

SHMA SPRINGFIELD HOTEL & MOTEL ASSOCIATION INN-SIDER

VOLUME 2, ISSUE 3

JULY-SEPTEMBER 2008

What's Inn-Side

Page 2

Rolling Oaks Provides Health and Wellness Program for Associates

Holiday Inn Implementing "Stay Real" Program

Front Office Manager Attends Conference

Wedding Bells at The Café

It's a Boy!

It's a Girl!

Transportation Available for SHMA Associate Party

Lending a Helping Hand

CU Offers Free Newsletter

Page 3

Courtyard Announces Associates of the Month

Comfort Suites Announces Associate Award

Comfort Suites Keeps #1 Ranking in U.S.

Golf Builds Scholarship Fund

Employment Anniversaries:
• Courtyard by Marriott
• Drury Inn

Residence Inn Welcomes New Chief Engineer

University Plaza Adds to Sales Team

New Staff at Holiday Inn & Suites

Page 4

Meetings

Join SHMA

SHMA Mission

Submit News

Houlihan's Restaurant Opens at Doubletree Hotel

Congratulations to the new Doubletree Hotel and the opening of Houlihan's.

Both are tremendous additions to Springfield's hospitality industry.

JOIN THE HOULIHAN'S E-MAIL CLUB AT

WWW.HOULIHANS.COM

FOR SPECIAL EVENTS AND OFFERS, INCLUDING FREE APPETIZERS FOR JOINING AND A FREE ENTRÉE FOR YOUR BIRTHDAY.



Houlihan's Restaurant recently opened in Springfield at the Doubletree Hotel.

Springfield Houlihan's will experience the same success seen in other cities.

The restaurant offers a varied menu (Check it out at:

www.houlihans.com/Eat.aspx), and an atmosphere where everything from your favorite jeans to your swankiest outfit are appropriate.

The first Houlihan's opened in Kansas City in 1972 and quickly became a dining hot spot and popular bar scene.

Houlihan's restaurants can now be found across the country. There's no doubt the

Buckingham's BBQ Adds Delivery Service for Hotels

Buckingham's BBQ North has added a delivery service for north and center city hotels and motels.

Participating properties are provided a durable, professionally-designed menu for all rooms.



Delivery hours are 5-9 p.m. Sunday-Thursday and 5-10 p.m. Friday-Saturday.

**FOR INFORMATION, CALL
KEVIN DOOLITTLE AT
831-7427 OR 693-9689.**

Inn-Sider Information...

Rolling Oaks Provides Health and Wellness Program for Associates

Rolling Oaks Hospitality recently rolled out a Health and Wellness Program for associates.

The program consists of “lunch and learns,” newsletters, bulletin boards, and other educational bits for the associates.

The hotels will have speakers from different organizations to educate them on health issues such as diabetes (American Diabetes Association),

THE GOAL IS TO EDUCATE AND BE A RESOURCE FOR ASSOCIATES TO LEAD A HEALTHIER LIFESTYLE FOR THEMSELVES, THEIR FAMILIES AND COWORKERS.

heart disease (American Heart Association), cancer prevention (American Cancer Society), etc.

Each month has a different theme with an appropriate speaker.

The goal is to educate and be a resource for associates to lead a healthier lifestyle for themselves, their families, and coworkers.

The company is using Baum’s Promotional Products to make water bottles for each associate to fill up on electrolytes and purified water.

Health Risk Assessments at each hotel are planned for next year.

Holiday Inn Implementing “Stay Real” Program

Michael Bloom, general manager and Donella Jaeger, human resource manager, at Holiday Inn Hotel & Suites, recently attended “Stay Real” training in Chicago.

They will now implement the “Stay Real” process to strengthen and enhance skills of managers and associates so they better understand the hotel’s Service Promise and Guest Experience and how their roles directly affect success of the hotel.

Front Office Manager Attends Conference

Bruce Dunn, front office manager at Comfort Suites, attended the Choice Hotels International Fall Regionals in September in Milwaukee. He attended classes and heard about upcoming changes within the Choice Brands.



Wedding Bells at The Café

Kristen Garrison, server at The Café, got married July 26, and Tara Riley, hostess, was married Aug. 9.

Best wishes to the newlyweds!



It’s a Boy!

Congratulations to Nicole Beiermann on the birth of her son, Joshua Christopher. Nicole is a sales manager at Drury Inn & Suites.

It’s a Girl!

Congratulations to Jose Hernandez, cook in the breakfast restaurant at Courtyard by Marriott, on the birth of his daughter, Yadira, on Aug. 22.

Transportation Available for SHMA Associate Party

SHMA will have an Associate Appreciation Party from 2-7 p.m. Sept. 21 at Fantastic Caverns. A shuttle is available every 45 minutes beginning at 3 p.m. at Holiday Inn & Suites and Courtyard by Marriott. The RSVP deadline was Sept. 16.

Lending a Helping Hand

Kudos to Nancy Johnson, a Courtyard by Marriott sales manager, for helping raise money for Children’s Miracle Network at a golf tournament Sept. 12 at Rivercut Golf Course.

