



LOVE is in the Air

Embassy Suites/Homewood Suites celebrated their Associate Appreciation Party on Sunday, January 30, 2011. Love was definitely in the air with the Valentine Theme we had this year. We are very fortunate at both properties because of the great team that is in place. The care and concern for each other is very evident each and every day, not just for this special gathering. We had been so busy in December and the early part of January due to the fabulous Sales Team, that the end of January was one of the very few dates we had available for space for our party. This year we decided it would be a good idea to have families attend as well so that they could share in the warm spirit that we exhibit each and every day. We were fortunate enough to have one of our vendors donate a photo booth which was great fun. They provided some very fun props to wear in the photos as well. Moe's Southwest Grill donated the food which helped give our Kitchen Staff a much needed break after such a busy holiday season. We also announced our Associates of the Year and the Managers of the Year. Dan Ashley, Guest Service Agent, was the well deserved winner for Homewood Suites and Octavio Torres, Engineering Staff, was selected the second year in a row for Embassy Suites. Bryan Treude, Director of Sales, was the winner for Manager of the Year for Homewood Suites and Joan Siemienski, Sales Manager, was the Manager of the Year for Embassy Suites. We look forward to another great year in 2011 and we are hoping that our great guests feel our love and appreciation each and every day when they stay with us in Delaware.

Written by Kathy Szymanski



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OUR MISSION

- 1) Deliver **service** in a friendly, courteous and helpful manner
- 2) Provide our guests with a superior hotel **product**
- 3) Create a workplace environment that promotes **training** and encourages **loyalty**,
- 4) Achieve financial objectives in order to enhance **job security** and reward associates

RESULT OF ACCOMPLISHING OUR MISSION:

A dedicated team of skilled associates taking pride in their work and who are aware of the importance of "gratified repeat guests."

In **LOVE** with Service



The First Winter Storm 2011

"I want to commend the Management and Staff of the Hilton BWI for the way in which they handled the events of January 26, 2011.

A snow storm is always disruptive to travel and commerce. This irritation is compounded when a power outage occurs. If I recall, the power failed around 9:30PM on Wednesday evening and was not restored until 4:30pm on the afternoon of the 27th. During this outage, the entire staff handled this event with grace and professionalism. Other than a dark room, you would not have noticed the outage. This speaks volumes to how well the staff maintained their composure and carried out their duties. In particular, a few key individuals deserve special mention:

Mike Sewell was out in the parking lot at 6am with a snow-plow assisting guests by freeing their cars from the snow drifts left by the plows. He was helping guests scrape their windows and remove snow and did a fantastic job keeping the sidewalks safe and clear. For those of us in business attire, you have no idea how helpful this is! Mike was courteous, helpful and even apologetic for the inconvenience.

Carolyn works in the Acqua Restaurant. Carolyn is always pleasant and friendly, but during the power outage, she kept all of the guests comfortable and cheery. I know she was short-staffed and very busy, but she always made time to make all of the patrons feel welcome. I believe she even stayed the night and worked the next day as a result of the icy roads. On Thursday evening, she was back behind the bar taking care of all of the patrons and kept smiling. I know she was tired and had not been home for 2 days...but you would have never noticed."

A Loyal Diamond Member

"During a winter storm here at the BWI Hilton we had only one engineer on site. During this winter storm not only did **Shaun Johnson** remove snow and handle guest requests, he had to deal with an entire hotel that went "lights out" at 9:30pm. We had a power outage. During this high demand time, with distressed and stranded guests, Shaun took charge and made sure everything was handled in a timely fashion and with a smile. Great Job Shaun!"

- Ivano Gagliardi

Vanessa Stanley would like the following talent coaches and talent members recognized for going above and beyond during the snow storm/power outage: You all definitely exhibited A+ service!

Francis Ortiz, Aaron Rei White, Terri Kline & David Morgan

I just wanted to share, how proud I am to have represented the HR team, so well Wednesday evening the 26th and Thursday the 27th. That night I was the hostess in acqua, who also waited tables. The power went out, so we couldn't serve food or drinks any more. As a result, one guest wanted to go next door to the Marriott and even asked me for their number. I went to locate the number, called the hotel to see if they had rooms to sell, but no one answered the phone. I returned to the guest with the number, shared with him I couldn't get anyone on the line, and offered him a salad. He said "why not". When I returned with the salad he was very happy, that something went right, since his flight was cancelled, and he didn't have a room for the night. My final response to him was, "that's how we take care of our guests here at the Hilton".

I then went to assist the FO team. There I helped answer guest questions, charged their cell phones and even a laptop. The guests were thankful with how well they found the team responded to the inclement weather. The following morning I assisted the Front Desk with check outs since we didn't have our server up. Before I could go over to the aloft that afternoon, the new Accounting Manager and I assisted the Housekeeping department by checking all the rooms on the 8th floor, to see if they were vacant clean or dirty. I'm thankful for this winter wonderland "hospitality" team building experience.

-Tish Hodge

Everyone worked together to take care of the guests during the storm and in return, they were very thankful. Thanks to Steve, Pam, Sue, the EC team, all the managers and associates who worked diligently to take care of the guests and each other during the first winter storm and power outage of 2011.

Also Kudos to the Sales, Banquet, Culinary, and the entire staff for a job well done on the successful party on Saturday night January 29, 2011!!!!!! Hats off to you all for servicing 700 effortlessly!

This coming Saturday is our Blue Energy and Pink Sass Holiday Bowl Party. It promises to be a fun and exciting affair, with performances from Straight Bacon, Pierre and a surprise from the aloft. Stay tune to next month's newsletter to see who was crown The Holiday Bowl Idol, Associate of the Year and Manager of the Year. It's the season for LOVE, share a smile with someone today.

