

LBA INN CROWD



welcome

HAPPY NEW YEAR 2018

A note from Beau...

Ring in the New Year gives us a great opportunity to take pause and reflect on 2017 and plan for 2018. Our leadership teams did just that in December. We took time to reflect on what areas we performed well in and what areas could be improved. Part of the LBA culture is rooted in the belief that "Success is a journey and not a destination," and our annual strategy sessions reflect that. We had a tremendous year in 2017. We opened seven new properties and added five more hotels to our portfolio. I am grateful for our committed and dedicated associates who have served and continue to serve our guests with elegance, tact and the utmost in hospitality. But we can't rest on that success. In 2018, we have more great things to come. In the first quarter of the year we added the 118 room Hilton Garden Inn Victoria, TX to our management portfolio and this spring we will open the Residence Inn near Universal Studios Orlando. As Conrad Hilton said, "It has been, and continues to be, our responsibility to fill the earth with the light and warmth of hospitality." If we do that each and every day, 2018 will be another successful year along our journey!



HOMESWOOD SUITES CAPE CANAVERAL WINS CONNIE PRIDE AWARD OF EXCELLENCE

By Stephanie Butler, Director of Community Engagement

The Homewood Suites by Hilton Cape Canaveral has been recognized with the 2017 Homewood Suites by Hilton Connie Pride Award of Excellence. The award was presented at the Hilton All Suites Brands Awards Celebration at the Hilton New Orleans Riverside, and was accepted by General Manager Tony Stagni and Director of Sales Dana Good.

The Connie Pride Award of Excellence is presented to the top-performing Hilton hotels worldwide who have excelled in all brand requirements. The award demonstrates the highest commitment to brand standards, guest satisfaction, and loyalty.

"This award would not be possible without the hard work, team attitude and selfless demeanor of all our associates here at the Homewood Suites Cape Canaveral," said Tony. "As LBA has always stressed, every hotel's success really is about the associates. I am so proud of our team. They love what they do and they do a great job."

In addition to the prestigious Connie Award, LBA properties brought home a number of other awards for excellence. Homewood Suites Cape Canaveral and Home2 Suites Huntsville were both recognized as the top hotel in each of their brands for Excellence in Revenue Management. Home2 Suites in Huntsville and in Fayetteville earned Merit Awards for Highest Extended Stay Percentage.



LBA C.A.R.E.S.

CARING ASSOCIATES READY & EMPOWERED TO SERVE

LBA C.A.R.E.S. is how the company takes action respecting our deeply ingrained value that we give back to the communities that have welcomed us and nurtured our success. We believe that community service is a responsibility and a privilege.

HOTELS WITH HEART

By Steven Bales, General Manager
Courtyard Johnson City, TN



Johnson City's local Convention & Visitors Bureau held a "Hotels With Heart" blanket drive benefiting the local Salvation Army's Center of Hope facility. Courtyard Johnson City, along with eight other participating hotels served as

locations for the public to drop off new twin blankets. The associates and I are very excited to contribute to this very worthy cause. We collected 34 blankets and purchased 6 blankets as a team. It is a great way to demonstrate our LBA C.A.R.E.S. pride!

Pictured from left: Brenda Whitson, Exec. Dir. Johnson City CVB; Salvation Army Capt. Michael Cox and his wife Laura; representatives from area hotels

MEALS FOR THANKSGIVING

By Ray Brown, Director of Sales

Once again, our great team at Homewood Suites Montgomery came through. We chose 4 families to help out with Thanksgiving dinner this year. Everyone chipped in and selected items to



donate. And by donate, I mean 4 of each item. We had an overwhelming response and, as you can see, it was quite a haul. Plus, each family received a turkey. We want to give a shout-out to a special someone who pitched in this year; you know who you are. Thanks for putting us over our goal. Deliveries were made just before Thanksgiving to very appreciative families. This year we are all thankful for our health, family, both here and at home, and for being associated with such a great company as LBA- a company that truly C.A.R.E.S.

