



STRONG START AT COURTYARD HOUSTON HEIGHTS

By Stephanie Butler, Director of Community Engagement

The brand-new Courtyard by Marriott Houston Heights/I-10 officially opened on September 30th in Houston, Texas. The custom built, 147-room hotel, owned by Rise Management Inc., features an innovative lobby space as well as Courtyard's latest contemporary flexible room design. The newly designed Bistro offers guests a wide variety of fresh classic American menu items with a contemporary twist. In the evening, the Bistro Bar also features an array of cocktails, beer, and wine for guests to enjoy. Additional features include an outdoor swimming pool, a well-equipped fitness center, a gated parking garage, guest laundry, and 950 square feet of meeting space to accommodate functions of up to 100 people.

Houston Heights is a historic neighborhood northwest of downtown that dates back to the late 1800s. The location includes character-rich architecture, independent boutiques and antique shops, and some of Houston's best restaurants and cafes. The hotel is 2 miles from downtown and close to popular Houston destinations like NRG Stadium, Minute Maid Park, the Toyota Center, and The Galleria.

Service is the cornerstone of LBA Hospitality's success. We devote significant resources to finding and developing team members who support one another and provide strong vision and direction. It is this commitment to producing quality staff that sets LBA Hospitality apart. The Courtyard Houston Heights leadership team includes General Manager Chris Gibson, Director of Sales Keelie Arnenson, Assistant General Manager Javier Felix, Food & Beverage Manager Lauren Craft, Executive Housekeeper Juliana Arias, and Chief Engineer Manny Granados. The training team was Regional Director of Operations Dana Moreau, Regional Engineering Manager Joel Rodriguez, Regional Director of Sales Chris Landry, Director of Food & Beverage Mary Ewing, Auditor Dawn Phillips, and Director of Sales Donia Blossom.

Special thanks to the training team and opening team at Courtyard Houston Heights for exceeding LBA's standards as they prepared for opening day.

"The team at Courtyard Houston Heights is excited to be part of the LBA Hospitality family," said General Manager Chris Gibson. "The team's dedication and determination to ensuring that the hotel was ready to open when the green light was given was evident the day the Marriott training team arrived."

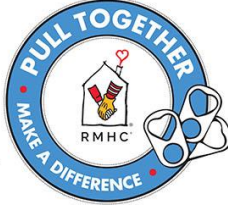
LBA C.A.R.E.S.

CARING ASSOCIATES READY AND 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 community service is a responsibility and a privilege.



SO MANY SODAS!
By Denise Bushover, General Manager
Home2 Suites Orlando, FL



The Tabone Region spent the month of August in a friendly competition to see who could collect the most pop tabs to benefit Ronald McDonald Houses in Florida. Pop tabs are taken to be recycled in exchange for dollars, which support the children and families served at Ronald McDonald Houses. As a region, our goal was 15,000. In true Tabone fashion, we reached and exceeded our goal by collecting 26,364 tabs! Winner of the competition was Homewood Suites Cape Canaveral, FL with 14,321 pop tabs. Congratulations GM Tony Stagni and hotel team!



Pictured above from left: Valentina Rivas, Director of Sales; Carmen Iglesias, Sales Manager; and Ingrid Cegarra, Sales Coordinator



By Valentina Rivas, Director of Sales
TownePlace Suites Miami, FL

On September 28th, associates from TownePlace Suites Miami Airport participated in the St. Jude Walk/Run to End Childhood Cancer event. The Mission of St. Jude Children's Research Hospital is to find cures for children with cancer and other life-threatening diseases through research and treatment. No family ever pays St. Jude for any services.

Pictured from left: Valentina Rivas, Director of Sales; Carmen Iglesias, Sales Manager; Ingrid Cegarra, Sales Coordinator; and Yeni Fernandez, Operations Manager

- FOR MORE INFORMATION ABOUT LBA C.A.R.E.S.:
- Visit the LBA Hospitality website at lbahospitality.com/lbacares
 - Access the C.A.R.E.S. toolkit on Innovations

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

KIDZ CONNECTION

By Claire Pagel, Director of Sales
Hilton Garden Inn, Victoria, TX (GVX)

During the month of August, GVX held its 2nd annual Back2Basics supply drive. We collected socks and underwear for Kidz Connection, a department within the Victoria Independent School District that caters directly to the needs of the homeless students in elementary, middle, and high schools. Currently Victoria ISD has around 600 students identified as homeless. With community participation, GVX was able to present Kidz Connection with over 700 pairs of socks and underwear in various sizes.



