

INDIANA RESTAURANT & LODGING ASSOCIATION



Stars
of the
Industry
2022

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Stars of the Industry 2022



Event Planner of the Year NOMINEES 2022

THIS AWARD RECOGNIZES AN EXEMPLARY EVENT PLANNER IN EITHER THE RESTAURANT OR LODGING INDUSTRY. THE EVENT PLANNERS NOMINATED GO ABOVE AND BEYOND THEIR JOB DESCRIPTIONS TO ENSURE THE CLIENT HAS THE BEST EXPERIENCE POSSIBLE.

ALISON COOK EVENT MANAGER, BOTTLEWORKS HOTEL

Alison has grown tremendously in her Event Manager role here at Bottleworks Hotel. She has become a great detailer to each specific event she plans so that the client gets exactly what they want executed the day of. Alison goes above and beyond for her clients that we have seen an increase in repeat business over the last 8 months. The clients do not hold back when complimenting the team for their event and how well it has gone and we thank Alison for planning it. No matter the battles that are thrown towards her, she is always there to come out of it positive and ready to take it on. The Bottleworks Hotel is lucky to have a great event planner like Alison because not only does her planning help the team execute it, but she also brings great business to the department!

CHRISTINA DORTON SALES MANAGER, HOME2 SUITES BY HILTON

Christina is the best employee that you could ask for. She is very attentive to the needs of the hotel and the interests of the staff. She goes out of her way to plan employee Birthdays or any hotel events that celebrate our employees. Our employees love her because she goes out of her way to help show the appreciation that we have for the staff. Christina plays a huge part in why our property has been voted as one of the best properties to work for in our company portfolio. I certainly don't know where our property would be without her kind spirited acts of kindness.

CASEY HANSEL DIR. OF SALES, SCHAHET HOTELS

Casey Hansel is my nomination for Event Planner of the year. I personally cannot express how grateful I am to have this woman on our team! She has been exceptional since day one. She is great with the clients, guests, and associates. She transferred from a limited-service hotel into a full service seamlessly. And not only does she book the groups, meeting space and corporate travel she also has gone above and beyond in making sure her clients are served and taken care of when they are on property holding their meetings, social events, etc. Her clients appreciate her responsiveness and attention to detail. She was mentioned on TripAdvisor from a 5 day in house convention "The sales director, Casey, was extremely helpful and responsive to our concerns. The hotel is clean and comfortable and a great place to hold a business or social gathering." She has also had clients send her flowers and gifts to show their appreciation for all her hard work and dedication. And she does all of this without missing a beat when it comes to her primary duties as the Director of Sales for the property. Casey is well respected by her peers at the hotel as well as her guests and clients. She is not afraid to step in and assist where needed. She is here to serve the guests and she does it all with integrity and excitement! She also joins committees like the SHOP Program (Schahet Hotels Outreach Program) where she plans community service projects for the hotels throughout the year. She also volunteers at her hotel to help plan the monthly RISE Appreciation Party where they have a lunch, theme, games and show appreciation to all of the staff for their hard work. Casey deserves to be the Event Planner of the Year and recognized for all her hard work and dedication to the hotel, associates, and clients

Stars of the Industry 2022



Event Planner of the Year

NOMINEES 2022 (CONTINUED)

NICCI SCAFFIDI SENIOR WEDDING DIRECTOR, NAMELESS CATERING

Originally with a back ground in medical sales, Nicci has fully embodied what it means to show Hoosier Hospitality. Since joining the team in 2021, Nicci has made a clear and significant impact to Nameless Catering, particularly when it comes to weddings.

With her direction and leadership, the wedding sales for Nameless Catering have surpassed over \$1 million for this current year and over 250 weddings and counting on the books for 2023.

Nicci is a dedicated and detail-oriented leader. She is the first one to step in and assist anyone on the team, whether that's working with a client or in the kitchen. We highly recommend her as a candidate for Event Planner of the Year!

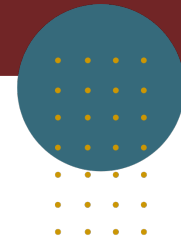
LINDSEY WORD PRIVATE EVENTS MANAGER, HARRY & IZZY'S DOWNTOWN

Lindsey started her career as a host in 2011 and soon transitioned into lead host. She flawlessly lead the host team and graciously welcomed and accommodated as many guests as possible. Think we're overbooked? Think again, Lindsey can always figure it out. During her time as Lead Host she also worked under our Former Event Planner Lori Randazzo. Lori taught Lindsey the ropes of being an event planner and all the details it entailed. Lori and her family eventually moved back to Phoenix and it was a no-brainer to promote Lindsey to Event Planner for Harry and Izzy's Circle Centre.

Lindsey spends her days booking contracts for our private rooms and ensuring their special event is perfect, but it doesn't end there. She always takes the time to follow up on previous bookings to ensure that Harry & Izzy's always gets the opportunity to be a part of their special event. During this entire process Lindsey is in touch with important clients from all over the United States. The relationships formed are invaluable not only to Lindsey and our establishment, but also for the City of Indianapolis. Lindsey looks at our company and restaurant as stewards of the City. She takes pride in taking care of our guests and making sure they had the best experience possible.

AMANDA ZIMANSKI EVENTS MANAGER, MARRIOTT INDY PLACE

Amanda joined the event management team in the beginning of the year and quite literally hit the ground running. We found out the hard way that having a new EM start the week of College Football Playoffs was not a good idea but Amanda didn't let the craziness deter her. She finished training quick and began taking events almost immediately. We don't want to jinx anything but her ESS scores are incredible and clients do not have enough good things to say about her. Amanda has taken on every and all groups we throw at her with ease, efficiency and huge success rates. Her background knowledge with Group Housing for the select service helped her easily transition into managing events and we are so excited to see her continue to take on events.



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.”



Hospitality Supporting Role of the Year

NOMINEES 2022 (CONTINUED)

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



Hospitality Supporting Role of the Year

NOMINEES 2022 (CONTINUED)

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

Lodging Front of House Award NOMINEES 2022

THIS AWARD RECOGNIZES EXEMPLARY PERFORMANCE AND EXCEPTIONAL SERVICE BY AN EMPLOYEE IN A NON-MANAGEMENT POSITION WHO HAS REGULAR CUSTOMER CONTACT, FOR EXAMPLE, FRONT DESK AGENTS, BELLMEN, GUEST RELATIONS AND POSITIONS WHO ARE GUEST FACING.

YLLENYT ALCAIDE BANQUET CAPTAIN, INDIANAPOLIS MARRIOTT DOWNTOWN

Family is everything to Ylleynt Alcaide, personally and professionally. Ylleynt started her journey at the Indianapolis Marriott Downtown in 2001 as an opening team member of the property. She joined the team as a coffee break attendant along with her mother, sister, and brother. She quickly became the anchor for the coffee break team and helped install and execute much of the practices and standards that are still followed today.

Ylleynt has delivered top rate service to countless stars of entertainment, professional athletes, and political dignitaries—including a sitting president. Guests always love Ylleynt's warm and thoughtful service she provides each and every day. Ylleynt has been constantly asked to undertake the toughest assignments as a banquet server and teammate. What has made Ylleynt such a unique leader has been her ability to connect with and support the team as if they were her own family, which in many cases was true. Besides working with, basically her entire immediate family, Ylleynt met and married her husband, Eli, while working at the Marriott. They now have two teenage children which has been a journey of its own. As we know, working in this industry does not always translate to a normal home life. However, they have made it work, and they all have flourished as a result.

In past years, Ylleynt had been offered leadership roles on numerous occasions, but her family had to come first. She just couldn't succumb to the hours that the leadership role demanded while raising two small children. That changed in March of 2021. The Indianapolis Marriott Downtown was selected to host sixteen teams for four weeks during the NCAA Men's Basketball tournament. The impact that Ylleynt had during those weeks was astonishing. After spending nearly a year on furlough, due to the pandemic, she immediately jumped into a leadership role with almost no formal training or guidance. As always, Ylleynt executed with excellence and grace on a national stage, on a type event that had never been attempted before. Ylleynt and the team she led directly impacted the many successes the property and city had over those weeks. With her kids growing up and gaining their own independence, and after being asked at least a dozen times if she would take on a leadership role, she formally accepted in the Spring of 2021.

Family is everything to Ylleynt. Although only her mother still works here on a part time basis, Ylleynt has still surrounded herself with family—as her entire banquet team is and always will be part of her family. We could not be more thankful to have such a thoughtful, caring, and talented leader as a part of our Marriott and White Lodging family.