CU Offers Free Newsletter

City Utilities of Springfield provides technical and research assistance through its twice-monthly e-mailed newsletter, *Questline*, designed for business customers.

The service includes an online library with a database of resources, including targeted research tools, workplace posters and more.

Questline also includes a technical, marketing and problem-solving “Ask an Expert” hotline service free to customers. There is no usage limit, all questions and answers are held in strict confidence.

Register for *Questline* to get information about:

- Facilities Systems and Equipment Process Technologies
 - Energy Fundamentals and Management
 - Facility and Manufacturing Management
 - Business Development
- And more!

Sign up at www.cityutilities.net or obtain more information from Mitzie Zerr at mitzie.zerr@cityutilities.net.

Awards & Achievements

Courtyard Announces Associates of the Month

- **June:** Kelsey Redfearn and Rachel Roberts
- **July:** Stephanie Acosta and Kristen Seltz
- **August:** Allison Arnold and Eric Dye

Comfort Suites Announces Associate Award

Angie McMillan, room attendant, recently received the 2nd Quarter Associate Award at Comfort Suites. Angie joined the staff in July 2007. She is an outstanding associate and team player.

Comfort Suites Keeps #1 Ranking in U.S.

For the fifth month in a row, Comfort Suites Medical District held onto the coveted #1 ranking in the nation out of all other Comfort Suites in the Choice franchise system, about 500 in the U.S.

Golf Builds Scholarship Fund

The 8th annual SHMA Golf Tournament was another success.

Nearly 100 golfers participated and the event generated enough funds to continue the SHMA scholarship programs with Ozarks Technical Community College and Missouri State University.

Thanks to all the great sponsors that continue to make this a fun and successful event.

We again are very appreciative of the sponsorship of Wil Fischer Distributing for providing special beverages along with Hiland Dairy for tea, water, lemonade and ice cream treats.

Employment Anniversaries

Courtyard by Marriott

- **June:** Maria Rojas and Liubov McIntire, 1 year; BJ MacDonald, 2 years; Stephanie Acosta, 8 years
- **July:** Kathy Bock, 16 years; Chris Coffman, 3 years; Zach Wilson 1 year.
- **August:** Fe VanDeusen and Steve Heidrich, 1 year; David Peck, Amber Showalter, Darren Harralson and Amber Doyle, 2 years; Judy Cross and Lori Schultz 4 years.

Drury Inn

Sales manager Nicole Beiermann celebrates her 10th year of employment at the Drury Inn & Suites in October.

Front office manager Tyler McGranahan celebrated 2 years of service in September at the Drury Inn & Suites. McGranahan started as a guest service agent and was promoted in January.



Tyler McGranahan

Promotions & New Employees

Residence Inn Welcomes New Chief Engineer

The Residence Inn welcomes its new chief engineer, Bill MacAuley, who joins the staff with a wealth of knowledge.



Bill MacAuley

University Plaza Adds to Sales Team

Jennifer Woodward, a recent graduate of the University of Missouri hospitality program, has joined the sales staff at University Plaza Hotel as corporate sales manager.

Mollie Crawford, a recent graduate of Missouri State University's hospitality program and a front office agent for Courtyard by Marriott, is the new sales and catering coordinator.

New Staff at Holiday Inn & Suites

Welcome aboard to Ted Peabody and Hania Lormand who joined the front desk staff at Holiday Inn & Suites.

Also welcome to Mary Perry and Tamra Challinor, new members of the hotel's restaurant/lounge staff.

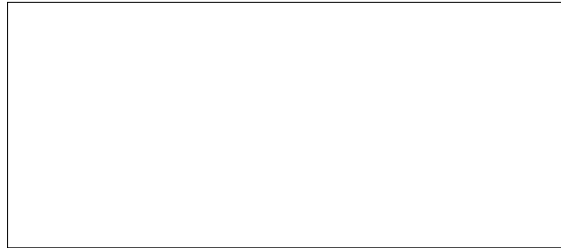
Springfield Hotel-Motel Association

PO Box 4632
Springfield MO 65808-4632



WE'RE ON THE WEB!

SPRINGFIELDHOTELMOTEL.COM



Meetings

October 15
Clarion Hotel

November 19
MSU-HRA
Department

December 17
Elliott Lodging
*(Location to be
determined)*

Join SHMA

To apply for SHMA membership, visit
www.springfieldhotelmotel.com.
Click "About SHMA" at the bottom of the
page, then "Membership Application."

SHMA Mission

The mission of the Springfield Hotel & Motel Association's members is to pledge to provide all guests a comfortable stay in friendly, clean surroundings. If any part of that stay does not meet customer expectations the member property will do their best to resolve the situation.

Submit Your News

The SHMA Inn-Sider has been redesigned to give you more information and let you share more news with other SHMA members.

Tell others about your employees' accomplishments, staff changes, construction projects, awards, events, etc.

A news submission form is available at www.springfieldhotelmotel.com/submit-news.doc. Just download or print the form, fill it out and e-mail to WordsPerSwade@aol.com or fax to 417-863-8471.

The SHMA Inn-Sider is published quarterly and available online at www.springfieldhotelmotel.com.

Comments, suggestions, corrections and questions about the newsletter are encouraged and welcomed.