Pictured from left: Linda Wilson, Mamie Simpson, Peggy Edwards, Kaneshia Upshaw (AGM), Queen Gresham, Mary Simpson, Francine Molette (GM); (kneeling) Brian Jackson, Bernard McKenzie (Chief Eng.)



By Ayla Lemoine, Assistant GM
Courtyard Panama City, FL (CPC)



CPC donated meeting space to host Painting with a Twist to raise money for a little girl with cancer. She was diagnosed with Ewing's Sarcoma. They were able to raise \$1,365 during the event. Event organizer, Karen Jeffries, said, "BIG thanks to you and Marriott! I cannot express the gratitude for the room!"

Pictured from right: Veronica Greene (Front Desk) with the Painting with a Twist instructor



WINTER PROJECTS

By Jonathan Andre, GM
Hilton Garden Inn Macon/Mercer University, GA (GMG)

In November and December, GMG teamed up with Kids Yule Love and Coats for Kids. We collected more than 30 new and used coats for kids and adults to help those less fortunate.

GMG also had an associate toy drive, with guests and associates contributing to help families celebrate the holidays. We filled our huge toy box so full that it needed to be emptied so we could put more toys in it and fill it up again!



Pictured from left: Guest Services Manager Crystal Overstreet, GM Chris Jennings, and Guest Services Associate Ranie Cunningham from Hampton Inn & Suites Pensacola (IPF). IPF collected peanut butter for donation to Manna Food Bank.



Pictured from left: Tracey Sweet, Beverly Pleasant, Eric Jackson, Sharon Sanford, Angel Wynn, Vanessa Jackson-Lloyd, Mary Preuss, Julia Williams and Shirley Willis

LBA C.A.R.E.S.

CARING ASSOCIATES READY & EMPOWERED TO SERVE

A GIFT OF THANKSGIVING

By Suria Plante, General Manager
Residence Inn Dania Beach, FL (RDF)



Every Thanksgiving RDF takes the opportunity to give back to the City of Dania Beach by sponsoring a needy family to provide Thanksgiving dinner ingredients. This year Ms. Bobbi-Grace, one of Dania Beach's commissioners, chose a family for us- Mary and Jesus, who is a Disabled Vietnam Vet. When they came to receive their basket, Mary mentioned that she used to volunteer in her younger days, but now she cannot anymore; and she is so thankful for such an awesome gift and thanked us from the bottom of her heart.



Pictured: RDF associates with Jesus and Mary

HEALTHY BABIES, RESPONSIBLE MOTHERS

By Linda Dawalt, General Manager
Home2 Suites Charleston, SC (2CS)



The 2CS Team volunteered at the Florence Crittenton Home on September 26th. We spent the day organizing the diaper and clothes closets, cleaning and painting. This was a

great opportunity to see what this organization is doing to help these young women and their children get the best possible start in life. The Florence Crittenton Program provides help for pregnant teens and single parents. The Mission of Florence Crittenton is to provide hope, safety and opportunity to young women in order to instill self-worth and self-sufficiency.

Pictured from left: Tracy Simmons, HSKP Supervisor; Linda Dawalt, GM; LaDonna Manual, Laundry Attn; Shonda Brown, HSKP Manager; Tom Brinkerhoff, DOS

FOR MORE INFORMATION ABOUT LBA C.A.R.E.S.:

- Visit the LBA Hospitality website at lbahospitality.com/lbacaress
- Access the C.A.R.E.S. toolkit on Innovations document database

Send us an e-mail describing your property's C.A.R.E.S. related activities, with photos. Let us know all about it!

E-mail your story to Stephanie Butler at stephanieb@lbaproperties.com

KID'S MEALS

By Steven Bales, General Manager
Courtyard Johnson City, TN (CJT)



The CJT management team volunteered at the Second Harvest Food Bank packing supplies for underprivileged kids to take home while school is closed. We packed 320 meals in three hours.

Afterwards, Regional Director of Operations Glen Shanor treated the team to a great lunch at Cracker Barrel.