LASENDO BANKS NIGHT AUDITOR, HAMPTON INN MUNSTER

Lasendo is such an amazing team member. Lasendo travels 23 miles to work every day and is always prepared for his shift. It does not matter the weather conditions or days; he is always available. When a fellow associate lost a family member in a tragic passing, Lasendo stepped up and changed his schedule to be there for his fellow teammate. He was extremely supportive to the fellow team member. He was even there for them if they needed to talk. Lasendo goes above and beyond to always make sure the night audit reports are completed and our breakfast is always prepared on time for our guests.

Stars of the Industry 2022



Lodging Front of House Award

NOMINEES 2022 (CONTINUED)

STACY BEATY BREAKFAST HOSTESS, FAIRFIELD INN FRANKLIN

Stacy was on the opening team of the hotel, and has been with us for 3 years. She comes to work daily with a positive attitude and a warm smile and a level of professionalism that is unmatched. Stacy is a dedicated, punctual employee that everyone can depend on. Stacy is passionate about the GHC Values, and maintains them on a daily basis. Stacy exceeds all expectations when it comes to her quality of work, as well as her positive impact she has on all of our guests she encounters as well as her fellow employees. Stacy is the first to greet a guest with their favorite breakfast beverage without even being asked. Each guest she encounters is always complimentary of her. She is one of a kind and we are proud that she is on the team!

TK ELLISON ADMINISTRATIVE ASSISTANT, IRONWORKS HOTEL INDY

TK Ellison is our nominee for the Lodging Front of House Award. TK joined our team a year and a half ago in March of 2021 as a part-time Guest Services Representative then quickly transitioned into full-time hours due to staffing shortages. TK stepped up beyond the call of duty during this difficult time and became the leader of our 2nd shift front desk team where she ran the shifts and trained the new team members. Many nights she would be the only one on the front desk where she would have to juggle many things in a busy hotel, and she did so with confidence and grace. TK cares so much about the hotel as a whole, that she has even volunteered and came in on her days off to help our housekeeping team, in rooms and in laundry.

In addition to her stellar performance in her job duties, she matched that with her excellent customer service with our guests. TK has received many name mentions in surveys and online reviews from our guests which can be summed up by these quote from our guests, "TK at the front desk was amazing and took care of every detail to make our engagement unforgettable, she took care of everything and made it stress free, I really appreciated everything that TK did", "Huge thank you to TK for helping to make our birthday celebration a great memory". As you can see, engagements, birthdays, anniversaries, and wedding nights are TK's specialty and her personalized efforts for those guests has help Ironworks earn a reputation for being the go-to destination to celebrate your special occasion. Her name mentions online have also been a huge part of Ironworks maintaining the #2 ranking on TripAdvisor for Indianapolis hotels.

TK makes hotel operations look effortless and she focuses heavily on learning the ins and outs of the hospitality industry to grow herself and to bring up everyone around her. Her efforts and willingness to help her teammates and guests has quickly pushed her up the ladder and she was recently promoted to our Administrative Assistant position, where she is now developing her financial skills to match her top-notch customer services skills. This year, TK was also named as our Employee of the Quarter for Q1 2022. It's been amazing to watch her grow at Ironworks and we are extremely lucky to have her as a part of our team. Thank you TK!

DARREN FISH GUEST SERVICE CAPTAIN, TOWNE PARK

Darren is the best foundation for a team that anyone could ask for. He is the same familiar face that every regular guest of the Westin has the pleasure of interacting with every morning and afternoon. He is the Jack of All Trades of the building, being able to help anybody with any issue they have, and if in a position where he can't do something, he'll make sure to find someone who can. Darren is the type of guy to exchange his phone number with any guest, contact, VIP, etc., just so they have a way



Lodging Front of House Award

NOMINEES 2022 (CONTINUED)

DARREN FISH (CONTINUED)

of contacting him if they need anything, whether that be transportation, dinner reservations, sports tickets, or just someone to talk to. He loves to tell stories about his glory days playing basketball at Ben Davis to anyone that brings up anything about sports, and then will always be sure to include that he was in the movie Hoosiers. Guests eat it up, and he loves it because it's something that he's proud of. As a 2-time Rose Award winner, the concept of service is deeply ingrained in Darren. Nothing satisfies him more than being able to make a memorable impression on a guest and put a smile on someone's face. He is a natural leader on our team and spreads a positivity to everyone, inspiring them to follow in his footsteps and deliver similar service.

ROSA GUTIERREZ BREAKFAST ATTENDANT, FAIRFIELD INN BY MARRIOTT

Rosa came to us with a vast knowledge and history of Marriott Select Serve breakfast. Pre-Covid she worked at one of our sister properties in their breakfast area. You can always find Rosa in the lobby/Breakfast area with her great big smile on her face talking and greeting guests as they come down for breakfast. Her energy and positive guest-oriented attitude is one that I wish I can bottle up and give to everyone of my associates. Rosa always has the guest in mind for everything we do. Rosa joined the team in the middle of our brand changing their standards for complimentary breakfast. This was a major change from what we were offering and what she was used to. However, Rosa took it with stride and fully jumped in with both feet and started making the changes and helped us with ordering and rearranging the buffet for a better flow. She is always looking for ways to better the experience in our breakfast, trying different items getting guest feedback. When breakfast is over and the guests are all gone, Rosa doesn't stop there. Sometimes she will bring her own items in and she will be in the kitchen or breakroom cooking breakfast/lunch for the team.

I can truly and honestly say Rosa has been a huge impact on the success we have had with moving our Guest satisfaction in breakfast and overall hotel.

JANNSYN KEEFER FRONT DESK SUPERVISOR, JW MARRIOTT INDIANAPOLIS

Jannsyn Keefer is a highly motivated leader with an exemplary work ethic. She was hired into our Front Office Team as an entry level Guest Service Representative in October of last year. She has learned all aspects of the Front Office from our check-in and checkout procedures at the front desk, answering phone calls and following up with Guest Requests within our At Your Service Department, and has completed multiple assignments with our supervisory check list requirements with an outstanding attention to detail. She was quickly promoted to Front Desk Supervisor after her efforts with on-boarding and training our new hires became a focus that she wanted to take on while she was still in an entry level role.

Jannsyn's leadership qualities and characteristics allow her to exhibit excellent communication skills with all team members within our hotel, while she showcases enthusiasm to learn new skills and concepts. She is patient and her resourcefulness attitude always stays positive even under stressful circumstances.

Jannsyn is positively and proactively committed to the loyalty of her job, co-workers and the hotel. She has created an on-boarding and training plan for the Front Office that was specific to both main disciplines of the Front Desk and At Your Service job roles. She has integrated the Digital Learning Zone Platform from Marriott International, Associate Certification for White Lodging Way, and our JW Indy

Lodging Front of House Award

NOMINEES 2022 (CONTINUED)

JANNSYN KEEFER (CONTINUED)

new hire training standards into a seamless four-week lesson plan with integration calendar that sets all of our Associates up for success.

Jannsyn is a self-driven self-starter who works effectively within a team and also independently. The JW Marriott Indianapolis Management Team and her co-workers know they can trust in her abilities, judgment and follow through. We are very proud to work beside Jannsyn.

T'AUDRA MCGHEE GUEST SERVICE REPRESENTATIVE, COURTYARD & SPRINGHILL SUITES INDIANAPOLIS DOWNTOWN

T'Audra is a rock start front desk associate that sets the bar high for her team. She is attentive, detail oriented, calm, and reliable. She is the one we rely on to train our new team members and you know the shift is going to be smooth when she's on for the day.

She is consistently in the running for the most positive review name mentions on the team and it's exciting to see the competition against her from her fellow associates as it pushes everyone to improve.

As a recent Hospitality grad from IUPUI we are excited to see where she takes her career and to see her grow!

JOSHUA MCGUIRE NIGHT AUDITOR, HILTON GARDEN INN INDIANAPOLIS AIRPORT

Josh has been at my front desk since the month I started as Assistant GM 3.5 years ago and has been extremely consistent in his excellent service, punctuality, and positive energy. He started at the hotel working evenings and filling in for morning shifts when necessary. At the start of the pandemic, we had to move shifts around and Josh elected to take over audit.

I can't say enough great things about how well Josh handles guest interactions. He is always courteous and thoughtful and can swiftly de-escalate a situation when it's necessary.

Working on night audit sometimes means his work is not observed by the majority of our staff but having someone like Josh on audit has been amazing for us. I know everything will be taken care of while he is here. Josh's work is remarkable across the board, and he deserves every bit of the recognition he gets from the guests.

