

Hospitality Supporting Role of the Year

NOMINEES 2022

THIS AWARD RECOGNIZES THE EMPLOYEES BEHIND THE SCENES WHO GO ABOVE AND BEYOND TO SUPPORT THE RESTAURANTS, SUCH AS HR, IT, ACCOUNTING, FACILITIES, MARKETING, ETC.

EMILY KIRBY PAYROLL MANAGER, CUNNINGHAM RESTAURANT GROUP

“Emily has been with CRG for a very long time. My first memory is of Emily as a GM for us at Boulder Creek one of our busiest restaurants and our first and oldest restaurants to date (25 year this Dec.). Emily emulates what our expectations of a team member for CRG should be. She is hard working and doesn't seem to have “working hours” of what some normal HR team's might. She has done and been through what most our team has been, so she understands the importance and urgency with matters that pertain to their needs. Emily helps along side another Payroll Manager to execute one of the most important needs for our team - to get paid! Properly paid and on time, more specifically.

She will always pause and help answer questions with our managers and team members to ensure they have what they need to do their job from an HR perspective. Emily gets involved in our community with events like Zoobilation, Second Helpings, and other off-premise involvements. Emily has a heart of gold and is the standard of Kindness - one of our CRG core values. I've often mentioned we should come up with a yearly award called the Kirbys - that would go to someone that goes above and beyond to live by our core values and add to our company culture.”

LUANNE KRAMER ACCOUNTING COORDINATOR, WHITE LODGING

“LuAnne came into her role after 2 years of the position being vacant due to the pandemic. When she started, processes needed re-introduced and she was taking on tasks that were being done from multiple different hands.

She was patient while working with many people to organize her position while also making an immediate impact on the work life balance of the leaders in which she was lightening their work load.

Her presence in the hotel is calm, joyful and she radiates a passion and responsibility for what she does for the hotel and her team. She is always willing to help in any department when needed and wants to know more about every position so she can help during peak times.

LuAnne is responsible for 3 hotels (Courtyard, Springhill and Fairfield), managing 2 different GM's to report to and has been able to streamline many tasks to be more efficient.

She was a great addition back to the team and we very lucky to have her.”



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LISA METTERT **OFFICE MANAGER, HUSE CULINARY**

Lisa Mettert has been a big part of the glue that has held our support group together through the pandemic and transition back to normal. She wears all the hats and will always offer to jump in and help wherever needed. A few years ago, she found herself shifting roles in our growing company as we worked to put the right skill sets in the right roles. Lisa proclaimed her devotion to the company and desire to take on any role that made sense as we evolved. She remained the liaison between the restaurant operators and payroll and accounting teams, but also took on the role of training the operators and empowering them with tasks that she has handled for many years. She has spent many hours working one-on-one to train our managers and takes the time to thoroughly walk you through any questions. She is often seen stopping what she is doing at the office to pick up a phone call or even run over to a restaurant to help answer a question or solve a problem. Additionally, she took on the office manager role and travel logistics coordinator. She works efficiently and sometimes even tirelessly to help the organization, always with an attitude of how can I help. Lisa is also an incredible baker and loves to share her creations with the office.

We are truly blessed to have Lisa as part of our Support Team.

JEFFREY SCHNEEMAN **SR. HUMAN RESOURCES MANAGER, MARRIOTT INDY PLACE**

Lights, Camera, ACTION. Jeffrey Schneeman has a talent for the spotlight and was made to be on stage. You can find Jeffrey front and center stage at the Marriott IndyPlace Complex leading new-hire orientations, all trainings efforts for the complex or master of ceremony for all our associate events including associates of the months, holiday parties, Olympic events, or you can catch him on stage with the Indianapolis Men's Choir singing and dancing for the audience in his free time.