Pictured above from left: Claire Pagel, Director of Sales; Wanda Pagel, Project Success Liaison; Debbie Sullivan, Receptionist at Family Connection Center; and Gail Hawes, Intake Specialist at Family Connection Center

KIDS SCHOOL TOOLS

By Jonathan Andre, General Manager
Hilton Garden Inn Macon, GA (GMG)

For the fifth year in a row, GMG participated in the "Kids Yule Love-Tools for Schools" Drive. We collected an entire bin full of school supplies, including quite a few backpacks and even some school uniforms. We are now partnering with Chick-fil-A in this annual project to help those less fortunate to receive the supplies necessary to start the school year off right.



Pictured from left: Tracey Sweet, Julia Smith, Latonya Akine, Desiree Pate, Kristina Slentz, Angel Wynn, Tracie Davis, Laquita Woodford, Tiffany Barnes, Vanessa Jackson-Lloyd, Mary Preuss, Lorraine Glover, Eddie Bryant, Stacie Adams, and Vernesa Good

LBA C.A.R.E.S.

CARING ASSOCIATES READY & EMPOWERED TO SERVE

WASH YOUR HANDS, BRO.

By Jonathan Andre, General Manager
Hilton Garden Inn Macon, GA

The Hilton Garden Inn Macon was recognized by Hilton and the Clean the World campaign as being one of the top collectors of soap and toiletry bottles for all of the Hilton Brands. To thank the team for embracing this program 100%, the housekeeping team was given a supply of "Wash Your Hands, Bro" t-shirts courtesy of Hilton.



Pictured from left: Vanessa Jackson-Lloyd, Mary Preuss, Latonya Akine, Sharon Sanford, Beverly Pleasant, Jonathan Andre, Tiffany Barnes, Barbie Fluellen, and Julia Smith.

BOOKS FOR BAY COUNTY

By Stephanie Butler, LBA Director of Community Engagement

Thanks to the leadership of the C.A.R.E.S. committee at the Courtyard Panama City, thousands of books were collected and delivered to Bay County Schools in Florida. The schools were greatly impacted by Hurricane Michael and their libraries and teachers lost a large number of books. Throughout the month of July, new and gently used books and monetary donations were collected at LBA properties in Panama City, including Hampton Inn & Suites, Towneplace Suites and the Courtyard. Many thanks to the community partnerships that made the book drive incredibly successful. The Bay County Sheriff's Office operated as a collection point and Dothan, Alabama's Friends of the Library and Dothan City Schools donated books. Thank you to all the hands who helped to make this huge project possible.



Pictured from left: Brad Kendrick, General Manager, Hampton Inn, Dothan; Property Accountants Blake Spitler, Andrew Etheredge, and Kiki Cox; Stephanie Butler, Regional Director of Sales Missy Sparks; Nathan Beattie, General Manager, Hilton Garden Inn, Dothan; Property Accountant Melissa Whitehurst; CFO Stephen Smith; Regional Director of Operations

Kevin Butler; and Joshua Maye, Assistant GM, Hilton Garden Inn, Dothan.

ORGANIZING OUR LOCAL FOOD BANK

By Brian Tarvin, General Manager
Courtyard Fort Worth, TX



We assisted the Community Food Bank to help organize their warehouse including clothing, household items, food items, cleaning products, and more. The Food

Bank was very grateful for our help.

Pictured from left: Andrea Delamora, Sales Coordinator; Ryan Sanders, Valet Parking Manager; Brian Tarvin, General Manager; Patience Nkaimbi, Assistant General Manager; Julia Moye, Director of Sales; and Jon Waggoner, Chief Engineer

Pictured from left: Jordan Lane, Sales and Meeting Coordinator; Kevin Butler, Regional Director of Operations; Tim Gray, Dual Director of Sales; Sofia Tolar, Courtyard General Manager; Patricia Paz, Courtyard Bistro Supervisor; Claretta Edwards, Courtyard Exec. Housekeeper; Hector Baez, TownePlace Maint. Engineer.



The final result.



LBA C.A.R.E.S.