SUNITA "SUNNI" NIETO FRONT DESK AGENT, HOMEWOOD SUITES MUNSTER

Sunita Nieto (Sunni) has been with the hotel since August of 2016. She started off in Food & Beverage and quickly thereafter was promoted to Front Desk because of her sparkling personality and true dedication to the hotel. She has since surpassed all of our expectations and has truly thrived at the Front Desk. She has been named an Employee of the Month every year by her coworkers and managers and was named 2021 Employee of the Year. With Sunni's welcoming personality, she has created long lasting relationships with our Extended Stay guests, she has been mentioned in many comments and surveys by guests and we even have guests that come in for a short time that call ahead to make sure that they will be able to see her while they are staying at the hotel. With the hotel being short staffed, Sunita will work her desk shift while also helping out in Laundry by folding linen in the back office, then she will go over to Breakfast to assist the staff over there, and even after her shift, she will go up on the floors to assist housekeeping even more, by cleaning rooms or simply



Lodging Front of House Award

NOMINEES 2022 (CONTINUED)

SUNITA "SUNNI" NIETO (CONTINUED)

making beds so that the Room Attendants have 1 less thing to do. She never leaves without checking with every department to make sure that they are set for the remainder of their day and she never hesitates when someone needs help with something. Our hotel, honestly could not function without the help of Sunni and we are honored to have her with us at the hotel. She is a beacon of light that keeps this Homewood Suites going! We are so proud of you Sunni, and we thank you from the bottom of our hearts!

AUDREY RHEINHARDT BELL SERVICE CAPTAIN, TOWNE PARK

If I could clone Audrey Rheinhardt 10 times, I sincerely believe that I would have the best bell service team in the world. I love having Audrey on my team because I know that no matter what situation arises, I know I can count on Audrey to help generate a solution. Not only is she great by Towne Park standards, but she is also just an excellent service associate. A few weeks back, we were requested to assist a famous band with their bags, and they specifically asked for my best bell attendant. I had no hesitation in my mind as to who I was going to have help them. I have been told countless times by guests how much they loved Audrey's hospitality. I make sure to have all our new bell attendants shadow her to make sure they know what an exceptional bell attendant looks and acts like.

Lifetime Achievement Award

NOMINEES 2022

THIS AWARD HONORS LONG STANDING INRLA MEMBERS WHO HAVE SHOWN CONTINUOUS SUPPORT OF THE ASSOCIATION AND INDUSTRY THROUGHOUT THEIR CAREER. NOMINEES HAVE OR WILL LEAVE A LASTING IMPRESSION ON THIS INDUSTRY AND EMBODIES HOOSIER HOSPITALITY TO THE FULLEST.

CASEY FRANK REGIONAL CHEF, CUNNINGHAM RESTAURANT GROUP

Chef Casey started with CRG as a sous chef at Vida. He rose into a Chef role and helped us open Livery Downtown Indy along with overseeing our other Livery locations. Livery is one of our premier restaurants with a great reputation for amazing food and outstanding service. Casey has had a lot to do with this as his presence and leadership with his team is always focused on the team members enjoying their jobs and doing everything we can for the guests. His view is always - if we can do, then let's do what we can to make it happen for the guest. Casey likes to "Woooo!" That means in other words....Let's Go! If you know him, you've heard him. It is a signature way to pump up his heart of the house crew and even the front. Casey is big into leadership and self development. But also, into helping others grow in to better team members and better as human beings. When he walks into a kitchen, you know he's there, as it is very positive and infectious. He has also helped to make things in our restaurants and kitchen be more soothe and operational to improve on the guest and team member experience.

CHAD TERRY MAINTENANCE ENGINEER, HAMPTON INN BEDFORD

Chad Terry is deserving of the Lifetime Achievement Award because he has spent the last 25 years+ taking care of every guest he has encountered and exceeding their expectations. Chad is the definition of a team player; he is the first to jump in and help his coworkers with any problem, big or small. I have worked with Chad for the last five years, not once have I ever seen him fail to greet each guest he encounters. Chad takes great pride in his work and does everything possible to make sure our hotel is the best it can be. Chad calls the hotel on his days off to check in and never fails to drop everything to come in and help if it is needed. Over the last few years, his job title has changed, but his "do what it takes" mentality has not. It has never mattered if he was working as Housekeeping Supervisor and there was a line at the desk, or if he was working as Maintenance Engineer and housekeeping was short-staffed; he is jumping in and helping.

Because of his decades of experience and positive attitude, Chad is the MVP of any team he's on. When I moved to a different property in 2021, I was thrilled that he would even consider coming with me and incredibly grateful when he did. Chad has been an invaluable asset to the Hampton Inn Bedford, helping keep everyone positive and focused on taking care of our guests even when things are hectic. He has been a leader and resource for countless newbies over the years, inspiring them to careers in hospitality. Chad is an all around rockstar, a jack of all trades, an awesome coworker, and a great person. We are lucky to have him as a coworker and friend and our guests are lucky to have him looking out for them.



Lifetime Achievement Award

NOMINEES 2022 (CONTINUED)

ANTHONY WEATHINGTON SERVER/ROOM SERVICE, CROWNE PLAZA UNION STATION

We at the Crowne Plaza Indianapolis Downtown Union Station are proud to nominate Anthony Weathington for the prestigious Stars Award. In 2021 Anthony was recognized as an outstanding employee by all associates and was our Employee of the Year in 2021. Anthony was entrusted with tasks of great importance of training and grooming new team members.

Anthony is an excellent leader and inspires his coworkers every day to work hard and do their job with a genuine smile on their face and a spring in their step. He creates a sense of confidence with guests and coworkers alike and embodies the true meaning of Hoosier hospitality. Since day one, Anthony has sought out opportunities for self-growth and learning within the hotel and led by example. Anthony greets guests with a smile and a welcome, but his true value to the hotel lays beneath the surface.

His attention to detail and genuine care for our guests and associates drives him to create a friendly, fun and pleasant environment. Guest chooses our hotel trusting they will receive true Hoosier hospitality. Anthony takes this trust to heart and works tirelessly to earn such trust. As we take care of our guests, we rarely stop to think of those who make our services possible. It is through hard work by employees such as Anthony that we are able to provide Hoosier hospitality for our guests to reside.

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



Lodging Heart of the House Award

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,



Lodging Heart of the House Award

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!

Lodging Heart of the House Award

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!



Lodging Manager of the Year NOMINEES 2022 *(100 rooms or more)*

THE FINEST HOTELIERS SEE THE BIG PICTURE WHILE ALSO LOOKING AFTER ALL THE SMALL DETAILS THAT MAKE THEIR VISION A REALITY. THESE INDIVIDUALS HAVE RISEN THROUGH THE RANKS AND COME TO EXEMPLIFY ALL THE BEST ATTRIBUTES OF OUR INDUSTRY. THEY ARE MANAGERS WHO REACH OUT TO GUESTS, INSPIRE EMPLOYEES AND EXTEND THEMSELVES TO THE BROADER COMMUNITY.

ALVARO ALCAUTER HERNANDEZ DIR. OF SERVICES, INDIANAPOLIS MARRIOTT DOWNTOWN

Alvaro is dynamic manager who has made the Marriott and visiting Indy a sought-after experience. First, his commitment to training and developing people create a followership that is rarely achieved and his commitment to our guests is something they notice, and comment on, with each stay. Marriott measures guest satisfaction by the % of excellent scores received on the survey sent after a stay. For the second half of this year Alvaro's housekeeping team has been in the top 5% of all Marriott hotels in cleanliness.

Once Alvaro gets an associate on his team they become part of an engaged and committed group that is offering services that other markets can't and at a level that is above what most Marriott's are achieving. It is rare that a housekeeping associate leaves Alvaro and his commitment to making them the best version of themselves, oh, did I mention that his very successful Assistant Director of Services was a guest room attendant at the beginning of the year?

When you come to Indy, Alvaro may not be the one greeting you (although he does that too) and he may not be the one you talk to when you need something but he and his team have raised the bar for how clean your surroundings are and how fast what you need is delivered. It is not an exaggeration to say Alvaro has made people more confident about coming to Indy and having a safe, clean and impeccably serviced stay! Alvaro makes us better every single day!

LORETTA ALLEN EXECUTIVE HOUSEKEEPER, HAMPTON INN VINCENNES

Ms. Loretta Allen is our Star of the Industry Nominee from the Hampton by Hilton Vincennes, Indiana a General Hotels Corporation Hotel.

Loretta has been a key ingredient to our success in helping our local Knox County ARC of Indiana in assessing and our hiring of challenged employees and making them a successful part of our hotel's employee team.

She is also involved in volunteer work with two different Girl Scout Troops and her children's school.

Loretta has a great work ethic and takes on any projects, guest needs, etc. and is an indispensable employee and leader for our hotel and our employee team.

Loretta is now an Executive Housekeeper for our General Hotels Corporation hotel and is our Stars of the Industry Nominee for our Hampton by Hilton in Vincennes, Indiana".