Pictured from left: Brad Miller, Maintenance Manager; Jill Garrett, DOS; Steve Bales, GM; Angel Dennis, AGM; and Janet D'Angelo, Housekeeping Manager

CREATIVE COLLECTION BOXES

By Denise Bushover, General Manager
Residence Inn & Courtyard Lakeland, FL

The hotels in Lakeland and a few of our partners participated in a food drive during the month of November to benefit the kids pack program which sends food home with kids who are in need on the weekends. A contest was held this month for the best decorated food drive box. I always encourage my staff to be creative and work together, and they really came through this year! The Courtyard had a food truck, wheels and all. The Residence Inn built a robot named Rlanne. Yes, that is a shark fin on top of her head. These pictures went out to over 2,000 chamber members in a press release. The Lakeland Magic posted the photos on their Facebook page to promote the food drive. I am very impressed, as this was our first organized group event. We received outstanding press and there was a large amount of food collected.



Top photo, pictured from left: Ariel Perez, John Mason, Steve Orlando, Bany Perez, Katia Thaxter, Rlanne the Robot

Bottom photo, pictured from left: Rajane Young, Elizabeth Vogler, Melony Moss, Wanda Thomas



Second Harvest
FOOD BANK
OF CENTRAL FLORIDA

Homewood Suites Cape Canaveral GM Tony Stagni and F&B Manager Danielle Stephens present Father John with a box of food for distribution at Second Harvest Food Bank on behalf of the hotel and Titusville Baptist Church.

LBA C.A.R.E.S.

CARING ASSOCIATES READY & EMPOWERED TO SERVE

\$750 C.A.R.E.S. PROJECT GRANTS AVAILABLE

By Stephanie Butler, Director of Community Engagement

LBA's hotels plan and execute dozens of outstanding, successful C.A.R.E.S. events each year. Almost all of these events are achieved individually by our properties' management and associates. On occasion, two or more hotels will join together to help address a most worthy cause in their community. At the Home Office, we have been very impressed by such events – the spirit of the managers' and associates' cooperation and the degree of success achieved via this synergy of two or more properties working as a team. We also understand and appreciate that planning and producing such larger scale events, by their nature, may have relatively significant overhead costs. Given the above, the Home Office provides seed money grants of up to \$750.00 to foster and support C.A.R.E.S. events planned and executed by two or more properties. Note that these seed money grants are targeted to help our properties fund such events' overhead only and should not be viewed, or requested, as a home office donation in supplement to dollars fundraised. Information on how to submit a project proposal can be found on LBA Innovations, in the document "LBA CARES Synergy Grants."



By Stephanie Butler, Director of Community Engagement

Homewood Suites Cape Canaveral/Cocoa Beach, Home2 Jacksonville, NC, and the Dothan area hotels and LBA corporate office led by the Clarion Inn & Suites in Dothan all participated in Toys for Tots this year. In Dothan, we collected over 550 toys. Thank you to all who contributed for making it another great Christmas for children in need in your communities!



Home2 Suites Jacksonville, NC



Hannah Shiver, Clarion Inn and Suites GM with the toys collected at the LBA home office

CHRISTMAS ANGELS

By Lupe Alvarez, GM
Hampton Inn Burlleson, TX (IBX)

The United Way Christmas Angels program matches local families with sponsors who can provide toys and clothing to children during the holiday season. Thanks to the generosity of the hotel team and guests, IBX was able to be one of those sponsors.



Pictured from left: Nelly Vasquez (Houseman), Macie Hornsby (GSM), Sara Davenport (Breakfast Host) and Brenda Herrera (Housekeeping Manager)

Help Now of Osceola, Inc.

By Alex Figueroa, GM
Towneplace Suites Orlando (TOF)

TOF reached out to Help Now, a shelter for battered women, to provide groceries to the residents who would be able to cook their own Christmas dinner. Shelters such as these are near and dear to my heart. Through personal experiences, I understand the pain and sorrow the women and children go through. Help Now is home to over 30 children and their mothers. Thank you to some of our management team for supporting this cause and always having the spirit to serve.