CARING ASSOCIATES READY & EMPOWERED TO SERVE

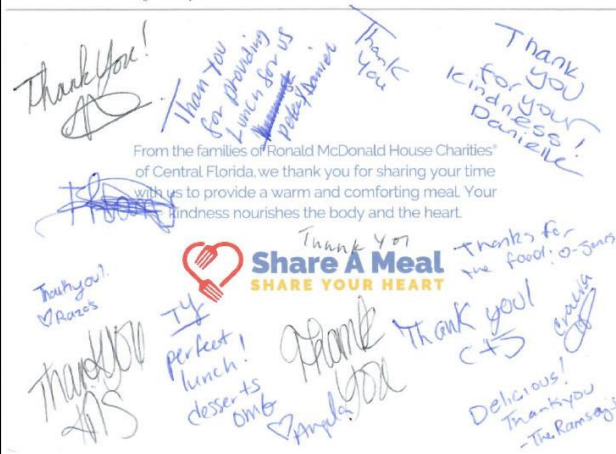
FOOD SERVED WITH LOVE AT ORLANDO'S RONALD MCDONALD HOUSE

By Denise Bushover, General Manager
Home2 Suites Orlando, FL

The Orlando area hotels took a break from Hurricane Dorian Watch to volunteer at the Ronald McDonald House-Arnold Palmer. We prepared and served a taco bar for the 45 families who were staying at the house, all of whom had children undergoing treatment at the adjacent hospital.



Thank You for lunch LBA Orlando!!



Pictured from left: Kristen Oswald and Sam Nieves from SpringHill Suites, Sanford (SSF); Sean Rowe, Jenna Nichols, and Berto Santiago from Residence Inn, Orlando, Denise Bushover from Home2 Suites, Orlando (2OF), Joyce Jones (SSF), and Melissa Petiot and Cesia Crespo (2OF). Not pictured, but an excellent onion cutter- JJ Tabone.

MAKING A REAL DIFFERENCE FOR REAL PEOPLE

By Taylor Wheeler, Area Manager Wiregrass United Way

When you donate to the Wiregrass United Way, you are not just helping an organization reach their annual fundraising goal—you are helping real people in our community to reach their fullest potential. Barbara Hatcher moved to Alabama from Tampa, Florida, with just a few tubs of clothes for herself and her three girls. She relocated because one of her children had been sexually abused by a family member. When Barbara and her family arrived in Dothan, they stayed overnight at a local shelter and the very next day, anxious and depressed, Barbara walked into Alfred Saliba Family Services Center.

After visiting the Intake Department, Barbara talked with Mrs. Angie Thomas who heard her story and was determined to help Barbara find housing and a job. In only a month, the Saliba Center had assisted Barbara in getting both. She is now the director of the kitchen at her place of employment and currently lives in the apartments that Alfred Saliba Family Services helped her to apply for.

"My girls and I are doing awesome," Barbara says, "and I owe it to the wonderful staff of Alfred Saliba who gave me my confidence back." Because the employees at Alfred Saliba Family Services were so welcoming, friendly and helpful, Barbara has definitely gained some friends there. "After I got a job, I still went to see them," she says. "I really love them."

Alfred Saliba Family Services Center is just one of the 41 partner Wiregrass United Way agencies that are making a difference daily in the lives of the people in the Wiregrass who need them the most—something that would not be possible without your support.



- Property Openings**
- Home2 Jacksonville Airport, FL (Opening Q4 2019)
 - Courtyard Hilton Head, SC (Opening Q1 2020)
 - Home2 Fort Worth, TX (Opening Q1 2020)
 - Hampton Inn/Home2 Cape Canaveral, FL (Opening Q2 2020)

- Management Aquisitions**
- Residence Inn Fayetteville, NC

GUEST EXPERIENCE

Courtyard, Johnson City, TN
 "I want to applaud Julie from housekeeping. She is so friendly, always very attentive, and asks how she can make my stay better. You have wonderful staff here!" – Leslie



AUTUMN SHOWS US
 HOW BEAUTIFUL IT IS
 TO LET THINGS GO.

LBA C.A.R.E.S.

CARING ASSOCIATES READY & EMPOWERED TO SERVE

TEAM DASH SHOWS ASHLAND WHAT LBA C.A.R.E.S. CAN DO!