Lodging Manager of the Year NOMINEES 2022 (100 rooms or more)

(CONTINUED)

CAMILLE LAUER

DIR. OF SALES, HILTON GARDEN INN INDIANAPOLIS DOWNTOWN

Camille is the epitome of what a Director should be. She works hard to ensure industry metrics are met but also understands the restrictions of our post Covid economy. She goes above and beyond to ensure her staff is happy and feels valued. She has won numerous awards including but not limited DOS best in class, Director of sales of the yea, Hotel of the year for sales and multiple President awards during her time of services. She is amazing at coming up with creative solutions to unusual problems. She encourages her staff to think outside the box and is always looking for trainings to help us enhance our industry knowledge and move forward in our careers.

Camille is a team player and always goes above and beyond First hospitality and the Hilton Garden Inn are lucky to have her.

TAYLOR McVEY

DIR. OF ROOMS, IRONWORKS HOTEL INDY

Ironworks Hotel Indy is proud to nominate Taylor McVey for Lodging Manager of the Year (More Than 100 Rooms). When Taylor joined Ironworks 3 years ago in August 2019 as a Guest Services Representative, little did she know, her young hotel career would collide with a pandemic 8 months later, and that's where her true colors showed. Taylor stepped up throughout the challenging 2020 where Ironworks was one of the only full-service hotels that remained open and fought through the adversity. Taylor's tenacity and "can do" attitude was perfect for this environment, she thrived by doing what others were not willing to do.

Her efforts paid off 7 months later in July 2020 where she was promoted to Lead Guest Services Representative and then just 3 months later in November 2020 she became a manager as the Assistant Guest Services Manager. This was a pivotal moment in her career where she transitioned from a doer to a leader. In this role, she began duplicating herself into her team through mentoring and from that emerged two young leaders under her guidance that are still with her today.

10 months later in August 2021, Taylor became an even bigger player on the team and took over the Guest Services Manager position and while she was learning that role there was an unexpected GM turnover, and in a matter of weeks, she went from an assistant department manager to the senior manager on property overseeing all operations. A pressure that would crush most, instead Taylor thrived again, taking the reigns and holding the hotel together for 2 months until a new GM was placed. Once the new GM began, Taylor then displayed again how much of an asset she is by training him and supporting him and the team through change. So much support to her new GM that he recognized her star quality and promoted her to be his right-hand woman as the Director of Rooms for the hotel in January 2022.

At this level, Taylor has been able to spread her coaching leadership style over to the housekeeping department and developed a new Housekeeping Manager and they collectively improved every metric from productivity to cleanliness survey scores. She also developed a new Guest Services Manager shortly after and they have collectively improved guest service survey scores also while maintaining the #2 ranking on TripAdvisor for Indianapolis hotels. As well as developing these new managers under her guidance, Taylor has brought a family aspect to every employee of the hotel that has contributed greatly to a positive work environment that has reduced turnover 53% in 2022.

Taylor's story is an inspiration to all that hear it, 4 promotions in 3 years during a pandemic is not an easy task and she earned it the only way possible: by having a passionate purpose, unwavering work ethic, and a drive for greatness. The sky is the limit for Taylor and we can't wait to see what she does next.

Stars of the Industry 2022



Lodging Manager of the Year NOMINEES 2022 (100 rooms or more)

(CONTINUED)

JENNIFER MOORE

FRONT OFFICE MANAGER, JW MARRIOTT INDIANAPOLIS

Jenn is a member of the opening team at the JW Marriott Indianapolis. In her tenure at the hotel, she has held seven positions within the hotel ranging from a Front Desk Agent, to Assistant Director of Housekeeping, to Front Office Manager. In her many roles, Jenn has taken the energy, excitement, processes and drive to be the best from opening and has continued to make this her passion every day. Over the last year, as Jenn has rebuilt her team, and has had multiple associates promoted into their next position. She strives to teach her team how to provide excellent guest service. As they are learning, she shares the most important piece of what we do is taking care of the guest. With a new team, she is pushing the guest service score up with many guests commenting on how friendly her team is and how they live “Hoosier Hospitality.” Jenn treats every guest she comes in contact with as a VIP—she provides an excellent warm welcome and gracious goodbye, offering assistance throughout the stay. Thank you to Jenn for all you do to make the JW Indy team the best and show genuine care for all of our guests.

LYDEE MORRIS

SR. SALES MANAGER, HILTON GARDEN INN

It is with great pleasure that I nominate Mrs. Lydee Morris as a Nominee for the Stars of the Industry Awards.

In addition to performing her job at an exemplary level, Lydee demonstrates an extraordinary commitment to not just her position but our staff, clients, management company and brand standards.

Lydee is helpful, caring, resourceful, and happy to offer exceptional service no matter the task. She takes it upon herself to provide support and mentorship to our sales staff. She discerns quickly their individual needs and moves efficiently to provide key information, recommendations, or direction. She performs above and beyond her role and is always dedicated to serving our guests and clients willingly and cheerfully!

Through many changes, Lydee has made a difference in our department, she is fondly known as my “go-to.” Lydee exemplifies the mission of First Hospitality, guests’ experience and has positively impacted the sales staff and our clients. Her skills, knowledge, willingness to help others, and dedication to our team make her a wonderful candidate for the Stars of the Industry Awards.

CAMIE PLANTINGA

REGIONAL DIR. OF OPERATIONS, HOLIDAY INN EXPRESS AND SUITES HOTELS

In just three short years, Camie Plantinga, has gone from Assistant General Manager of a 90 room hotel to General Manager to Regional Manager to her current position of Regional Director of Operations in which she oversees eight properties. She can take charge of a renovation, as well as a new build, jumping in wherever she is needed. Whether it is figuring out how to move a storage container that is stuck in the mud or wiping drywall dust off a hallway wall for the thousandth time. Even if the property is not one that is under her direct supervision, she is still willing to help out her fellow coworkers by bringing a car full of housekeepers to a property that is in need of help on a sold out weekend or wiping down tables for a busy breakfast attendant. Leading by example, she shows that her team can reach any goal that they set for themselves. Her positive attitude towards healthy competitiveness drives those on her team to be the absolute best that they can be. Camie’s leadership skills are not only based on the encouraging words that she gives but also by guiding her team with the actions that she herself takes, proving that with hard work, a kind word and teamwork anything is possible.

Stars of the Industry 2022



Lodging Manager of the Year NOMINEES 2022 (100 rooms or more)

(CONTINUED)

GREG THURMAN

CHIEF ENGINEER, HYATT PLACE HYATT HOUSE DOWNTOWN INDIANAPOLIS

Who is Greg Thurman? Greg Thurman is the Chief Engineer for the Hyatt Place Hyatt House Downtown Indianapolis. Greg has worked in the Hospitality Industry for more than 10 years and is the only Chief Engineer that our hotel has ever known, but Greg is so much more to us than just his position. Let me explain.

Greg is a tailor. That is right, as the opening Chief Engineer of our hotel, when his first set of uniforms for his team members came in unhemmed, Greg whipped out his sewing machine and hemmed each pair of pants for his team so they can have well-fitting uniforms.

Greg is a builder. Greg builds anything and everything we need. At one of our very first employee events, Greg built us a “bust a boss” carnival game that was the most popular game and contributed to a successful fun event for all associates to enjoy. Greg has built a new office and storage closets for our housekeeping department. Greg even created personalized awards such as the “know it all,” “Sandbagging,” and a “spill the beans,” awards that he presented to other hotel leaders to bring joy and have fun at work. Most recently Greg was very instrumental in leading the major construction project with the addition of our laundry department, while still making sure our hotel guests’ needs were met and exceed.

Greg is a giver. Greg is always giving of his time. Greg and his team are always involved with giving back to the community. Greg led a volunteer event at the Ronald McDonald House. He organized providing lunch to the families of children in their time of need.

Greg is Santa Claus. Every year we have hosted a Breakfast with Santa for our team members and their families. Every year Greg takes it upon himself to dress up as Santa Claus and he takes pictures with all our families. When we hosted our first Ugly Sweater Contest...Greg dressed up in a full Christmas suit and sweater, and he even made his own Santa Claus face mask, then took himself out of the competition because “Santa Claus couldn’t win.”

Greg is a winner. All Greg does is win. In his time with our hotel, Greg has won Coach of the Quarter twice, and earlier this year he won our Coach of the Year! Greg won this award because of his consistent high scores for working order, and his ability to take care of his team.

Greg is a leader. Greg leads by example. He is rarely ever rattled and hardly ever complains. He always stays positive and shows that he cares about our hotel and our team members. We can always count on great to do what is right, even when no one is looking. Greg often keeps snacks on his desk for all team members to enjoy. He has changed tires, hung pictures, given rides, run errands, worked doubles shifts and so much more. Greg is on call and will come into the hotel to respond to emergencies and even stays overnight in the hotel in crazy winter months to make sure our sidewalks and driveways are snowplowed and salted to keep everyone safe. He leads his team with compassion and care. He always sees everyone as person and can connect with anyone on any level.

