

Double-Edition
Oct. 2009 - Mar. 2010

Inside This Issue

Letter from Jim O'Brien

Congratulations are in Order

World Series of Housekeeping

Give Kids the World

**FedExFamilyHouse:
Where a House Becomes
a Home**

**WHMC Honors Employees
of the Year**

Dinner at the House

**Holiday Inn Express & Suites
Park Place Jackson, TN**

**Kemmons Wilson Week
Celebration**

*"People who take pains never to
do more than they get paid for,
never get paid for anything more
than they do."
Kemmons Wilson*

Letter from Jim O'Brien

We have survived another tough year. While economists have stated they see recovery in our midst, we have continued to struggle with occupancies and average rates. I applaud all of you who have put your best foot forward to provide the best service levels possible for our guests. It is through your treatment of the guests on a day in and day out basis that brings them back and keeps them coming. Each of you is



the key to all of our success...we would not have guests if it weren't for YOU! A bed is a bed and a meal is a meal but making the guest feel welcomed, valued, and at home is a skill and we are so thankful to have you work and improve on those skills every day.

We are moving ahead with our two newest projects: the Holiday Inn Express and Suites in Jackson, Tennessee and the FedExFamilyHouse at Le Bonheur Children's Hospital in Memphis, Tennessee. We have broken ground on both projects and have had significant weather delays

but we are now experiencing sunny and very productive days, so hopefully we will get back on track rapidly. We'll keep you posted on the progress through Spotlight.

As we end 2009 and begin 2010, we have taken time to reflect on our accomplishments and look to our future. Our focus will always remain the same...taking care of our employees, who in turn will take care of our guests. Continue to communicate with your supervisors, your general manager and our offices. We want to hear your ideas for making our hotels the best they can be and for making us THE employer of choice everywhere we operate.



Congratulations are in Order



Congratulations are also in order for Chef Edward Nowakowski for being selected the BEST Food and Beverage Director for 2009 by InterContinental Hotels Group. The announcement of his winning this prestigious and much sought after award was made at the annual IHG conference. He competed against over 1,000 Holiday Inn hotels! We are PROUD of you, Chef!

World Series of Housekeeping

By Alicia Bombardiere

Congratulations to the Memphis Grizzlies House housekeeping team for winning the 2009 World Series of Housekeeping Award!

It was a fierce competition with a total of 12 teams competing in skilled and timed events. The events

consisted of toilet paper bowling; a relay race with housekeeping carts through an obstacle course of chairs; a blindfolded, big-bed make-off; a decorative towel fold-competition; and "commode snatchers" -- a basketball-style toss with rolls of toilet paper through mounted toilet seats.

We celebrated their win with a wonderful catered lunch of catfish and all the trimmings prepared by our newest friends at Fins and Feathers Restaurant. To

top off the celebration, employee Laketa Johnson sang the song, "I Won't Complain." Her amazing voice brought the house down!

We are so thankful for the hard work each and every one of you put in on a daily basis. Good Job!
Go GRIZZLIES HOUSE!!!





Give Kids the World

With today's economy and business levels lower than ever, the job all of you have done in raising money for Give Kids the World is amazing! In 2009 we collected a total of \$10,574.52 for this wonderful village and the terminally-ill children visiting Give Kids the World!

Keep up the extraordinary work as we go into 2010 and try to surpass our goals. To help as a reminder, here are the annual goals for each hotel:

HOTEL	GOAL
Holiday Inn Jackson, TN	\$2,700
Holiday Inn & Suites Memphis Wolfchase	\$2,660
Hampton Inn & Suites Lake Mary, FL	\$2,620
Hampton Inn & Suites UCF Orlando, FL	\$2,200
TOTAL	\$10,180

Put your "fund-raising" hats on and come up with new and exciting ways to meet your goals or just continue on with what is successful in your area. Thank you for all you do to make these children's dreams come true!

Everyone at corporate always works hard to raise money for Give Kids the World and when Kemmons Wilson Insurance Group was awarded a \$25 donation to the charity of their choice as a result of winning a contest, they had the money designated for GKTW! Thanks to Eddie Floyd and his awesome staff!!



To remind us what it's all about, here's a letter from a visiting family!

To Everyone at GKTW:

Wow! What can we say you haven't heard many times before?! All of you who work and volunteer at GKTW are so skilled in making kids and their families feel like royalty. Our 7-year-old daughter, Madelyn, went on her wish trip last November. When we were told we would be staying at your facility, we must admit we were a bit apprehensive. My husband and I worried being there with all of the other "sick kids" would only serve to remind our daughter [and her family] that she was still sick too.