Pictured from left: Alex (GM), Cristyl-Lin (Ops Manager), Valerie (Sales coordinator) & Samantha (Sales Manager) delivering groceries to Help Now shelter

BIRMINGHAM C.A.R.E.S. PROJECTS

By Anita Estelle, Director of Sales
Courtyard Trussville, AL (CTR)

The CTR team partnered with The Foundry Ministries to feed two well deserving families for Thanksgiving. The team gathered everything needed, from sides and desserts to a gift card for a turkey and a devotional book.



The leadership team of CTR came together to gather items for the annual Christmas Shoe Box Toiletory Drive for the gentleman of Jimmie Hale Mission. The boxes had a variety of toilette items as well as a special Christmas treat for the recipient. The boxes were given out on Christmas morning.



Top picture: The CTR Team
Bottom picture, pictured from left: GM Rondell Brown, DOS Anita Estelle, Exec. Housekeeper Daysha King, Chief Engineer Thom Lishman, Food and Beverage Manger Tracy Hilliard



AWARDS

IBX RACKS UP THE RECOGNITIONS

By Lupe Alvarez, GM
Hampton Inn Burlleson, TX (IBX)

I am so proud of my team this year. We close off 2017 with a golden bow. We were able to accomplish the Diamond rate for AAA and we are now officially listed on their website as Inspected and Approved. We were also named The Best Hotel in Burlleson, an award voted on by our local community and businesses. And to top it off, we won the Limited Service Hotel of the year for the Hotel Association of Tarrant County. This award is for community involvement, increasing scores, and achieving revenue. We are proud to be honored with these awards, and we are looking forward to accomplish greater things in 2018.



Pictured from left, back row: Christin Culbreath, Claudia Flores, Adriana Mata, Teresa Gomez, Brenda Herrera, Lupe Alvarez
Front row: Jessica Mathis, Linda Beebe, Sara Davenport, Maria Chavez, Macie Hornsby



HSG TOP CHOICE FOR TOURING ENTERTAINERS

By Kevin Butler, Regional Director of Operations

Ignite Hospitality chose Holiday Inn Savannah, GA (HSG) as hotel of the month in December, offering "special thanks to the staff and management team for always being so easy and pleasant to work with, and for the incredible attention they place on hospitality and customer service at this top-notch hotel property." Ignite works to connect touring entertainers and hotels in mutually beneficial trade agreements.

OMA HILTON AWARDS

By Ray Brown, Director of Sales
Homewood Suites Montgomery, AL (OMA)

OMA received recognition from Hilton for continuously improved revenue in Q2 and Q3, and as a 2017 Driving Enrollments Award winner for Hilton Honors enrollments.



HILTON ALL SUITES BRANDS CONFERENCE AWARD WINNERS

By Mary Rickert, Regional Director of Operations

LBA hotels had a fantastic week at the Hilton All Suites Brands Conference in New Orleans in January. The week was jam packed with great information, takeaways and exciting upcoming events from the Hilton Brand team. Our General Managers and Directors of Sales are very excited to share everything they learned the with their teams. Our teams were also proud to be part of the incredible Clean the World Community Activity during the conference. Additionally, we took the opportunity to enjoy the local sites and flavors of New Orleans. A special thanks to our own local tour host, David Frencik, for his hospitality over the week.

There is no better place to celebrate than in the Big Easy, and our LBA Teams had plenty to celebrate.

- GM Tricia Gonterman and the team at Homewood Suites Huntsville, AL were awarded the Apple Hospitality Highest Overall Performer Award at the Apple Hospitality Reception.
- GM Shane Stocker and the team at Home2 Suites Fayetteville, NC were awarded the Highest Extended Stay Percentage Award of Merit by the brand.
- GM Kerry Polyacko and the team at Home2 Suites Huntsville, AL were awarded the Highest Extended Stay Percentage Award of Merit and the Excellence in Revenue Management Award for the brand.
- GM Tony Stagni and the team at Homewood Suites Cape Canaveral, FL were awarded the Excellence in Revenue Management Award for the brand.
- Tony Stagni, Director of Sales Dana Good, and the entire team at Homewood Suites Cape Canaveral were awarded the prestigious Connie Pride Award as the top overall performing hotel in the Homewood Suites brand!