Greg is the Chief Engineer of the Hyatt Place Hyatt House Downtown Indianapolis, but he is so much more. He is our friend, and we are so proud that he represents us, and we are thrilled to submit his nomination for Lodging Manager of the Year!



Lodging Manager of the Year NOMINEES 2022 *(100 rooms or more)*

(CONTINUED)

CAITLIN WILDE

ASST. GENERAL MANAGER, HAMPTON INN AND SUITES

Caitlin has been an exceptional associate who has proven her ability to lead while working her way into management. She started in the hospitality industry over seven years ago as a Night Auditor; during that course of seven years she has diligently shown how valuable she is to any property. Caitlin is quick on her feet, reliable, has always shown her flexibility and has always been willing to train others as they go.

Over the last couple of months Caitlin has exuded her leadership capabilities by working as a night auditor once again. As an assistant, she has always maintained her level of professionalism by changing her entire schedule to meet the needs of those around her with a great attitude. Not only is she very detailed oriented and organized she has worked in almost every aspect of this property with a smile on her face. It is for this reason that she is nominated for being a Star of the Industry, as she has proven that while she is around, her light will continue to shine to uplift all who encounter her.

MARIBEL WOODARD

EXECUTIVE HOUSEKEEPER, HILTON INDIANAPOLIS

Maribel Woodard is the heartbeat of our management team at the Hilton Indianapolis. She embodies what devotion, loyalty, and true hospitality can look like in a housekeeping professional. Maribel has dedicated her life to the leadership of housekeeping teams for over 33 years of her life.

Maribel has worked with our General Manager, Joe Melton for over 16 years at three different hotels. I have had the pleasure to be her direct supervisor for almost 5 years. Throughout her time at our hotel, I have witnessed her take a disjointed group of employees and lead them to be a team, united in a common purpose with a mission. She is living proof kindness and joy can be part of a successful hospitality leader.

Maribel is beloved by her team members, fellow managers, hotel guests, and her family. Tragically in 2021 she lost several members of her family due to Covid, yet despite the heartbreak maintained a positive attitude and outlook on life.

Maribel's willingness to evolve to the changing workplace is her greatest strength as a manager. Despite the challenges to the workforce and hotel, this year has been her best year yet. For the first 6 months of this year the hotel has scored in the top 10% of all Hilton branded hotels in all categories including cleanliness of guest rooms.

Maribel has had many accomplishments including being named; Manager of the Quarter Q2 2022, earned 10 outstanding quality assurance scores from Hilton, the most recent in 2021, and has earned 2018 Housekeeping team of the year for Dimension Hospitality, our management company.

It is my pleasure to nominate such a deserving candidate for Lodging Manager of the Year.

Stars of the Industry 2022



Lodging Manager of the Year NOMINEES 2022 *(Less than 100 rooms)*

THE FINEST HOTELIERS SEE THE BIG PICTURE WHILE ALSO LOOKING AFTER ALL THE SMALL DETAILS THAT MAKE THEIR VISION A REALITY. THESE INDIVIDUALS HAVE RISEN THROUGH THE RANKS AND COME TO EXEMPLIFY ALL THE BEST ATTRIBUTES OF OUR INDUSTRY. THEY ARE MANAGERS WHO REACH OUT TO GUESTS, INSPIRE EMPLOYEES AND EXTEND THEMSELVES TO THE BROADER COMMUNITY.

EVIE DOVE

ASST. EXECUTIVE HOUSEKEEPER, SPRINGHILL SUITES TERRE HAUTE

Evie came in with no direct manager of the property and immediately jumped right in to help in any department. She comes from an extensive background from being an executive housekeeper at Dollywood, where she took away some wonderful habits. Her work ethic is impeccable. She always finds a way to help. She is constantly communicating with all departments to ensure the best guest experience. She is truly a team player and a huge asset to SSTH and GHC.

CHELSEA FIELDS

EXECUTIVE HOUSEKEEPER, FAIRFIELD INN & SUITES JASPER

Chelsea is our Housekeeping Executive and has been with Fairfield since the opening in 2019. She has been in the hospitality industry for approximately 8 years working at various hotels within the Housekeeping aspect. While here at Fairfield, Chelsea has learned about operations with the Front Desk and has developed a vast knowledge of the Front Desk systems as well as the expectations of the entire hotel along with her Housekeeping Leadership duties.

Chelsea has jumped in and assisted in all aspects of the operations of the Hotel. She has went above and beyond for all associates, no matter if they are part of her Housekeeping team or Front Desk. The Housekeeping staff as well as the Front Desk staff here at Fairfield have the utmost respect for her with her willingness to work alongside them, show them procedures with the systems, and all of the extra hard work she puts in to ensure all associates have what they need for their shift.

I have had many guests call and praise Chelsea for her guest services. Most recently, a couple who had stayed with us to celebrate their 50th wedding anniversary called to let me know Chelsea made their anniversary great with her recommendations on dinner and things to do around Jasper. She also followed up with them to ensure they had a wonderful time while they was here. When they departed the husband left some shirts behind and they ended up coming back to retrieve them. They had contacted Chelsea and she found the shirts immediately.

With Chelsea's knowledge of the Hotel, having the respect of the staff, and her willingness to go above and beyond for both the guests and associates, she is truly the Heart of the House here at Fairfield. All of our staff agree, she rightly deserves this award, myself included. I have learned so much from Chelsea while being here and know the Hotel is in good hands when she is here if I am away.



Lodging Manager of the Year NOMINEES 2022

(Less than 100 rooms)

(CONTINUED)

STACEY HOLMES GENERAL MANAGER , AMERILODGE GROUP

Stacey Holmes has one of the most unique management styles around, she is determined and passionate about this industry and has without a doubt carried her hotel through all of the hardships we have endured from Covid 19 restricting travel to staffing shortages on sold out nights with poise and grace. She always makes each guest feel like they are the top priority and recognizes their loyalty to the brand, making sure that her hotel is equipped to provide the entire experience these guests have come to expect with each stay and consistently achieves top 5 in scores within our company.

Her dedication doesn't stop there, it extends to each of her employees as well. This year Stacey opened her arms and hotel to a group of absolutely incredible International Housekeepers from Turkey and treated them like she would treat her own family, giving up her weekends and free time to ensure they were able to experience all they set out for when coming to America. Organizing daily lunches with them and the rest of her staff allowing for team building and bonding, learning plenty about Turkish culture and customs as well as sharing all of ours with them.

Not only do these things make Stacey a star that goes over and above in our company, but it makes her a true star of the industry as well.



Restaurant Front of House Award NOMINEES 2022

THIS AWARD RECOGNIZES EXEMPLARY PERFORMANCE AND EXCEPTIONAL SERVICE BY AN EMPLOYEE IN A NON-MANAGEMENT POSITION WHO HAS REGULAR CUSTOMER CONTACT, FOR EXAMPLE: HOSTS, SERVERS, BARTENDERS, AND POSITIONS WHO ARE GUEST FACING.

RYAN BOGGS

BARTENDER, CONNER'S (INDIANAPOLIS MARRIOTT DOWNTOWN)

Ryan Boggs is what some may call a career bartender, but there is much more to the story than just that. Ryan began his bartending career 22 years ago with modest roots in mom and pop taverns, working various well-known spots around the city of Indianapolis. After building his resume for several years, he became a bartender at Palomino, and worked his way up to head bartender where he was in charge of all ordering and inventory. At the time bartending was just a means to an end for Ryan as he was going to college for his degree in computer information science, but over time his side job quickly turned into a passion.

After graduating college, Ryan joined the corporate world to pursue work in the field in which he studied, but he missed the fast paced work environment of the bar, the guest interaction and most importantly the art of mixology. It was then that Ryan applied for a bartending job at the Indianapolis Marriott downtown and decided to get back into food and beverage.

Ryan started off as a bartender at Champions, which at the time was the in-house sports bar at the Marriott. He quickly became a lead bartender, and then a supervisor due to his outstanding work ethic and consistently positive guest feedback. When Conner's went through a brand change in 2018 to Conner's Kitchen and Bar, Ryan was instrumental in the design and setup of all of the hotel's bars due to his vast knowledge and experience in the industry. Every manager that has come through the restaurant has attempted to get Ryan to become a manager, however his heart has always been and always will be behind the bar...so he respectfully declines so that he can stay true to his trade.

Over my eighteen years in the industry, I have come across hundreds of bartenders, and what I can say about Ryan is that he is not just a career bartender, but rather an artist. Ryan has been responsible for curating dozens of the hotels best selling cocktails over the years and has a cult following of guests who come in just to see him and sample his creations. He without a doubt has the largest drink knowledge of anyone I have ever met, and every basic cocktail that he makes I can attest is possibly the most delicious cocktail I have ever had. Ryan has the utmost respect of the staff, and more importantly not a day goes by that I do not hear praise about Ryan from our guests. It is an honor to work alongside Ryan, and I can say whole heartedly that he is deserving of the Stars of the Industry Award. He also helped open Purdue Union Hotel during Indianapolis Marriott Downtown Covid closure by commuting as needed.