Written by: Tish Hodge, PHR

Great Customer Service in Arundel Mills

The Homewood Suites had an early quality assurance inspection and we are very happy that it was a successful one; we still have things to work on but overall we have made tremendous improvement – Thank you team for all your efforts!

As we move through the 1st month of the year and with the weather challenges we have experienced; we are happy to share we are still going the extra mile as reflected on the email below from one of our guest. Great way to turn around a bad situation into a positive result- Thank you !

Subject: Great Customer Service at 7491 New Ridge Road, Hanover, MD 21076

January 18, 2011, I fell on ice in your parking lot at the Hilton Garden Inn and Homewood Suites Baltimore/Arundel Mills, 7491 New Ridge Road, Hanover, MD 21076. I cannot say enough about your staff at this location. **Kory Davis** stayed with me the whole day from the Concentra Medical Center to the hospital, plus after she brought me back to the hotel that night, she spent 2 hours trying to get my prescription filled. I totally understand that is part of her job, but I feel she went above and beyond her duties. Even though I was hurting, she made me feel totally relaxed and kept me as comfortable as possible. I also work for a large corporation and I totally understand what good customer service is and I can tell you I would be proud to have a Kory work on my team.

Also, I would like to say **Amanda Norris** (front desk) has also been another one of your staff members that knows what great customer service is. From the first time I stayed at your property Jan 2nd through Jan 7th she made me feel right at home. I don't care what time I enter your hotel or how many customers she has at the front desk; she will always lift her head and say Hello Ms. Miller. That evening when we got back to the hotel from the hospital I could not have asked for a more attentive staff, she called me about one hour after I got back in my room to see if I needed anything and just before she left the hotel to tell me she was going home, but she had talked to the person who was going to be at the first desk, to let them know what happened and if I called to get someone to my room immediately if I needed help.

What a great staff you have!

Ms. Miller

Capital One Bank

Dulles Casinoa Holiday Party

On January 8th, the Dulles Cluster had a wonderful time at their Casino Holiday Party. We all enjoyed the wonderful food, dancing, casino tables and awards. We announced our Associates of the Year and Managers of the Year. For the Embassy Suites Dulles, **Alex Galan** (Shuttle Driver) was voted the Associate of the Year. For the Homewood Suites Dulles **Chantal Miezán** (AM Comp Ambassador) was voted Associate of the Year. For the Aloft Dulles, **Isabel Rojas** (Refresh Attendant) was voted Associate of the Year. For the Hilton Garden Inn Dulles, **Armando Benavides** (Lead Cook) was voted Associate of the Year. For the Flagstaff complex, **Dalva Hunzicker** won the Manager of the Year. For the Waxpool Complex, **Elizabeth Vargas** won the Manager of the Year. All of these associates displayed great leadership and true hospitality characteristics through 2010. We were very proud to celebrate this achievement with the whole cluster.

Written by: Shelby Jenkins



SAFETY CORNER

SHOVELING SAFETY CHECKLISTS

Use these checklists to remember and follow safe shoveling techniques.

When shoveling snow, do you:

- Stretch before you start shoveling to warm up muscles?
- Pace yourself?
- Lift smaller amounts when snow is wet and heavy?
- Breathe in while lifting and out while throwing snow?
- Keep your feet shoulder width apart for balance?
- Hold the shovel close to your body for better leverage and less strain?
- Push snow rather than lift snow when possible?
- Bend your knees, keep your back straight, tighten your stomach muscles, and lift with your legs when lifting a shovelful of snow?
- Avoid twisting your body when throwing snow?
- Shovel stairs safely?
- Take breaks to allow muscles a chance to relax?
- Avoid smoking when shoveling?

To avoid slips, trips, and falls while shoveling, do you:

- Wear sturdy work boots with nonslip soles?
- Look where you're going as you move around?
- Look for obstacles?
- Take special care when moving through deep snow?
- Move slowly and slide your feet on icy surfaces?



"You hear something?"



Grilled Salmon Fillet with Honey-Mustard Sauce

Recipe courtesy Bobby Flay, 2007

Cook Time: 10 minutes
Serves: 4 Servings

INGREDIENTS

- 1/4 cup Dijon mustard
- 2 tablespoons whole-grain mustard
- 3 tablespoons honey
- 2 tablespoons prepared horseradish, drained
- 2 tablespoons finely chopped fresh mint leaves
- Kosher salt and freshly ground black pepper
- 2 pound fillet salmon, skin on
- 2 tablespoons canola oil
- 1 bunch watercress, coarsely chopped
- 1 small red onion, halved and thinly sliced
- 2 tablespoons aged sherry vinegar
- 2 tablespoons extra-virgin olive oil

DIRECTIONS

Whisk together the mustards, honey, horseradish, mint and 1/4 teaspoon of salt and 1/4 teaspoon of pepper in a small bowl. Let sit for at least 15 minutes before using. Can be made 1 day in advance and refrigerated but do not add the mint until just before using. Bring to room temperature before using.

Heat the grill to high.

Brush the salmon with the oil and season with salt and pepper. Place the salmon on the grill, skin side down, and grill until golden brown and slightly charred, about 3 minutes.

While the salmon is cooking, place the watercress and onion in a medium bowl, add the vinegar and oil and salt and pepper and toss to combine. Transfer the salad to a platter, top with the salmon fillet and drizzle each fillet with the mustard sauce.



Giving Back to Our Communities

In 2009, PMHS and BPG supported these worthwhile organizations

Social
Education
The Arts



Learn and Live