

Rising Star Award

NOMINEES 2022

SHOW YOUR APPRECIATION FOR AN EMERGING LEADER IN THE HOSPITALITY INDUSTRY; ONE WHO DEMONSTRATES ONGOING EXCEPTIONAL GROWTH IN THE CULINARY OR HOSPITALITY INDUSTRIAL FIELDS; THIS PERSON DISPLAYS NOTABLE INDUSTRY INVOLVEMENT AND STRONG LEADERSHIP POTENTIAL, AND THEY HAVE BEEN WORKING IN THE INDUSTRY FOR LESS THAN 3 YEARS.

TERI BROWNELL

GUEST SERVICES MANAGER, IRONWORKS HOTEL INDY

The Ironworks Hotel Indy team is proud to nominate Teri Brownell for the Rising Star Award. Teri joined our team 1 year ago in October 2021 as a part-time Guest Services Representative and her positive attitude made an immediate impact on the team even only working a couple days a week, 3 months later in January 2022 Teri was promoted to our full-time Administrative Assistant position, where she learned and excelled in the financial side of the business for 9 months leading up to her being promoted again to Guest Services Manager in September 2022. Teri is now leading our front desk team with her natural leadership skills. When Teri is at the front desk, the whole energy in the hotel lobby changes for the better and it inspires her team to match her energy and get out of their comfort zone. Our guest absolutely love her, she has received many name mentions in online reviews, for example one guest said "Teri was so welcoming when we were checking out, so friendly and made sure I was coming back for another relaxing visit". Her specialty is creating a personal connection with our guests that makes them want to come back to see her again. It's clear that she loves the hotel, her team, and our guests. She's eager to learn not only her job, but other departments as well, and she's even volunteered and helped our sister hotel Bottleworks with a few special events. She was made to be in the hospitality industry, and it shows. Two promotions in her first year of ever working in a hotel and becoming a manager is an impressive accomplishment and I don't see her stopping there. We can't wait to see what our Rising Star does next.

LAURA BURGI

EXECUTIVE HOUSEKEEPER, HOLIDAY INN INDIANAPOLIS AIRPORT

Laura has been a vital part of the Holiday Inn team for the past five years. During this time, Laura has been a room attendant, trainer, inspector, supervisor, and now Executive housekeeper, oh yeah, even night audit and shuttle driver! She does not turn down a challenge and rises to every occasion.

Over the past couple of quarters Laura has stepped as a leader. The respect she receives not only from her department but from everyone, is an example of what true leadership is. She is the first one to help, rolling up her sleeves and jumping in. She genuinely cares about the associates, guests and hotel. Always doing what is right, even if the situation makes her uncomfortable. Since Laura has been promoted to Executive Housekeeper less than a year ago, her cleanliness scores have not missed a beat. She not only provides excellent service to our guests, she takes care of her staff. She has taken associates to and from work, brings in snacks for the team and has just been there as a friend when someone needs a listening ear. Laura comes in with a huge smile and positive attitude every day. She attempts to make each day a fun and exciting one, even on the days that seem impossible. She has a contagious energy! These are just a few examples as to why I have nominated Laura Burgi for the Stars of the Industry Award!

Stars of the Industry 2022



Rising Star Award

NOMINEES 2022 (CONTINUED)

EBONY BUTLER

FRONT OFFICE MANAGER, HOLIDAY INN TERRE HAUTE

Ebony Butler is our FOM at the moment. But we are coaching and training to work towards AGM. Ebony has been in the hospitality industry since 2018 with a background in Hilton and IHG. She has been with us since May 2 2022. When I came on board with the Holiday Inn in July I could tell how much talent she had from day one. She welcomes each and every guest with a smile and usually has them laughing by the end of their interaction. She on top of communication not with just myself, but our whole team. Working amazingly with housekeeping, front desk, and our sister property SSTH.

She is driven and goal oriented not with just the hotel's performance but employee retention. She pays attention to the wants and needs of all and works to accommodate guests and staff. She comes to work ready to go with a positive attitude that is contagious. When her phone rings- she answers not just for me, but our staff. She is always trying to learn more, teach more and grow not just within the hotel but with GHC as a whole. To have such great support from her has made my job less stressful. She only adds to things in the best way, and does not leave a negative feeling around anyone. She is a single mother to an amazing 13-year-old boy who is excelling academically and in sports. Her dreams are big and her heart may be bigger. She has helped tremendously in my transition to the new property. I can not wait to help her achieve all of her goals as I continue to mentor her to the best of my ability. At the end of the day I can not say enough good things about her. Please consider Ebony Butler for the rising star award.