Boy, were we ever wrong!!! GKTW gave us a sense of joy and happiness our family had not felt in many months. Everything about the place felt whimsical, happy, and care free. By taking care of every single detail, my husband and I were also able to leave our worries behind so we could dedicate 100% of our energy to having fun with our daughter.

More important, GKTW gave our daughter the greatest gift of all, which was to help her forget about her cancer so she could act silly, be playful, and feel happy again...like a "normal" kid! Thank you all so very, very much!!

With our deepest gratitude and appreciation,
Madelyn's family

The Give Kids The World Angels





Spotlight



Lake Mary, FL



Unbelievable, amazing, stupendous...words to describe the Hampton Inn and Suites at Colonial TownPark in Lake Mary, Florida on achieving their TENTH Outstanding Brand Inspection!!!!

Way to go, Mark and the amazing staff!

"Mental attitude plays a far more important role in a person's success or failure than mental capacity."

Kemmons Wilson

"Opportunity comes often. It knocks as often as you have an ear trained to hear it, an eye trained to see it, a hand trained to grasp it, and a head trained to use it."

Kemmons Wilson

"The secret of happiness is not doing what one likes, but in liking what one does."

Kemmons Wilson

FedExFamilyHouse: Where a House Becomes a Home

By Alicia Bombardiere

We are excited to update you on one of our newest projects: the FedExFamilyHouse. As we have mentioned, this will be Le Bonheur's first housing facility for families of patients receiving extended care in their hospital.

The FedExFamilyHouse includes 24 double-bedded suites each with a bathroom, a window seat which converts to a bed, a desk, a closet, and plenty of storage. Families will also have access to a kitchen they will share with other families. There will be four separate cooking areas, 24 refrigerators, and individual pantry storage for each family so meals will be easier to prepare and enjoy. Additionally, the FedExFamilyHouse will offer large living and family rooms, a teen lounge, indoor and outdoor children's play areas, craft areas and patio cookout areas.



An exciting art project is also in the works for the FedExFamilyHouse. The children of FedEx employees will receive art packets with all the fun stuff they need to create their own incredible art work. The art work will be judged and the ones chosen will be mounted and displayed throughout the House. "We want to engage FedEx families in the FedExFamilyHouse," said one of the art project judges, Rebecca Courtney of Looney Ricks Kiss architects.

The FedExFamilyHouse is financially supported by a \$2.3 million donation from FedEx Corporation's Frederick W. Smith, Chairman, President and CEO, his wife Diane, and Alan B. Graf, Jr., Executive Vice President and CFO, and his wife Susan.



FedExFamilyHouse

"Le Bonheur desperately needs comfortable and conveniently located accommodations for parents who must stay overnight or for extended periods," says Susan Graf, who is an active Le Bonheur Foundation board member and Le Bonheur Club member. The idea of having a place for families to stay while their child receives care at Le Bonheur is now becoming a reality. The FedExFamilyHouse will be a home away from home for many patients' families. It is scheduled to open in November 2010, around the same time as the new Le Bonheur Children's Hospital expansion will open.



WHMC Honors Employees of the Year

Marchtie Surney

Marchtie Surney has been with the Memphis Grizzlies House for five years. She started off as a Room Attendant but was soon promoted to Assistant Housekeeper because of her hard work, dedication and desire to move up. Marchtie has always been a pleasure to work with as she comes to work when scheduled, does anything asked of her and always has a friendly smile on her face. Marchtie gets along well with all of the other Grizzlies House staff. Stop by and you may catch her working the front desk, putting out the breakfast bar, cleaning the lobby, ordering supplies or setting up for the employee luncheons. What the staff admires most about Marchtie is her smile and honesty (even when you don't want to hear it!!).



Jerall Perry

Jerall Perry has worked 4 different positions at the Holiday Inn in Jackson, Tennessee and has always been dependable and reliable. He is always willing to do anything asked of him or just jump in when he sees help is needed. Jerall always has a smile on his face and is loved by everyone at the Hotel. He is enrolled at Lane College and does utility work in the kitchen in the mornings before heading to school for a few hours, then comes back to cook at night! His work ethic is incredible! What a pleasure to have such a wonderful young man work at the Holiday Inn!



Amparo Torres

Amparo Torres is our ray of sunshine! She was formerly our Executive Housekeeper until December of 2004 when she had to make the decision to return to Puerto Rico to take care of her ill mother-in-law. Amparo kept in contact with the employees and as soon as she returned to the states, she inquired about a position. Amparo said she loved the property so much she wanted to apply for whatever position was available. She returned as a breakfast host and room attendant in January 2006. Since then, Amparo has worked every aspect of the housekeeping department and says daily, "I love this place".