CHELSEE BREWER

BARTENDER, CUNNINGHAM RESTAURANT GROUP

Chelsee has been a bartender for quite some time at Stone Creek in Plainfield. She has a strong regular following and continues to build that with our local regulars and building out of town clientele. She continually gets great guests review on social media as well as our internal guest feedback platform for CRG. Her bar fills up every night she works. Everyone knows who Chelsee is, after dining with her. She make everyone feel special that sits at her bar. She also help with the private dining at Stone Creek by assisting in setting up events and menus for guests.

Stars of the Industry 2022



Restaurant Front of House Award

NOMINEES 2022 (CONTINUED)

JEREMY DUPREE - GIBSON SERVER, CUNNINGHAM RESTAURANT GROUP

Jeremy Dupree - Gibson (goes by Dupree) continually gets some of the best guest reviews in our restaurant group. Working as a server at one of our top service level restaurants, the expectations are very high. We continually have Dupree requested as a server and receives rave reviews of his great hospitality.

JOHN FRACTION LEAD SERVER, HIGH VELOCITY (JW MARRIOTT)

As we began to reopen our restaurant after the pandemic in 2021, John has gone above and beyond for our team. He embraces the culture with open arms and trains every server to our standards and to our core values. He demonstrates servant leadership by taking on any and all challenges via running food, drinks, greeting tables, greeting guests up front, etc. He extends a lending hand when needed and he lends an ear to listen and be the voice for the front of house. He's been a tremendous mentor to the youth and hands down the best when it comes to guest experience in our restaurant. He will be the first in for his shift and last to leave ensuring we are set for success. We remain number one on Trip Advisor because of his ability to continue receiving 5 stars for his excellent service. It's our pleasure to nominate John, and we will always be indebted to him and his hospitalitarian demeanor. Thank you, John, for all you do!!

JUSTIN LEWIS BARTENDER, CUNNINGHAM RESTAURANT GROUP

Justin is a bartender for Livery in the Hamilton Town Center. Justin is one of the people that it's hard to not be in a good mood around. He always has a smile on his face when he is working. Even when we had the masks, you could tell it was there. Justin is a beast in the well when it comes to getting cocktails made, but more importantly makes those lasting impressions with the guest. With Livery having a menu that might be very challenging for some, Justin can help you feel comfortable and guide your experience through the menu better once he interacts with you. We continue to see great reviews in our social media and in our own CRG feedback platform about Justin and his great service. Justin is a true professional and is certainly a great asset to CRG and our team in Livery HTC. A pivotal piece to our success at that particular restaurant.

SHANDA PROCTOR BARTENDER, HOLIDAY INN INDIANAPOLIS AIRPORT

Shanda Proctor has been a staple in our food and beverage department for the past 7 years. Guests recognize her by the bright red bun on top of her head. She has proven to be an invaluable part of our team. Shanda is no stranger to hard work and she has a mind set of "everything is figure-outable". We found ourselves without a kitchen manager and with no hesitation, Shanda was asking how she could help. She found herself going from flipping bottles and slinging drinks to flipping burgers and assisting with all orders front and back. Not only is she a team player, she is guest obsessed. She may not know you by your name but she knows what your drink order is. She treats everyone at the bar like they are family. She is the best to vent to and is a vault when it comes to secrets. When guests return, they always ask when Shanda is working. She receives raving reviews on TripAdvisor, Google and Yelp for her outstanding customer service.

Shanda has come in at 5am to serve breakfast, left to pick her son up from school and returned to work a bar full of patrons at dinner. She helps with banquets, serving our corporate guests and keeps are regulars in line, giving them a hard time about their muddy boots.

Stars of the Industry 2022



Restaurant Front of House Award

NOMINEES 2022 (CONTINUED)

SHANDA PROCTOR (CONTINUED)

Shanda donates her time to her local community through local volunteer events. She also volunteers to assist our property with planning, decorating and hosting our monthly employee appreciation parties. She brightens a room and will impress you with her 90's trivia. Shanda goes above and beyond in all aspects and I am honored to nominate Shanda Proctor for the Stars of the Industry Award!

DANNAE SHIPP LEAD HOSTESS AND FOH SUPERVISOR, ST. ELMO STEAK HOUSE

Dannae has been an exceptional employee here at St. Elmo Steak House. She first started working with us 8 years ago. She was originally hired to help with holiday retail sales, selling and shipping countless gift cards and retail products. She became a permanent employee by transitioning to hostess and later assisting the management staff. She is always willing to help. She picks up shifts without complaining. Helps the team grow with her leadership skills. She trains her team members so they can be better and grow at their position. Dannae is very polite and professional. She goes above and beyond in making sure guest are taking care of. She is the one you can always count on and no matter what the situation, she is always the one with a solution.

Dannae does more than just delight the guest she is a delight to be around and a pleasure to work with. She is smart, helpful, confident, quick-minded, thoughtful, intelligent and caring. When you see her name on the schedule for the evening you already know the shift will run smoothly. She not only cares about the guests she encounters, but the team she works with as well. She has a servant heart and is always willing to help her peers outside of work. She has made visits to the ER in the middle of the night for support so they wouldn't be alone and often babysits for coworkers early in the morning so they can work multiple jobs and the kids can have a normal morning routine before and after school. She loves to be part of successful villages to care for the kids and support her coworkers who have become her family! She is a Rockstar and definitely a Star of the Industry. St Elmo Steak House would not be the same without her.

RATNA "YENI" TRIJATNA SERVER, KIZUKI RAMEN & IZAKAYA

Yeni is a one of a kind server that has special skills to make your dining experience special. She has always worked in the restaurant industry except for when her daughter was little. With her vast experience working in Japanese restaurants, she can sing songs in Japanese and frequently leads the group to celebrate a customer's birthday or special occasion. I have had many customers approach me to praise her great customer service.

Yeni always offers to take pictures for customers so that they will have a keepsake of their dining experience at Kizuki. During her free time, Yeni will be making kids chopsticks from the disposable chopsticks for people who are learning to use chopsticks. Yeni is a good cook, and she frequently prepare Indonesian cuisine for co-workers. When a server calls off, Yeni will surely pick up the shift if she is available. Yeni is well loved by everyone as she first showed love and care to everyone around her.

In May 2022, Yeni got more than 3rd degree burn on both feet from hot oil spillage that happened at another restaurant she worked at. She was admitted to the hospital and the doctor had to do a skin graft from the thigh to her feet to help it heal. She wasn't able to work for two months while recovering from the injury. Despite the horrifying event, Yeni never places blame on anyone and even went back to work at the job where the accident happened. Although some friends told her she should

Restaurant Front of House Award

NOMINEES 2022 (CONTINUED)

RATNA “YENI” TRIJATNA (CONTINUED)

file lawsuit on the restaurant and get a huge amount of money for the injury and suffering she went through, she said she can never bring herself to do it. She even expressed her gratitude to the restaurant owner for being caring and gave her lighter job duties as she is still in the process of recovering.

I think our industry needs more people like Yeni who is kind, honest, forgiving and passionate about the customer service profession.

Restaurant Heart of the House Award

NOMINEES 2022

THIS AWARD RECOGNIZES CHEFS, SOUS CHEFS, OR LINE COOKS WHO APPLY CREATIVITY AND INNOVATIVE TECHNIQUES TO THEIR EXPLORATION OF REGIONAL, NATIONAL, AND INTERNATIONAL CUISINE TO THE DELIGHT OF GUESTS. IT RECOGNIZES EXEMPLARY PERFORMANCE AND EXCEPTIONAL SERVICE BY AN EMPLOYEE IN A NON-MANAGEMENT POSITION WHO DOES NOT HAVE REGULAR CUSTOMER CONTACT.

ELMER FERNANDEZ CORPORATE TRAINER, METRO DINER

Elmer is a great leader and a hospitality master! I have had the pleasure of working with him at Metro Diner and Scotty's Brewhouse, and my admiration for him has not wavered. His dedication to quality is unmatched. Being that we have an open kitchen at Metro Diner, Elmer's smiling face is the first thing our guest see upon entering. If that is not enough, Elmer works at another restaurant besides Metro Diner and that employer also finds that he is incredible. During the pandemic, Elmer was in constant contact with management and was the first one to be called back.

ANDRE JONES LEAD LINE COOK, CONNER'S (INDIANAPOLIS MARRIOTT DOWNTOWN)

Andre Jones began his culinary career humbly at Steak and Shake where he was a line cook for seven years. It was during this time that Andre started to become passionate about cooking and decided to enroll in Culinary school. After enrolling and getting through his first year, Andre decided that he wanted to begin getting higher end culinary experience, so he applied at Conner's Kitchen and Bar, and was hired as a line cook.