Jeffrey is the first smiling face that each new associate meets on their first day with Marriott IndyPlace, and I could not think of a better individual to represent our complex and our company. Jeffrey was one of the first members to return after Covid to help assist with payroll for the hotel and other HR functions and anything else that needed to be completed not only with HR duties but assisting other departments as well. Since Jeffrey re-joined Marriott IndyPlace post COVID, he has single handedly led just over 1,000 associates through new and or rehire orientations. Jeffrey is the torchbearer of our companies Values and Missions. Jeffrey lives the White Lodging pledge day in and day out, rather he be on stage in-front of associates or behind a closed office door you will always find Jeffrey striving to create an environment that allows his associates to be their best self through ongoing training, development, and mentorship.

Jeffrey is Marriott IndyPlace's Sr. Human Resources manager. While Jeffrey does not have a direct impact on our guests, Jeffrey has a firsthand in every guest interaction that occurs in our Marriot IndyPlace Complex through training and setting expectations. Jeffrey ultimately sets the culture of our complex from day 1 orientation with each new associate. Rather it be rain or shine, the show must go on and that is why Jeffrey is a true Star of the Industry. His energy and smile is contagious and Jeffrey takes the time to showcase Marriott IndyPlace to each new associate that enters the building and reviews what our standard of service looks like to for our guests. Jeffrey took on Spanish as second language to assist with training, counseling and any other tasks that are needed. Jeffrey ensures he is up to date with the most recent materials for many trainings, such as; CPR certifications, Serve Safe, Tips Alcohol Training, and Many Marriott Brand Standard trainings such as, Symphony of Service, Brilliant Host, Coaching and Counseling, and more. He often gets feedback



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JEFFREY SCHNEEMAN (CONTINUED)

from orientation attendees that “this was best orientation they’ve ever attended, and they’ve been to many of them” and he gets these comments for all of his training classes. He even makes CPR and First Aid training fun.

But Jeffrey doesn’t just stop there. You can find him behind his computer with the office lights off working well past his office hours to ensure each of his associates’ needs are met. Rather it be helping a dishwasher order non-slip shoes that fit or coaching a manager on how to discipline a staff member, Jeffrey goes above and beyond in every interaction he has with his associates with genuine care. We all truly believe that Jeffrey is a Shining Star in the Hospitality Industry, not just because of the light he gives off but because he helps other find their “light” in the hospitality world and helps them “Shine” as bright as possible. Our complex couldn’t have done as much as we have if we didn’t have him on our team.

Many in the Indianapolis hotel industry are familiar with Jeffrey and his support to hospitality industry is tremendous.

MADISON WININGS RATES AND RESERVATIONS SPECIALIST, BOTTLEWORKS HOTEL

Madison’s efforts are absolutely essential to our hotel’s daily operation. She handles nearly every group reservation that comes through our hotel, particularly our rooming list and corporate business (I don’t think I want to place a number on the rooming list she has input in 2022). She is responsible for assisting all clients from the initial stages of the discovery process all the way through their final invoicing and billing, handling every situation with tact and awareness and treating every client like they are her only priority.

Her discernment and ability to juggle a half dozen tasks at once are just a few of the qualities that make her work stand out. Madison was also the recipient of our Employee of the Quarter award, Q2 2022 in recognition of her efforts and contributions to our hotel and our guests experience. Her ability to give equal attention for all of our groups, big and small, famous and infamous, corporate or leisure, makes Madison true Jack of all trades (and a master of all!).

She will always be her client’s biggest asset at the hotel, advocating for their needs and voicing their concerns to make sure their experiences at Bottleworks are second to none. Madison’s careful consideration and attention to detail are what sets her apart, and she does it all with a zeal and sense of humor that make her a joy to work with. Madison brings her best to work, every shift, every day, and is deserving of recognition for her monumental efforts.

“..the Bottleworks Staff (particularly Olivia and Madison) made the planning portion of the event EASY and SIMPLE. We had quite a few changes up until the day of the wedding, and the staff just rolled with it, always making things easy and simple....I cannot say enough positive things about the Bottleworks. I am just SO PROUD that this hotel is a part of my FAVORITE city in the world!!! LOVE!!!!” - Guest TripAdvisor review, May 2022