

Lodging Heart of the House Award NOMINEES 2022

THIS AWARD RECOGNIZES EMPLOYEES WHO LEAVE LASTING IMPRESSIONS ON YOUR GUESTS FACE TO FACE OR BEHIND THE SCENES, FOR EXAMPLE, FRONT DESK AGENTS, HOUSEKEEPING, MAINTENANCE TECHNICIANS, AND GUEST RELATIONS EMPLOYEES.

MARY AYALA GUEST ROOM ATTENDANT, COURTYARD & SPRINGHILL SUITES INDIANAPOLIS DOWNTOWN

Mary has been with us for 13 years and is the heart of our heart of house. Not only is she consistently a top performer in what she does, but she is a trainer, a motivator, a peacekeeper and a regular translator when needed.

She knows the ins and outs of everything in the hotel and never complains when it's a tough day. She regularly helps her fellow team out when they need it, takes extra rooms when it's needed and helps support property and leadership initiatives when it's not always easy in Housekeeping. She rallies the team to make the day and the environment a better place.

There's no one like Mary and we appreciate her contribution to our team every day!

PENNY CARRIER SHUTTLE DRIVER, HAMPTON INN AND SUITES

Our location would like to nominate one of our shuttle drivers who has been with the company for over four years now. After being furloughed, she was one of the first shuttle drivers who would call weekly to check the pulse of the hotel, and to keep in touch with her Hampton family. After suffering from health setbacks of her own, she and her family decided that at best, to stay as a part time shuttle driver. During her tenure, she has managed to drive each shuttle shifts as needed, even if it disrupted her personal time off or were crazy swing shifts. She has been mentioned by name on more than one occasion in guest surveys, as I have also received personal emails from guests' whom travel on our shuttle. Everyone whom she meets describes her as having a "contagious smile and attitude". She is not only nominated for being a Star of the Industry but also for being a demonstration of the hospitality culture, and after a conversation with her, one can see how she lives these values. Ms. Penny brings excitement, morale and shows initiative and any manager can attest that our location is grateful to have her.

BENITA GARCIA LAUNDRY ATTENDANT, HOMEWOOD SUITES LAFAYETTE

Benita is our Laundry Attendant and has worked with us for 10 years.

I thoroughly enjoy working with Benita, and I have come to know her as an asset to our team! She is honest, dependable, and incredibly hard working. She is an impressive employee that puts everything she has into her job at the Homewood Suites.

Her knowledge of the inner workings of the hotel are a huge advantage to our entire staff. Along with her undeniable talent, Benita has always been an absolute joy to work. She is a true team player and always brings the best out in our employees.

Stars of the Industry 2022



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NOMINEES 2022 (CONTINUED)

BRUCE GARNER

MAINTENANCE ENGINEER, CROWNE PLAZA AIRPORT

Bruce Garner, is a painter and general handyman at the Crowne Plaza Airport, who has been with GHC for 10 years. He helped through the pandemic, running the shuttle, prepping in the kitchen, and generally doing items around the hotel to keep it clean and in working order. There was not a task that Bruce did not perform during this difficult time.

Bruce always has a kind word and a helping hand for his teammates. He does his work so silently you can forget that he is there, but without him our hotel would not shine like it does.

He was our employee of the year 2021 because he is recognized by his managers and peers as a true pillar of hospitality. Our silent hero's often go unrecognized and Bruce is very deserving of this honor.

CECIBEL "CECI" HERNANDEZ

ROOM ATTENDANT, COURTYARD BY MARRIOTT MUNCIE

I would like to recognize Cecibel Hernandez for the Stars of the Industry. Ceci has worked at the hotel for 4 years now and it has been a pleasure getting to know her. Ceci is the perfect example of a great room attendant. Her rooms are always perfect, and she is always helping others finish their rooms. She is the definition of a team player. She comes in on her days off and even comes in later at night to give sports teams late check outs. There have been a couple of times that a team has wanted a 6pm late check out and Ceci always offers to come in or stay late to clean them. Ceci also helps me with translating. When we hired a new employee whose first language was not English, Ceci came to me and offered to help translate during orientation. She wanted the new employee to feel comfortable and even volunteered to train the new employee on housekeeping. Ceci has taken the new employee under her wings, and it has been a great fit. She has had several guests compliment her rooms. We know that any project or tasks we give her, she will always go above and beyond. Any company would be lucky to have Ceci as an employee. I'm very thankful for her and how much she cares for the team.

MARICRUZ HERNANDEZ

ROOM ATTENDANT, HAMPTON INN LAFAYETTE

Maricruz started her journey with General Hotels at the Hampton Inn Lafayette Location in January 2001. She is the most dedicated and hard worker. She always comes in singing her Kenny Chesney songs and smiling, I can't say enough about what her knowledge and years of experience adds to our team. She does all of our room attendant training and not only does she have all the respect of the housekeeping team, every employee here lights up with a smile as soon as they see her. I'm very proud to nominate her for the of house award.

RACHEL HICKEY

HOUSEKEEPING TRAINER, HAMPTON INN CORYDON

It is my pleasure to nominate Rachel Hickey for the 2022 Lodging Heart of the House Award. Rachel has been part of the Hampton by Hilton and General Hotels Corporation family for seven years. She began as a room attendant and has since become our housekeeping trainer as well as our backup lead housekeeper. Rachel is an integral part of our Hampton team!

Rachel has many outstanding qualities but one that rises above the others is her expectation of excellence. Rachel's commitment to cleanliness and guest satisfaction is why she became our trainer,



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NOMINEES 2022 (CONTINUED)

RACHEL HICKEY (CONTINUED)

but her ability to connect with new employees and consistently train strong team members has kept her in that position. Rachel is able to do all of this with a speed that is unmatched by her coworkers. For the past two years, Rachel has retained the title of “Fastest Bed Maker” on our staff by being able to completely strip and make a bed, according to Hilton standards, in less than three minutes!