Lourdes Zayas

Lourdes Zayas (pictured here with General Manager, Mark Plebanski) joined the Hampton Inn and Suites at Colonial TownPark in Lake Mary, Florida housekeeping team in January of 2007. She worked at the hotel for seven months then left to work fulltime as a Certified Nursing Assistant. She missed us so much, she returned in October 2007 and has been with us since. She has done everything there is to do in the housekeeping department from rooms to laundry, lobby attendant, breakfast host and house person. Lourdes is very flexible and is always asking what else she can do. She will do whatever it takes...no matter what time it is, what day of the week it is, or how long it will take, she is always willing to stay and help. Lourdes is always making sure we are ready for inspection and has continually helped us achieve our "outstanding" Quality Assurance Inspections.





Spotlight

Dinner at the "House"

It was definitely "bon appétit" in September when our great friend, Frank Grisanti and his amazing team came to the house to serve up a delicious dinner of Penne pasta with chicken



Alfredo sauce, meatballs with mari-

nara sauce, carrots and dip, hot bread sticks, and assorted cookies. Frank Grisanti's Italian Restaurant feed 215 very hungry people! We appreciate

Frank so much for his generosity and willingness to serve our families.

The last quarter of 2009 was a busy one at the Memphis Grizzlies



House as we continued with our commitment to provide two events each month to finish out the year. It began in October with Wilson Hotel

Management Company, Inc. and US Foodservice teaming up to cook out for the families. With the food being donated by US Foodservice, the "grill and skills" of Ray Denison, and the cooking savvy of Jim O'Brien and Jerry Jacocks, the families enjoyed hot, grilled hamburgers, hot dogs, "veggie"



burgers, potato salad, pasta salad, chips, and to

top it off, ice cream bars! This dinner hosted our largest crowd ever...297 hungry folks!

Our numbers stayed high with 246 children and adults enjoying the annual Halloween Carnival and dinner sponsored by the Kemmons Wilson



Family Foundation. This carnival is a HUGE favorite of the families and many of the children come prepared with costumes and high spirits! All the volunteers were Kemmons Wilson, Inc. employees and their families sporting costumes and ready to provide an awesome carnival atmosphere.

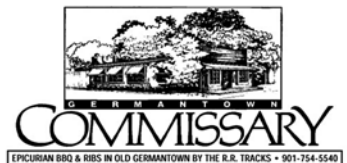
There were activity booths everywhere and the children played games, won prizes, and of course, trick-or-treat'ed all through the house.

Volunteers manned

booths of "carnival food" like popcorn, nachos, ice cream, and lemonade and a great dinner was served of mini corn dogs, hamburger "sliders," chicken tenders, corn nuggets, macaroni and cheese (a standard favorite with the kids – big and small!), and cookies. Thank you, Kemmons Wilson Family Foundation for sponsoring this event again!

The newest addition to our list of volunteer donors, the Holiday Inn and Suites at Wolfchase Galleria and Kem's Restaurant in Memphis, provided dinner the first Tuesday in November and really put on a spread! Chef Michael Prine and his crew prepared his "famous" (among those of us who have tried it) beef and vegetable lasagna – with a salad, grilled mixed Italian vegetables, amazing fresh bread, strawberry shortcake and lemon shortcake. While our crowd was much smaller, the food was plentiful and very much enjoyed by the families. We were even able to make up "to-go" boxes to refrigerate for the patients checking in late. Our sincere gratitude to our newest property!

November could not come to a close without our traditional and anxiously-awaited Thanksgiving dinner prepared and provided by our wonderful friends at The Germantown Commissary! While "the Commissary" is known for and usually serves their "best in town" pork bar-b-que, in November they cook up the best turkey and dressing to be found anywhere (except maybe your Grandma's



house), along with mashed potatoes, gravy, green beans, cranberry sauce, and hot rolls. And, as has become tradition, Sugaree's Bakery from New Albany, Mississippi donated their extraordinary cakes for dessert. The families were able to choose from Sugaree's amazing Coconut, Caramel,



Holiday Inn & Suites



KEM'S RESTAURANT





Dinner at the “House” continued...

or the kids' favorite, Rainbow cakes. We are certainly grateful to both The Germantown Commissary AND Sugaree's Bakery for feeding over 280 hungry people!



Early December brought out our good friends, Matt and Wendy McCrory from Gus' Famous Fried Chicken to tantalize the taste buds and satisfy the stomachs of over 200 patients and families with their “no match for” fried chicken, chicken tenders, grilled cheese, ham slices, macaroni and cheese, slaw, beans, mashed potatoes with gravy, ice cream, cookies, and wonderful sweet rolls! Their chicken really is the BEST fried chicken you will ever eat! We can't thank you enough, Matt and Wendy!