Please congratulate our winners on these fantastic achievements! We are so proud of you all!



PROPERTY HAPPENINGS

SUCCESSFUL CHARLESTON SALES RETREAT

By Michael Pitstick, Regional Director of Sales

This past December, and in preparation for over 1,000 new hotel rooms under development and soon to open in the Greater Charleston hotel market, the team from the Hilton Garden Inn Charleston Waterfront, with support from the Regional LBA Team, held a strategy session to ensure the hotel maintains its leadership position in the market. The team spent the day focused on personal and professional improvement, time management, collaboration and sales strategies. One tool we utilized was the True Colors Personality Profile, an LBA sponsored tool, that enables hotel teams to better understand one another and optimize resources within the organization. We even had a guest speaker address the group, and discussed individual experiences and examples of how to overcome various adversities and challenges we face in life and business. Each individual finished the day with a detailed Sales Action Plan for the 1st Quarter to get a jump start on the 2018 operating year.



By Amy Meshnick, Regional Director of Revenue Management

Thank you so much for inviting me to participate in the GCS sales team retreat. I was so impressed by all of the thought, planning, and execution that I observed. The topics were relevant and impactful, the team was able to put together meaningful action plans and outline a clear strategy for 2018. I left the meeting feeling so confident that the team has the direction and motivation needed to build upon our current success. I really just can't say enough good about it. Thank you to Michael Pitstick for the way you lead the sales effort at GCS. We are fortunate to have you. And Charles Reed, thank you for your leadership at the hotel as well. It was great to have you there all day and it's clear that you are an integral part of the sales effort.



Pictured from left: Kristy Kinney, Sales Manager; Mamie Bush, Director of Sales and Marketing; Taylor Ambrose, Sales and Events Coordinator; Amy Meshnick, Regional Director of Revenue Management; Renee Bawden, Events Manager; Charles Reed, General Manager; Austin Battle, Sales Manager; and Michael Pitstick, Regional Director of Sales.

TEACHING GIRL SCOUTS ABOUT SERVICE

By Dana Good, Director of Sales
Homewood Suites Cape Canaveral/Cocoa Beach (OCF)

OCF was visited by a local Girl Scout Troop while they were working on their Kind and Friendly badge. GM Tony Stagni read a Lewis the Duck book, they toured the hotel and had dinner at the hotel's evening social. They learned a little about all of our departments and how we are "kind and friendly" to everyone. The girls each went home with a Lewis the Duck Homewood Suites book.



Pictured: GM Tony Stagni reading to the Girl Scouts



HOLIDAY CELEBRATION

By Alyssa Salaverria, Sales & Catering Manager
Holiday Inn Savannah Historic District



We are all family at the Holiday Inn Savannah Historic District and were delighted to celebrate as one at our Holiday Party in December. Together we enjoyed a wonderful dinner catered by Corleone's, a delicious local Italian restaurant. Associates enjoyed comradery and dancing. All associates were awarded wonderful prizes from

our Holiday Trade Out program to thank them for their wonderful service and commitment to our guests.

GOOD LUCK, MONICA!

By Chris Rowell, GM
Courtyard Hattiesburg, MS (CHM)

CHM Operations Manager Monica Burt was recently promoted to GM at SpringHill Suites in Columbus. We are proud of you Monica and wish you the best! You will be missed!



Pictured from left: Rebecca Odum (GSR), Kala Well (Night Audit), Monica Burt, and Curtis Goff (Lead Maint.) at a farewell lunch.