BRANDON CARR

GUEST SERVICES REPRESENTATIVE, BOTTLEWORKS HOTEL

Though Brandon has only been a part of the guest services team for a seemingly short 10 months he has proved himself to be a major part of our Bottleworks team. His charisma, positive attitude, and pride in his work are just a few of the characteristics that make him stand out among his peers. He certainly has created a big impact on the desk with his attention to detail and desire to create a great experience for each and every one of our guests. On multiple occasions, he has been the go-to person when a guest needs recommendations of any kind as Brandon has a knack for finding exactly what the guest is looking for. He really goes the extra mile to connect with our guests to best assist them and really embodies the saying "never compromise on quality . ever". It has been amazing to watch him step into his own and watch his confidence grow in all aspects of his role. These past few months Brandon has really stepped up to the plate when the team needed a strong person to rely on, often handling possibly difficult or stressful situations with patience and grace. He is always ready for what is next and I can't wait to see what is next for him.

KINDSAY CHILDERS

CATERING SALES MANAGER, HILTON GARDEN INN- DOWNTOWN INDIANAPOLIS

Kindsay is a team player! She has worked in the hospitality industry for just under 10 years. She has been in various rolls from Front Desk Agent, Rooms Attendant, Director of Housekeeping, Catering Sales Manager and many more. Even when Kindsay has transitioned to a new role she always maintains a connection with her former staff and always pitches in to help them when needed. Kindsay has set rooms for banquets, gone up to clean rooms when housekeeping was short staffed and even covered at the desk during their front office meetings.

In her new role as Catering Sales Manager she is constantly striving to learn new things and advance in her career. Kindsay will be one to watch for sure!



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NOMINEES 2022 (CONTINUED)

CHARLOTTE CRIPE

ASST. FRONT OFFICE MANAGER, INDIANAPOLIS MARRIOTT DOWNTOWN

A rising star is someone newer to leadership in our industry and no one is rising faster and with more intensity than Charlotte. When Charlotte took over as the Assistant Front Office Manager at the Indianapolis Downtown, it was a department that ran well and had good guest scores and engaged associates. Now, because of her leadership and relentless pursuit of excellence and genuine care for the experience of the guests and her associates, it is a department that runs like a high performing asset with guest scores at the top of the Marriott brand and intensely engaged associates.

Charlotte brings a strategic approach to ensure our arriving guests are genuinely cared for and know that we were ready and excited for their arrival. She embraces the growth of each of her associates and grow they have, becoming one of the best front office teams in our brand and our city. When Charlotte is given praise for a job well done she looks a bit confused and mildly amused that she is being praised for “just doing what we get to do”.

In a city that does conventions better than any other, Charlotte does it best. I can't think of higher praise and am excited to see where this rising star continues to grow! Charlotte makes us better every single day.

TYLER ECKWOOD

ASST. FRONT OFFICE MANAGER, JW MARRIOTT INDIANAPOLIS

Tyler has a very broad understanding of the Hospitality industry based on the different positions he has held within his White Lodging career. Tyler started his professional career in April 2017 when he was hired as a Breakfast Associate, Housekeeping Associate and Front Desk Associate when working for the Springhill Suites in Bloomington, Indiana. After a year of experience, he was promoted into their Sale Department as a Sales Assistant responsible for managing special projects for the Sales Team including data entry, client communication and executing sales contracts.

Tyler then joined the JW Marriott Indianapolis Team as a Front Desk Supervisor in June of 2018. After a year of service here, he was again quickly promoted into our Rooms Control Department where he helped to train and mentor standards to ensure all Front Office Associates were completing daily operations for room housing and blocking with the balance of inventory for a 1005 room property. After only four months in this position, Tyler was then promoted as Front Desk Manager and again promoted to as Night Audit Manager until August of 2021 when he was promoted once again into his current position as Assistant Front Office Manager.

Tyler is a mentor. He is an extraordinary example of succession planning and internal promotions within the company. Tyler cares for his Associates and dedicates each shift he works to ensuring they get the best out of the experience of the job they are working. He can always be found training on new tasks or standards and takes extreme pride in making everyone on his Team better than they were the day before.

