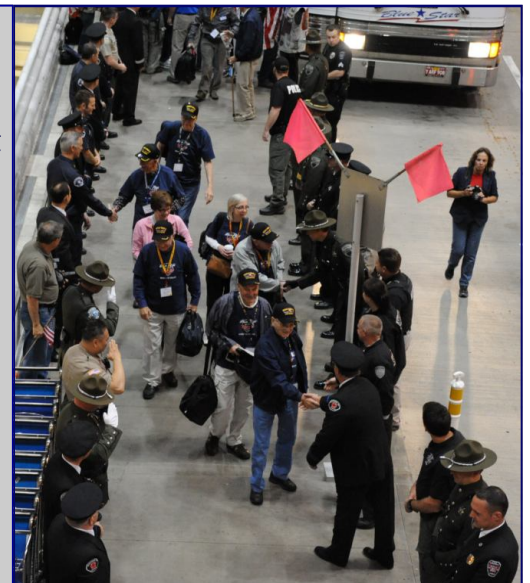
I spent last week in Tulsa for a conference and that venue had nothing on Salem Shilo's staff. I have been fully spoiled by them. The bar has been elevated by the managerial skills of Pam Urban and the 'above and beyond their job descriptions' service. Thank you, Pam, and all of your staff.
Hans Schroeder, Athena, Oregon"



"Our group of five individuals was deeply satisfied with Judy Coomb's service at Shilo Inn-Kanab. We were tired after a long drive; Judy did the paperwork quietly and fast. She was friendly and attentive to our requests and she kindly directed us to stores we needed to get help in resetting our GPS and to purchase snacks. She even called the stores for us. What a pleasure to meet such a highly professional and warm person. On behalf of our group,
Mikhail Khodorkovsky, Mountain View, CA"

Dick Tobiason [who heads up the Bend Heroes Foundation and coordinates the Honor Flights for WWII Veterans to visit their Memorial in Washington D.C. free of charge] writes, "This trip was our largest and the best ever! The send-off and welcome at Shilo Airport Suites Hotel was fantastic. The Blue Star bus made a huge difference. Thanks to Tim [Laib, GM] for arranging it. The savings will enable us to transport one more veteran on our next trip—September 19-23—when we will escort 40 veterans and 30 guardians non-stop to Washington, D.C. The wake-up call at Shilo Hotel will be later and we will have Sunday morning in DC to visit more sites. With the September trip we will have honored 200 WWII Veterans, plus 160 guardians, during six trips of a lifetime over two years!"

Right, local police officers and chiefs of police provided police escort from the hotel and then flank the corridors and entrance to the airport to welcome veterans as they returned from their June 10 trip. The Hemstreet's donate dinner and rooms for the groups the night before their departure.



**We must be free—
not because we claim Freedom, but
because we Practice it.**
William Falkner

**Shilo Inns
American-Owned &
Proud of it!**