What better way to wrap up the year than the annual Christmas Party hosted by Christian Georgi and his wonderful staff at the East End Grill! This was East End Grill's fourth year to sponsor the Christmas Party which gets better every year! They provided for ornament decorating, cookie and ice cream decorating, a coloring activity, AND cooked and served up a delicious meal of chicken tenders, macaroni and cheese, mini corn dogs, hamburger sliders, grilled cheese, peanut butter and jelly sandwiches, and chips.



Santa (the REAL one) came and distributed gifts and had framed pictures taken with the children and, ummmm, some “adults” as well! To add to



the fun evening, the staff at Memphis Grizzlies House set up a table with all the supplies for the children to write letters to Santa and place in a specially made (by Ted Williams, Chief engineer) mailbox. Nearly two

hundred and seventy children and families participated in the event.

Our new Holiday Inn and Suites at Wolfchase Galleria in Memphis were the proud hosts of our first dinner in 2010. Chef Michael prepared an amazing chicken cacciatore served with choices like green bean casserole, macaroni and cheese, chicken tenders, tossed salad, cornbread, and freshly baked cookies. We fed over 150 people and everyone enjoyed it immensely!



Holiday Inn
UNIVERSITY OF
AN ALL-SUITE HOTEL

In the spirit of true competition, February's dinner was hosted by the Holiday Inn at the University of Memphis. Chef Edward fed over 160 hungry people with delicious meat-loaf with mushroom gravy, vegetable lasagna, mixed vegetables, mashed potatoes, macaroni and cheese, tossed salad, fresh fruit, rolls, chocolate cake and strawberry cake. As always, it was wonderful!

March brought our good and loyal friends from The Half Shell with a terrific array of culinary delights. They served almost 180 people mouth-watering beef stroganoff, roasted new potatoes, Italian green beans, sweet corn, baked potato salad, fresh fruit salad, hot dogs, chips, double chocolate brownies, assorted cookies, and juice boxes.



As you can see, everyone really eats well on the first Tuesday of the month!

Interesting Fact

Since we began asking local restaurant owners to participate in our dinner program at the Memphis Grizzlies House in 2006, we have fed over 12,500 people! What a testament to the hearts, spirits, and generosity of our friends in the food and lodging industry! They are unequivocally the BEST!!! Another fact...we have housed over 348,665 people in the House!

Unbelievable!



Holiday Inn Express and Suites at Park Place Jackson, Tennessee

As you can see from the pictures, construction is underway on our new Holiday Inn Express and Suites at Park Place in Jackson, Tennessee. Weather permitting, we should open the doors in March of 2011, if not before. This is an exciting venture and should do well in the Jackson market. Watch for future pictures as the hotel takes shape.



Kemmons Wilson Week Celebration

The Kemmons Wilson School of Hospitality and Resort Management celebrated Kemmons Wilson Week March 22nd through the 26th. It was a week filled with fun activities that drew not only students of the KWSHRM but many city leaders and hoteliers.

One of the main features was the display of the Holiday Inn Key Card Hotel Room.



If you have ever tried to stack cards, you would greatly appreciate the effort it took to build an entire hotel room, to scale, out of hotel key cards. The green and white Holiday Inn key cards were used to build the walls of the room, a full-size bed, two night stands, two table lamps and one floor lamp – all with bulbs and working, a

luggage bench, TV armoire, a coffee table and sofa, and fully-equipped bathroom – with a tub, shower curtain, sink with mirror and a toilet with a key card “flushing” handle! The furniture was sturdy enough to sit and lie on and many did to have their picture taken.

The key card room was built to celebrate the one billion dollar re-launch of the Holiday Inn brand. The display will be disbursed between the Holiday Inn & Suites Wolfchase Galleria, the Holiday Inn University of Memphis, the Kemmons Wilson School of Hospitality and Resort Management, and the Kemmons Wilson Corporate offices.



HR Assistant Alicia Bombardiere and her traveling monkey

A daily feature during Kemmons Wilson Week was a tribute to Mr. Wilson’s ‘sweet tooth.’ At 2:00 p.m. each day an ice cream bar was set up at the Holiday Inn and students served ice cream with a variety of toppings to any and all visitors stopping by. On Wednesday,

Angela Brav, the Chief Operating Officer of InterContinental Hotels Group out of Atlanta spoke to a group of hospitality students, hotel owners and operators, and community leaders about the passion and excitement of working in the hotel business. The week was one to remember and a wonderful tribute to our founder!



...is a publication of Wilson Hotel Management Co., Inc. Send article ideas & contributions to: Vickie Bradley, Director of Human Resources, 8700 Trail Lake Dr. West, Ste. 300 Memphis, TN 38125 901-346-8800 • FAX 901-396-8544 vbradley@kwilson.com, www.wilsonhotels.com.