Tyler also dedicated time and effort into our Front Office Upsell Room Enhancement Program, resulting in a profit for our property exceeding \$100,000 per year since 2019.



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JACKIE FARLEY

FRONT DESK/SALES ASSOCIATE, TOWNEPLACE SUITES AIRPORT

Jackie joined our team at the TownePlace Suites in February 2022. She has many years of experience in the industry, but this would be her first time working inside of a hotel. She's normally seen each day with a cup of coffee in one hand, notepad in the other, and giving her warm southern greeting "Good Morning Baby". If Jackie's not organizing, she's cleaning. And when she's not doing those things, she's talking to our guests or taking Sales inquiries. If Jackie hasn't gotten to know you, don't worry, she will. And if she has gotten to know you then she's already invited to your summer wedding and BBQ because that's just who she is. Warm, friendly, inviting, welcoming, and generous to everyone she comes in contact with. But not just with the guests, with the staff as well. There isn't one department she's isn't willing to work in and there isn't one team member she hasn't offered to help. She's decorated a guest room to make it special on their wedding night. She's cooked several times for the guests and staff. She's even offered her car to people in emergency situations. Jackie is all about family and we are happy to have her be a part of ours at TPAP. She is definitely a Rising Star in the hospitality industry and in the GHC company. I appreciate working with her every day.

PAYTON HARTMAN

SERVER/HOURLY MANAGER, CUNNINGHAM RESTAURANT GROUP

Payton started with CRG at Charbonos as a host. She started to work with us through her high school years and has continued as she has gone to Purdue to obtain her Restaurant and Hospitality degree. She has worked in our Bru concept, as well as Charbonos, Stone Creeks and Boulder Creek. Currently she is helping as an hourly manager at multiple concepts for us. Payton has a very positive outlook with the industry and is looking to continue to grow with CRG and the restaurant industry.

CAMERON MANGOLD

GUEST SERVICE AGENT, HILTON GARDEN INN JEFFERSONVILLE

Cameron started his hospitality career on our pre-opening team in April of 2022, helping in every area of pre-opening from cleaning rooms, setting up the dining room, making beds, trash detail...whatever needed to be done, Cameron did it with a smile. When we opened, Cameron was a server in the restaurant and immediately began receiving the praise of our guests for his friendly personality and commitment to service. We began cross-training him at the front desk, and he was a natural there as well. He is the most mentioned individual on our SALT surveys and, as our main evening shift agent, is a key reason why our Overall Service score ranks in the top 1.5% of all Hilton Garden Inns in the US. During Hilton's recent "Catch Me At My Best" campaign, he was recognized 42 times by our guests and his peers in just 2 months, and it seems that he is just getting started. With his commitment to serving others and his passion for hospitality, Cameron is truly a Rising Star, and we are fortunate to have him on our team.

NATALIE MANN

GALLERY HOST, HYATT PLACE EVANSVILLE

Natalie just started in the Hospitality at this Property. She is currently studying IT but has the hospitality heart. In the short time here, she has received multiple comments recognizing her by name. She goes above and beyond to service the guests' needs. She is always asking to be taught anything possible to learn more. Should she decide to stay in Hospitality, she will be a great asset to any Hotel.



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NOMINEES 2022 (CONTINUED)

BETHANY RAMSEY FOH SHIFT LEAD, KIZUKI RAMEN & IZAKAYA

Bethany joined Kizuki in May 2021 as Front of House Support Staff. She learned to be busser, host and food runner in just a couple of months. She always goes above and beyond by helping everywhere as needed. In less than a year, she got promoted to FOH shift lead for her dedication, reliability and great performance. She has a sense of urgency in her work and is able to do multiple duties. For example, one day we had 2 support staff called off, leaving her as the only support staff. She never complains or shows any dissatisfaction. She just juggles between hosting, bussing and running food all by herself. Her dad is a restaurant manager at another place, so she has inherited the hospitality mindset of putting customer first and remaining calm even at the busiest day.

Bethany is very independent. She doesn't need much guidance as she will find things to do during downtime such as helping to crack eggs, cleaning, training new staff etc. Bethany also has a gift of coaching and guiding other employees. Despite being so young, she is able to train, coach, and get on top of other staff to get work done in a timely manner. She always puts on the best smile when interacting with customers. She is still a teenager and I can foresee her being a successful leader one day.