PROPERTY HAPPENINGS

LAKELAND MAGIC ANNOUNCE PARTNERSHIP WITH COURTYARD BY MARRIOTT

By Ashley Foss, Director of Marketing & Communications, Lakeland Magic



Lakeland Magic, the NBA G League affiliate of the Orlando Magic has announced that Courtyard Lakeland has been named the official and exclusive hotel host for the Lakeland Magic team. In exchange for Courtyard Lakeland hosting visiting NBA G League teams, the partnership provides Courtyard Lakeland custom in-arena digital signage, integration on lakelandmagic.com and rights to team trademarks and logos.

“The Courtyard Marriott brand perfectly aligns with the Lakeland Magic brand in that it is consistently dedicated to a superior customer service and hospitality. We are thrilled to associate with such a strong partner right here in our community,” said Lakeland Magic President, Shelly Wilkes.

Lakeland Magic partners represent an elite tier of brands committed to the Lakeland, Polk County and Greater Central Florida Community. The fully-integrated relationship includes community programming, unparalleled team and facility access, brand recognition visibility and category exclusivity.

“This is an exciting time in Lakeland with the amount of growth and development that is entering the market. We are honored to partner with the Lakeland Magic at the ground-level and be a part of that excitement,” said Denise Bushover, General Manager for Courtyard by Marriott Lakeland.

GUEST HELPS WITH HOLIDAY CHEER

By Marie Flynn, Director of Sales
Hampton Inn & Suites Holly Springs, NC



What a fun time we had creating a great guest experience with our favorite extended stay guest, Ms. Garner! She has been with us since August due to a house fire. We wanted her to be a part of the holiday and tree decorating, so we asked her to come down and spend the afternoon with us. We had snacks, exchanged addresses for Christmas cards and had a great time. Her favorite part was our reindeer antler head bands. Ms. Garner tells us every day how we are just like her family now and she will miss us all when she leaves.

Pictured: Ms. Garner with some of our housekeeping ladies, DOS Marie Flynn, and GM Rachel Hart



BILL MARRIOTT ON TOUR!

Bill Marriott, Executive Chairman and Chairman of the Board of Marriott International, Inc., stopped by the Residence Inn Dania Beach, FL during his tour of Marriott’s Fort Lauderdale market hotels. He is pictured with GM Suria Plante.



WOW!



Hampton Inn & Suites Carolina Beach, NC



Home2 Suites North Charleston, SC



GUEST EXPERIENCES

Hilton Garden Inn Auburn, AL

"My wife, daughter and I had the pleasure of staying at the Hilton Garden Inn, Auburn/Opelika. We enjoyed our stay. We especially enjoyed several interactions with General Manager, Jay Lockhart. I'm a customer service fanatic, and I can tell you for sure that I know a leader when I see one. Jay is one of those people who is clearly blessed with a rare combination of charisma and sincerity, and he has an equally rare authenticity about him and a genuine interest in people. I suspect that his care and sensitivity for customers extends to his employees as well. He seemed very 'tuned in,' calm and effective from my perspective. While our time with Jay was not extensive, he left an impression for sure. In him, I see a strong yet humble, sensible 'servant leader'. Your organization is better because of Jay, and the more folks you can find like him, the better your brand and profitability will be." - Clyde



Home2 Suites Charleston, SC



"Carrie is great at her job. Her customer service skills are so natural and she makes you feel welcome right away. Twice I have stayed at Home2 Charleston and her attitude is the reason I will come back. She is an asset and a credit to the Hilton brand. Please

recognize her for her exemplary dedication to her customers. She takes ownership in her job and I appreciate that. She is a rarity these days." - Sarah



Courtyard Prattville, AL

"My husband and I were passing through yesterday in our RV when we had to stop because an engine light came on. We had to spend the night for the work to be finished. It was so nice to check in the hotel after a long stressful day and have such a wonderful greeting. Jessica at the front desk was extremely nice and professional. We decided to have a glass of wine and dinner at the Bistro. Taina also made sure we were waited on and she continued to see if we needed anything." - Bob & Kim