Although Andre has only been in position here at Conner's for nine months, he has quickly become on institution in the kitchen. His positive attitude, upbeat persona, thirst for knowledge and ability to learn on the fly has been contagious with the rest of the team, and even though he is still relatively new the staff loves working alongside him. Andre is a self-starter, and when there is down time is always seen helping others on their stations or lending a hand to the prep cooks.

Most important, his quality and skills have improved drastically over his time at Conner's. He is meticulous, takes critique to heart and truly cares about the guest experience. As a longtime leader, I can always tell if a cook who is preparing a plate of food is passionate about their craft by the way they make the dish, plate the dish and put the dish in the window. I can say with confidence that Andre is one of the most passionate cooks I have worked with, and he is very deserving of the Stars of the Industry Award.

ISAMU KANAI LINE COOK, KIZUKI RAMEN & IZAKAYA

Isamu Kanai has been working as a line cook at Kizuki Ramen since 2019. He started working in a noodle restaurant in Japan when he was 15 years old as he wanted to help his family in financial needs. He moved to the United States at the age of 20 to pursue his studies. He is very passionate about Japanese cuisine and has helped Kizuki achieve greater success in tremendous ways.

Earlier this year, he came up with a genius idea of using a mesh filter in our soup pots so that we can just lift up the bones in the filter to discard instead of slowly scooping and sieving through all the soup that usually takes 2 hours of work. We ordered custom made stainless steel mesh filters to fit our 80 &

Restaurant Heart of the House Award

NOMINEES 2022 (CONTINUED)

ISAMU KANAI (CONTINUED)

100 quarts stock pots and now, it only takes 30 mins or less to yield all the soups!

Isamu also suggested for Kizuki to start selling Japanese Curry and came up with the recipe that is simple and delicious. We launched our new item, Japanese Curry in June 2022 and to date, we have sold almost 1000 bowls of curry don totaling about \$10,000 in sales.

Isamu is a cook who always keep himself busy. When he doesn't have a food ticket to work on, he will be doing prep work, helping other cooks, and detail cleaning such as scrubbing the bottom of each pots and pans. He is also a funny guy, joking and dancing in the kitchen, making the tedious work and hot environment in the kitchen more relaxing for everyone. He works great with the rest of the team although most of them are half his age or younger, and served as a great role model for the younger generation. Everyone in the restaurant respect and love him.

As a former sushi chef with 26 years of kitchen experience, his knife skills are very impressive, and he has been a valuable asset to our restaurant as he teaches the rest of the staff on proper way to use a knife and mandolin, cutting skills, sharpening knives technique, as well as safety precaution in the kitchen.

Therefore, I highly recommend Isamu for this award for his excellent service to the industry.

WILLIAM LEE KITCHEN UTILITY/DISHWASHER, HOLIDAY INN INDIANAPOLIS AIRPORT

It is our privilege to write this letter recommending William Lee for the "Stars Awards". William joined our Holiday Inn family in April of this year, and since day one he has been a "star" of the team. William goes above and beyond, not only professionally but personally as well. When it comes to William's co-works he will do whatever he can to help. William has helped his fellow teammates with changing brakes for a single mom, and helping flush a transmission etc.

William is part of our kitchen crew with an eagerness to learn more restaurant positions. He has helped with breakfast, lunch, dinner, and banquets. He helps put our truck deliveries away, bussing tables, and is the forerunner when it comes to BOH cleanliness.

William is legally deaf, and yet we have all found a way to communicate with him. When a co-workers is talking with William, he is very patient, teaching the staff member to slow down so they can better communicate. His smile and over exaggerated wave brightens up a room when he walks in. He will always acknowledge himself when his is passing bye.

William is a go getter, you can wave for him to come over to help you with something, and he's grabbing things he think he might need along the way. William has stepped up going above and beyond the calls of his duties. He is always there to help.

"A great story about William :) One day in September 2022. We had a massive water leak in the banquet halls unbeknownst to William because of him being deaf, he has been mopping the employee hallway behind the banquet rooms, now I am sure that he was wondering where the extra water was coming from, but not giving in William just kept mopping. When the leak was found in the ball rooms the water was pouring from the ceiling and any other hole that it found. William jump into ready mode and started to grab towels and continued to mope getting up what every water that flowed from underneath the doors. That is William in a nut shell ready to jump in when he is needed."

Restaurant Heart of the House Award

NOMINEES 2022 (CONTINUED)

MARCUS MANGUS CULINARY SUPERVISOR, HIGH VELOCITY (JW MARRIOTT)

Marcus has been with White Lodging for one year. He started with us as a line cook and was promoted within 6 months to a kitchen supervisor. Marcus has been outstanding and a great asset to our team. He comes in everyday with a positive attitude and eager to learn something new.

Marcus has not been in a leadership role previously. He has quickly grasped his new position and responsibilities. Marcus has been nominated for Best of the Best here at our hotel. Recently he has been aiding the chefs with recipes and specials. He has been learning how to manage our food cost, purchases, and labor. He has proven that he is capable of leading his team. Marcus is able to communicate to his team well and helps keep the kitchen calm during peak business. He shows genuine care to his staff by assisting them on the line when they need help, he's patient by showing his team how to properly execute dishes, upholds quality and consistency by properly executing our dishes and upholding standards in the kitchen.

We truly enjoy working with Marcus. I look forward to his continued hard work and great work ethic. I truly believe a positive attitude goes a long way. A positive attitude tells me they are eager to learn, trainable, and works well with others. All good traits for becoming a good leader. Marcus has these traits and he will continue to become successful throughout his career.

NESTOR SOLIS HOH SUPERVISOR, ST ELMO STEAK HOUSE

Nestor Solis has been working in the food hospitality industry for nearly 30 years. He started his career at Palomino Downtown Indy and worked there for 14 years. He moved up in the kitchen extremely quickly because of his hard work ethic. He got promoted to Line supervisor within the first 5 years of working there. One of his many roles was training all new line cooks. In 2005 Nester made the move just down the street to St. Elmo Steak House and hit the ground running. He started his new journey as a sauté cook and quickly worked his way through all the positions and soon was a master of all in the heart of house. For the past 3 years, Nestor has been one of the main grill cooks, one of the most difficult positions at St. Elmo Steak House, cooking well over 1,000 steaks a week to perfection. Nestor has recently been promoted to line supervisor. His consistency and work ethic are contagious, and others want to be like him. In his 17 years at St. Elmo, Nestor has become a true leader in the HOH, an ambassador of St. Elmo and a true inspiration to all our new hires.

Nestor has been married 20 years. He and his wife have 3 lovely children. Daughters that are 17 and 13 and a 6-year-old son.

Restaurant Manager of the Year: NOMINEES 2022 *(5 units or more)*

THIS AWARD RECOGNIZES A TOP-OF-CLASS RESTAURANT MANAGEMENT EMPLOYEE IN ALL AREAS OF THE ROLE, INCLUDING A STELLAR RAPPORT WITH GUESTS, STAFF, AND THE COMMUNITY. NOMINATE A MANAGER THAT HAS EXEMPLARY OPERATIONAL PERFORMANCE, TERRIFIC CUSTOMER SERVICE, AND A PERSON THAT GOES BEYOND TYPICAL JOB DUTIES.

MATT OLES

GENERAL MANAGER, PENN STATION EAST COAST SUBS

Matt Oles has devoted 15 years to Penn Station East Coast Subs as a General Manager supporting both the Lafayette and West Lafayette locations. Matt is a strong leader, with a results-focused mindset, people-first leadership, guest-first priority, and a community supporter.

In 2021, Matt placed 6th of the over 300 locations in Penn Station's companywide Performance Evaluations. The Performance Evaluations are evaluated in categories of food quality, customer service, cleanliness, profitability, and policy adherence; Matt has received an Excellent rating in all categories. He is always determined to improve and Matt is currently in 5th place with Performance Evaluations. Matt has received the Top Performing achievement consistently in his tenure at Penn Station.

Matt is a people-oriented leader who knows that the only way he can be successful is if his team is successful. For Matt, it starts with building a genuine connection with his team. He ensures this by working side by side with them and giving them a complete training experience with consistent feedback. Matt has one of the lower turnover percentages for the brand; we believe due to showing his team that they work together as a team and showing his investment in their success.

Matt offers all his guests his undivided attention and makes them feel like a real priority when they walk into his restaurant. There are too many guests to count that regularly visit Matt and his team and have done so for many years. Matt's teams rarely receive a guest complaint, and when they do, he uses it as an opportunity to win the guest over.

