

DATELINE: PALM BEACH



ANNOUNCEMENT RELEASE: MAY 19, 2011 TEAM MEMBER OF THE 1ST QUARTER AWARD WINNERS

Palm Beach, FL, May 19, 2011 –ISLAND HOSPITALITY MANAGEMENT, INC, IS PROUD TO ANNOUNCE AWARD WINNERS FOR TEAM MEMBER OF THE 1ST QUARTER

Team Member of the 1st Quarter 2011

It is our pleasure to announce the nine Team Member Winners for the 1st Quarter of 2011. **Jessica Huerta** of the Residence Inn by Marriott, Fremont, CA, **Julie Williams** of the Residence Inn by Marriott, Downtown Atlanta, GA, **Jay Patel** of the Hyatt Summerfield Suites, Las Colinas, TX, **Craig Peddicord** of the Hampton Inn, Columbia, MD, **Jose Garcia Jr.** of the Residence Inn by Marriott, San Mateo, CA, **Ed Dunay** of the Residence Inn by Marriott, Garden Grove, CA, **Cary Smith** of the Hampton Inn, Willow Grove, PA, **Jacob Adjetey** of the Residence Inn by Marriott, Richmond West, VA and **Tiara Carlson** of the Residence Inn by Marriott, Bellevue, WA.

Jessica Huerta uses her acute attention to detail to shine at the RI Fremont. She not only helps out in any department needed but, she was able to detect a fraudulent credit card number and saved the hotel \$1000.00! Not a week passes by without a guest commenting on her excellent service. Jessica has a guest services' heart and her passion for the guests pushes everyone in her presence to strive for excellence.

Julie Williams has worked at the RI Downtown Atlanta for over two years and she has shown her dedication in many ways. Julie is the epitome of a flexible associate. She is willing to work different shifts, in different departments and she even stayed at the hotel overnight to assist when there was a snow storm. Julie is recognized by her fellow associates as a team player.



Jay Patel is a 5 year team member with the Hyatt Summerfield Suites, Las Colinas. He is known for scoring very high on shop calls and he also scored 100% with a check-in and check-out on a Hyatt Gold Passport Auditor. Jay's positive energy and excellent customer service skills are proof of his dedication and loyalty to our company.

Craig Peddicord is a newer team member of the Hampton Inn, Columbia, but he immediately showed us his value and determination by assisting to improve the SALT scores and making all the guests feel at home by getting to know them and meeting their needs. Several guests have even commented that Craig is like an old friend. His favorite way to wow the guests is his expert knowledge of the entertainment around town and being able to recommend great places to go and even showing them exactly how to get there.



Jose Garcia Jr. has a genuine spirit about him. He takes the time to research the interests of the guests so he knows the details about what they like. He will create friendships with them and make them feel welcome because he sincerely cares about their and the hotel's well being. Jose also is very knowledgeable with computers and will take the time to personally assist guests with any technical problem they are having

Ed Dunay has an exemplary work ethic and will go above and beyond to make the guests feel welcome, whether individually or as a family. He received the most "direct mentions" on comment cards including "Our days began when we were greeted by Ed at breakfast. He did everything he could to insure our day got off to a great start. He's fantastic and perfect for the job."



Cary Smith showed his award winning attitude and spirit this quarter by single handedly pushing a guest's van that got stuck in the snow on the road into the hotel's parking lot. He provided a wonderful experience for this guest and many onlookers that will have people talking for a long time to come. This kind of memorable experience is exactly what we strive for with positive word of mouth.

Jacob Adjetej, who is better known as Izzie, provided a guest with such excellent service that the guest felt it necessary to send a letter to the President of Marriott. This particular guest hit a pothole on the road near the hotel and damaged his wheel. Instead of doing the minimum required to assist the guest, Izzie went above and beyond by personally calling several companies until he was able to arrange the repair in a very timely fashion. He even called the guest after he checked out to make sure everything went well.

Tiara Carlson has a cheerful spirit that rubs off on everyone she interacts with. She loves to make restaurant suggestions and follow-up to make sure the guests had a good experience. Tiara's specialty however is with the children. She has a knack for putting a twinkle in their eye by hosting activities and even singing Sponge Bob songs to them.