Residence Inn Dania Beach, FL

"We have just returned from a short stay at the Residence Inn Fort Lauderdale Airport & Cruise Port. The hotel is brand new and absolutely gorgeous. The staff was so attentive and pleasant. Della went out of her way to ensure that we were comfortable and happy. She was so enthusiastic and eager to help in any way needed. If you are traveling to the Fort Lauderdale area, we highly recommend this property. You will not be disappointed." - Shirley

Homewood Suites Chattanooga, TN

"As I sit in your Homewood Suites room this evening and come to realize this is night 62 that I have spent here over many stays since June, I must say well done! As I close out my travels for 2017 I wanted to take a moment to celebrate you and your staff for consistent outstanding service. I stay in hotels across the US weekly and simply must say yours wins the BEST SERVICE AWARD from me. I must acknowledge your wonderful staff. Kim- for her most sweet and always beyond professional and accommodating attitude and service. Sawyer is always engaged, able to handle multiple tasks thrown at him in the calmest of ways. He always goes over and above my expectations. Cecilia always makes me feel like I am at home. I always hope that when I visit she is scheduled just to see her smile. The young blond man that works the front desk. I was here on his very first day of work and I am so glad to see how well he is doing. I have thrown some tough ones at him over the months and he has dug deep to find the answers and accommodate. New to me tonight was the lady in the kitchen. I didn't get her name but, wow, what a gem you have with her. Chad, as their leader I honor you for your hiring, training and leadership skills." - Jim



Hilton Garden Inn Charleston, SC

"After being released from the hospital, my wife and I found our trip home interrupted by the unusual winter storm that slammed Charleston. We were fortunate to find refuge at the Hilton Garden Inn that evening. Your staff was so pleasant over the period of our stay, exemplified by Laura's constant smile in the restaurant. No doubt, your management/leadership style has everything to do with the positive attitude we experienced from all of your staff. When we exited the hotel, you were there shoveling snow and wished us safe travels home. We offer you and your staff a big thank you for the optimum level of service provided under difficult circumstances." - Bill and Melba



Homewood Suites Cape Canaveral, FL

"On Saturday, we left Charlotte for Port Canaveral to board a 7-day cruise. Later that night, we realized we left the house without our passports! We discovered that Carnival Cruise Lines would accept copies of our birth certificates instead and family members emailed them to us. When we finally arrived in Cocoa Beach very late that night, we searched for someplace we could print our documents. At 1:00am and as a last resort, I stopped at the beautiful new Homewood Suites to ask if I could use your business center even though we weren't guests there. Joy was so understanding and was happy to help us out. Without Joy and Hilton hotels, we would have missed our cruise! Joy could have easily turned us away; but she welcomed us in, comforted us in our time of panic, and was truly kind and caring." - Shelley and Anthony



LBA INN CROWD

LBA Inn Crowd is the quarterly newsletter of Larry Blumberg & Associates, Inc.

LEADERSHIP TEAM

Larry Blumberg- Founder, Chairman and Chief Executive Officer

Barry Kraselsky- Past President

Beau Benton- President

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David Frencik- Vice President, Revenue Management

Judy Cluck- Vice President of Sales & Marketing

Larry Blumberg and Associates, Inc. (LBA)

For more than forty years, LBA and its subsidiaries have provided comprehensive hotel development and management services from its corporate office in Dothan, Alabama. LBA Hospitality is the company's hotel property management division, with over 2,000 associates operating 70 hotels in 10 states, proudly offering 7,481 guest rooms in the Marriott, Hilton, Choice, and InterContinental Hotels Group (IHG) brands.

Highly respected as a premier operator of industry leading hotels, LBA Hospitality's goal is to manage properties to their highest potential. The company's core principles are to practice ethical, responsible management guided by disciplined systems, grounded in service. The bedrock of our culture is one of humanism in all we do. Integrity, quick and agile responses, innovative solutions, and caring for our associates and guests – that is who we are at LBA Hospitality.

Thank you to all who contributed to this edition of the LBA Inn Crowd.

Please e-mail proposed stories and photos for our next edition to Stephanie Butler at stephanieb@lbaproperties.com.

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