Matt and his team recently received the "DoorDash Most Loved Award" for keeping his lifetime rating above 4.5 stars and meeting all DoorDash performance goals. He takes great care of the guests that don't dine in. He ensures that all food getting delivered from third-party companies receive the same attention. Matt is active in the community by supporting youth summer camps, providing food for volunteers, and donating to golf outings and charity events. He has also worked closely with the local minor league baseball team and Purdue University athletics.

Outside the lines of his normal duties, Matt has assisted our franchise group tremendously throughout the acquisitions of the two Lafayette area locations. He has helped in the training of the management team of the West Lafayette location, worked with our vendors throughout the company transition, purchased and delivered supplies for the area, and has contributed his expertise to other General Managers at company meetings.

Matt Oles has earned this nomination through his hard work and commitment. He is absolutely deserving of this honor and thank you for considering his nomination.



Restaurant Manager of the Year: NOMINEES 2022 (CONTINUED) (5 units or more)

MICHAEL PIGANELLI EXECUTIVE CHEF, HUSE CULINARY

Chef Michael continues to go above and beyond in everything he does. He led his team to scoring an Eco Science Certification being the first in the company to do so. He continues to coach his team daily to ensure that standards are met. Michael has also hosted numerous Virtual Cooking Classes that are very successful, plus he enjoys being on camera! He has an innovative mindset when it comes to creating excellent and delicious food items and is continuously developing his skills and techniques. Michael is a team player and leads by example by staying late when needed and helping at other locations. The past few weeks he has been helping out at one of our other locations while they are down a chef, while also staying on top of his own restaurant. He is not afraid to jump out into the dining room and make connections with our VIPs and meet our guests at 1933. His calm demeanor and positive attitude makes him someone you want to work with!

ALISSA ZAK MANAGER, METRO DINER

A hospitality veteran of over 15 years, Alissa has been the manager of the Greenwood Metro Diner for over 3 years. True to her compassionate heart, she stayed in close contact with all of the team members throughout the pandemic and as a result, we were ready to open with a full staff. Alissa's focus on hospitality is unmatched and her diner is always completely staffed with a well trained team. It is therefore no wonder that her location was the number 1 ranked restaurant in the Metro Diner company.

Restaurant Manager of the Year: NOMINEES 2022 *(4 units or less)*

THIS AWARD RECOGNIZES A TOP-OF-CLASS RESTAURANT MANAGEMENT EMPLOYEE IN ALL AREAS OF THE ROLE, INCLUDING A STELLAR RAPPORT WITH GUESTS, STAFF, AND THE COMMUNITY. NOMINATE A MANAGER THAT HAS EXEMPLARY OPERATIONAL PERFORMANCE, TERRIFIC CUSTOMER SERVICE, AND A PERSON THAT GOES BEYOND TYPICAL JOB DUTIES.

BRITTNIE BELL

STARBUCKS MANAGER, INDIANAPOLIS MARRIOTT DOWNTOWN

Brittnie is the manager of Starbucks inside the Indianapolis Marriott Downtown. Her department is vital to the guests' experience as they have face to face interaction with more hotel and convention guests than any other department in the hotel. With that in mind and in a time and environment where staffing is the biggest challenge we face, it is remarkable that this one department stays staffed with engaged, focused associates who are committed to delivering Hoosier Hospitality to every guest that they serve.

For coffee shops, some groups are tougher on the team than others. There are groups that have varying event schedules and a lot of coffee drinkers that keep a line going from open to close. In these times call offs can go up, and stamina can go down.

When other restaurants, coffee shops and entire hotels are struggling to staff their operation day to day, Brittnie is able to help by asking people on her team to work in other Starbucks or other departments in our hotel! Like all great young managers when you ask her how she does it she struggles to answer because she does what she does but in a time when the biggest challenge facing our industry is finding, training and keeping talent a manager who can do all three, like Brittnie, makes our hotel, our city and our brand of hospitality something special and sets us apart! Simply stated, she makes us better.

ALEXANDER COX

GENERAL MANAGER, KIZUKI RAMEN & IZAKAYA

Alexander Cox joined Kizuki in 2017 as a server. He was the most polite server I have ever encountered. In 2018, he was promoted to shift lead, and then in 2019 promoted to assistant manager. In 2021, when we have an opening for General Manager position, he was promoted to be the GM. Even though he did not have any prior experience working in the kitchen, he took his own initiative to learn every station in the kitchen so that he can help out the kitchen staff. He also use his day off to prepare schedule, or fix any problem with the point of sales system. He has good computer skills and create excel worksheets to make inventory management and ordering easier for our kitchen manager, par list for the bar items, came up with ideas for Devour Indy, complete with estimated cost and profit margin. He did all these without being asked to do. The thing I appreciate most about Alexander is the fact that I know he can be trusted and give his best effort whether I am present or not. I have been given feedback from other employees that he is always working, always finding things to do and clean while most staff will just linger around chatting when business is slow. He has helped Kizuki increase our online rating in Yelp and Google through leadership in providing great customer service and consistent food quality.



Restaurant Manager of the Year: NOMINEES 2022 (CONTINUED) *(4 units or less)*

ERIC PAULINI GENERAL MANAGER, LIVERY HAMILTON TOWN CENTER

Where do I start with Eric? Eric is currently our GM at Livery in HTC. He helped open this location after being the GM at the Stone Creek in HTC for 3 years. Over the years, Eric has developed a following of team members that love to work for him wherever he goes. He is a manager and a person that really shows he cares about the team member and their well being. Over the past several years, I have heard many team members state that Eric has been the best manager they have ever worked for. One of the most impactful ways Eric has shown his great leadership is in his ability to become a premier spot for our new managers to train from outside our company. Eric is thorough and patient with the ability to recognize what each manager needs in skill and knowledge, and then applying our training tactics to help that person grow and understand how to do their job properly.

Eric is always exploring ways for our industry to change and adapt to be the best place to work and dine. Eric is never quite satisfied, with the "this is just how we do it" mentality. He continually wants to help CRG find ways to grow and make things better for him and his team.

Eric is also one of the best managers we have that can work a floor. Any shift, his presence can be felt by his ability to bounce from host stand, to bar, to guest table side, to expo to the pantry station. Where ever he is needed, is where he will be. But when he sees a guests he recognizes, he's there to be hospitable and say hello to welcome them in and thank then for coming to see us. He has coached his team to make notes in our reservations system to help trigger points of contact that can help us take better care of this guest in the future. For example if a guests has an allergy to a particular food, a server will let the host know to note this in their profile. This extra step of service is just one example of how Eric and his team have been able to have one of the top star marks in review in our company. They are always at the top of our group.

EMILIO SAUCEDO EXECUTIVE CHEF, OP ITALIAN AND HIGH VELOCITY (JW MARRIOTT)

It is with great pleasure that I nominate Emilio Saucedo for the 2022 Stars of the Industry Award. Over the years, Chef Emilio has worked in many capacities at the JW Marriott, exceeding our expectations with each new challenge. Most recently, our leadership team tasked Chef Emilio with overseeing both restaurant kitchens in the hotel. While handling one busy kitchen is no easy feat, the planning, ordering, execution, staffing, and training of two kitchens is an enormous role.

Chef Emilio is considerate and thoughtful in his management style. He brings a calm and considerate approach to leadership and fosters a positive learning environment. Chef Emilio takes the time to listen to his employees, ensuring an inclusive and open environment. His honesty, calm demeanor and friendliness are qualities that make him a natural leader. Chef Emilio sees the best of everyone and encourages his team to do the same.

As we all know, the pandemic changed the landscape of our industry. Staffing challenges that existed before Covid-19 became even more glaringly obvious as employees returned to their jobs and began working to open their restaurants, shops and bars. During this time, Chef Emilio was tasked with hiring an entirely new management and line-level staff for two outlets spanning 5 meal periods. He worked tirelessly interviewing, onboarding, training and mentoring his new team members in an effort to maintain the excellence that our guests have come to expect. Chef Emilio has had an outstanding yet quiet impact in his role by leading the initiative to maintain quality while mentoring and training countless new line-level associates as well as three junior sous chefs.

Chef Emilio has risen to every challenge we have thrown his way and remains committed to providing the best quality product to our guests. We are beyond proud to have our own Star among us!

Stars of the Industry 2022



Restaurant Manager of the Year: **NOMINEES 2022** (CONTINUED) *(4 units or less)*

BRIAN VIDMAR

DIR. OF FOOD & BEVERAGE, FIRST HOSPITALITY

Brian was a rock through the pandemic for the Hilton Garden Inn Indianapolis Downtown. He helped working wherever needed, due to all F&B outlets closing for an extended period of time. Brian always has a smile on his face and positive attitude, no matter the situation. He is a great role model to his team and has been successful in 2022 with little to no turn over. Brian is well versed in most departments at the hotel as he has been a loyal associate for over 10 years.



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!



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!



Rising Star Award

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.



Rising Star Award

NOMINEES 2022 (CONTINUED)

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.

Rising Star Award

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.