Although Rachel strives for excellence and adherence to our standards, she constantly adapts to the current situation. Our housekeeping staff never know what to expect when they arrive each morning, but Rachel is always ready to get the job done. She is an innovative thinker and is often solving problems with creative solutions.

Rachel is a key member of our staff and her dedication to her work makes a positive impact on our entire property. Rachel always completes the tasks she is given for the day and she never hesitates to assist other housekeeping staff. Even when serving as our lead housekeeper Rachel can be found making beds and working alongside the staff to make sure their work is done quickly and with quality. This dedication helps boost employee morale, reduces labor costs, and increases revenue by ensuring rooms are ready to be sold. Rachel has near-perfect attendance, but she is greatly missed anytime she is not at the hotel!

Rachel is an absolute pleasure - she has a positive attitude, is a hard worker, is encouraging to her coworkers, and always provides excellent customer service topped off with a smile!!

Thank you for your time and your consideration of Rachel for this award. Please feel free to contact me if you have any questions or need any additional information.

JESSICA PLENNEVAUX HOUSEKEEPING PUBLIC SPACE ATTENDANT, JW MARRIOTT INDIANAPOLIS

Jessica joined the Housekeeping team in May 2019 as a Guest Room Attendant. As we opened in July 2020, Jessica was one of the first associates to return. We quickly started picking up business, and Jessica became a key team member in the success of the hotel. No matter the job—Jessica was quick to volunteer to learn many different jobs within the hotel to ensure our success. In the Housekeeping Department alone, Jessica has learned the role of a Guest Room Attendant, Laundry Attendant, House Aide, and now heavily assists in our Public Areas. She is quick to volunteer to pickup a shift, assist another associate in an area outside of hers, and leads our guests with “yes.” I enjoy watching Jessica interact with our guests in Public Areas—she enjoys sharing information about our hotel and assists with directions, share her favorite things about Indy, and is excellent about seeking an answer if she is not sure. To add to this, Jessica has also assisted in High Velocity, Executive Lounge, and with our Banquets Department. Jessica takes great pride in ensuring our hotel is cleaned with areas fully stocked—she will understand the events of the hotel ensuring she is working around the peak times. Jessica is rarely seen without a smile, and is well respected by her co-workers. We appreciate all Jessica does to keep our hotel clean and with such a positive attitude! Thank you Jess!

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NOMINEES 2022 (CONTINUED)

HUGO ROSALES

MAINTENANCE TECHNICIAN, IRONWORKS HOTEL INDY

Ironworks Hotel Indy is proud to nominate Hugo Rosales for the Lodging Heart of the House Award. Hugo joined our team 3 and a half years ago in March 2019 as Houseman in housekeeping and in that role he would go the extra mile to help the housekeepers by stripping rooms, moving furniture for them, and fixing things in the rooms, so after one year in housekeeping he was promoted to Maintenance Technician. In the two years in his current position, he has been a key player on a small maintenance team and due to the pandemic and staffing shortages, He stepped up and worked many weeks of overtime to ensure proper coverage for the hotel and its guests. Even now he works doubles on Saturdays to help with the weekend coverage. He leads by example every day by coming in with a positive attitude and stopping by each department to check on them and see if they need help with anything. He stays close to the front desk during peak times at night and on weekends to help them answer the phones when they have a line at the front desk. Our maintenance team also owns the banquet set up and tear down of the meeting space at the hotel and Hugo is very detailed in executing those set ups to ensure the clients have a flawless meeting. We're so lucky to have Hugo on our team and we're looking forward to many more years with him at Ironworks.

PIEDAD "PIE" VALLADARES TRUJILLO

BANQUET CULINARY SUPERVISOR , INDIANAPOLIS MARRIOTT DOWNTOWN

To say that Pie is a valuable member of our team is a massive understatement.

Pie is a natural leader, she ensures the smooth operation of the banquet kitchen by organizing prep, directing fire times, maintaining our HAACP paperwork, and numerous other tasks that keep the kitchen moving day to day. The team regularly relies on her leadership and organization to take care of our guests.

She always brings a positive attitude and humor to each day. She is a key player in building the culture we have in the kitchen and makes the Marriott a fun and engaging place to work. She is a role model to many and inspires her coworkers to do the best they can.

I am constantly challenging her with new things from leading plate ups, improving food quality, and meeting with clients to which she always welcomes with enthusiasm. There is no task or challenge that she does not meet head on. Even on days where the hectic pace of the kitchen is especially challenging, I often go to her to find out what obstacles she needs cleared from her path, but usually get her characteristic response "Don't worry Chef I got this." She leads functions of all sizes including 800 people VIP galas to all NFL teams.

Pie has my deepest gratitude and appreciation for all that she does, and I know we would not be where we are today without her effort and support. I am truly fortunate to be able to work alongside her.

EUSEBIO ZACATZONTLE

KITCHEN/GROUNDS/HOUSEKEEPING, HOMEWOOD SUITES KEYSTONE

Eusebio has worked at the Homewood Suites Indianapolis Keystone at the Crossing for 8 Years

Eusebio has an amazing attitude and wears many hats at the Homewood. He works in the Kitchen, Housekeeping, and Grounds. It is not surprising to see Eusebio providing exceptional service at our complimentary Breakfast, then later in the day helping cleaning rooms, being a House person, helping out in laundry, or wearing the leaf blower to clean the parking lot. Eusebio certainly makes the Homewood a great place to stay and work at!

