



The MMI InnSpirer

The newsletter for the employees of MMI Hotel Group and MMI Dining Systems.

SECOND QUARTER 2011 AWARDS

We are excited to release the second quarter of MMI's new property recognition program. Historically, MMI has recognized hotels annually. The categories listed below celebrate your efforts and enter the winners into the pool from which annual awards will be chosen.

The customer service awards are based on the statistics pulled from **actual guest comment scores** provided during the **second quarter of 2011**. The hotels were compared against other hotels flying the same brand flag and then ranked within the MMI portfolio.

CUSTOMER SERVICE

Best Food & Beverage Department: Hilton Garden Inn

Runner-up: Hyatt Place-Jacksonville

Most Improved Food & Beverage Department: Crowne Plaza

Runner-up: Hilton Garden Inn

Best Housekeeping Department: Crowne Plaza

Runner-up: Hyatt Place-Jacksonville

Most Improved Housekeeping Department: Crowne Plaza

Runner-up: Holiday Inn-South

Best Front Desk: Hilton Garden Inn

Runner-up: Hyatt Place-Jacksonville

Most Improved Front Desk: Crowne Plaza

Runner-up: Holiday Inn-South

Best Overall Guest Satisfaction: Hyatt Place-Jacksonville

Runner-up: Crowne Plaza

Most Improved Overall Guest Satisfaction: Hyatt Place-Jacksonville

Runner-up: Hyatt Place-Germantown

FINANCIAL

Best Occupancy: King and Prince

Runner-up: Hilton Garden Inn

Best Occupancy versus Budget: Hyatt Place-Jacksonville

Runner-up: King and Prince

Best year-over-year improvement in Occupancy: Crowne Plaza

Runner-up: Hyatt Place-Jacksonville

Best ADR versus Budget: Cabot Lodge-Lake City

Runner-up: Hilton Garden Inn

Best year-over-year improvement to ADR: Hyatt Place - Germantown

Runner-up: Cabot Lodge-Lake City

Best RevPAR versus Budget: King and Prince

Runner-up: Cabot Lodge-Lake City

Best year-over-year improvement to RevPAR: Hyatt Place-Jacksonville

Runner-up: Hyatt Place-Germantown

Best Hotel Operating Profit versus Budget: Hyatt Place-Jacksonville

Runner-up: King and Prince

Best year-over-year improvement to House Operating Profit: Crowne Plaza

Runner-up: Hyatt Place - Jacksonville

Hometown Hero



Cabot Lodge Millsaps won the Hometown Hero Award for Limited Service Hotel of the year in Jackson, Mississippi. The award was presented to Ronnie Roe, General Manager and Gray Jackson, Sales Manager of Cabot Lodge Millsaps at the Jackson Convention Complex during the Hometown Hero and Summit Awards Program Thursday July 28, 2011.

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Bronze Pin Recipients at the Crowne Plaza:

Kim Bates-Bonnie Livingston-Nellie Gutierrez
Oscar Sanders-Rena Albertie-Robbie Brown
Rosa Rodriguez-Gail Ray-Brad Tolliver
Mallory Kile-Joni Testin-Arthur White
Jennifer Sweat-Michael Clancy-Paula St.Onge-
Dean Hamby-Carlos Flores

Silver Pin Recipients at the Crowne Plaza:

Greg Herrin-Brad Tolliver
Gail Ray-LaToya King

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Gray Jackson of the Cabot Lodge-Millsaps mans their booth at the Fourth of July Freedom Fest in Fondren.



Jerry Roach, general manager of the Hyatt Place-Germantown celebrates his birthday.



The Hilton Garden Inn Madison hosted PGA Tour Players for the 2011 Viking Classic golf tournament. Pictured are Amber LaSource (left), sales coordinator, and Rachel Bolanos (right), director of sales, wearing their HGI golf shirts in support of the Viking Classic.

What the Guests Are Writing...

I have stayed at the **Hyatt Place Jacksonville** hotel a few times when in town for business. I have many choices when staying in Jacksonville, the Hyatt Regency and numerous Marriotts. For a few years, Marriott was my hotel of choice in Jacksonville but I've been trying out both Hyatts in town more recently. I feel compelled to bring to your attention the exceptional level of customer service provided to me when staying at this location. Although the Hyatt Place is not the nearest hotel to my offices, I think I've finally found my hotel of choice when in town for work. The entire staff consistently has such a positive attitude, the rooms are cleaned far better than any hotel I've stayed in, and the level of service really makes me feel that my business is greatly appreciated. While all the staff here is exceptional, one staff member stands out each and every time. Teresa, who works the night shift at front desk, consistently provides superb customer service and is truly an amazing asset to Hyatt. She is highly professional, respectful and has one of the most positive attitudes I've ever seen. Typically, I don't check in until late at night, tired from a long day and Teresa is always so helpful and uplifting, truly making me feel at home.? She always greets me by name, thanks me for coming back, and even asks if there's any late night snack or beverage she can prepare for me after a long day. I feel that I am fairly critical of hotels and their staff, mainly due to the fact that I travel so much. I feel that providing feedback helps an organization improve but do admit most feedback I provide is on how to improve things. I have on several occasions wanted to provide feedback to the leadership at Hyatt's corporate office about Teresa and the Hyatt Place Jacksonville, but seem to get side tracked with other business issues. As we know, people make a business successful and Teresa is a perfect example of that. I want to thank her and the entire staff at this location for providing such outstanding service.—Derek S.

The **King and Prince** never disappoints. I marked excellent because it is well deserved! Angela, Laurie, Gurkan, Jeremy & Marco each did an outstanding job in their respective areas! Absolutely the BEST property to work with! Thank you.—Scarlett S.

HAVE AN ISSUE?

Do you have a situation, event, or actions by individuals or groups that you believe carry a negative impact on the company or with employee well-being or are detrimental to morale, productivity or personal safety?

Let **EthicsPoint** know! It is anonymous and gets results!

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