By Jackie Hymel, General Manager
Delta Hotels Ashland, KY

The Delta team has been busy opening the hotel and doing lots of training, but we made sure to find time to do team activities to help the community. We held a silent auction from items donated by our associates and were able to raise \$325 for Pathways Recovery Center. Our associates held a dog food/ supplies drive and collected a large amount of supplies that were donated to the Boyd County Animal Shelter. We also collected schools supplies that we donated to the local school. And finally, the associates pulled together and collected supplies for the Shelter of Hope Domestic Abuse Center. I am very proud of the team and how they have pulled together and participated in every activity that we arranged.



Pictured: Team DASH with the supplies that were collected for the Shelter of Hope Domestic Abuse Center.

GUEST EXPERIENCE

Fairfield Inn Tuscaloosa, AL

"I just wanted to thank you again for your Team's hospitality this afternoon at check-in! I travel about 120 nights a year selling work for our crews that spend up to 320 nights a year on the road doing the work. The kindness and warmth shown by LBA Hospitality is what can set a hotel property above the rest! I sell jobs all over the Southeast and in many cases our guys have to stay at sub-standard locations just due to availability. It matters to me that they have a comfortable hotel stay and can have a warm, home-like experience even while they are on the road. After spending 10 minutes with y'all in the lobby, there is no doubt that they can get this quality experience with Marriott and your team. Your company has done a great job of hiring people who care, interact with sincerity, and exude a goodness in their heart for others! I'll do my part going forward, selling work up here and instructing our management team that we only need to stay at LBA Marriott properties. Many thanks!" – Gene



Courtyard Johnson City, TN

"My wife and I come to Johnson City at least twice a month. We were blown away by how friendly the staff at your hotel is. The rooms exceed any place we have stayed at in terms of cleanliness and amenities. We will stay here from now on." – Anonymous

LBA SET TO BREAK \$40,000

By Stephanie Butler, LBA Director of Community Engagement



Pictured above from left: Vice President of Commercial Development Bill Davis, Supervisor of Accounting Cindy Edenfield, WUW Area Manager Taylor Wheeler, President Beau Benton, Director of Community Engagement Stephanie Butler, and Saliba Center Executive Director Belinda Mitchell

On Wednesday, August 28th, LBA had our Wiregrass United Way (WUW) campaign kickoff breakfast. Our fundraising goal this year is \$40,380 and we're already off to a very strong start! Many thanks to Belinda Mitchell, Executive Director of the Alfred Saliba Family Services Center in Dothan, for being our speaker at this year's event. WUW area manager Taylor Wheeler has been incredibly supportive of the campaign, and she was on hand to accept LBA's corporate campaign contribution of \$6,415. We are extremely grateful to our in-office fundraising team leaders, President Beau Benton, Vice President of Commercial Development Bill Davis, and Supervisor of Accounting Cindy Edenfield for spearheading the effort. But the real stars are each and every person at LBA who chooses to invest in our community by supporting the WUW. Next up, we will be visiting all four of LBA's Dothan hotels, where many of the associates are also generous contributors to the campaign. Everyone at LBA is doing their part to support WUW and Beau, who serves as this year's WUW campaign chair, to raise \$2,888,888.88! Thank you LBA associates!

GUEST EXPERIENCE

Hilton Garden Inn Montgomery, AL

"This is our first visit to Alabama. We met Kendra and Nikki on our arrival to your beautiful property. They made us feel so welcome and like we were family. They provided us with outstanding service. You have a great couple of people working for you." – David and Joan



Courtyard Dothan, AL

"Dothan is my home on the road. Hannah and her team are awesome. I stay here anywhere from 2 to 10 nights a month. I love checking in with the fast and friendly team, which includes folks like Johari. I often find a card in my room from the friendly housekeeping staff members like Mary, who always makes sure the rooms are ready to go. The Bistro is a great way to start or end my day. Elena in the Bistro will always take good care of you!" – JJ

PROPERTY HAPPENINGS

Hilton

100
YEARS OF
Hospitality

By Tricia Gonterman, General Manager
Homewood Suites Huntsville, AL

The Huntsville teams from Home2 Suites (2HA), Homewood Suites (OHA), Hilton Garden Inn (GHA), and Hampton Inn (IHA) held a celebration for Hilton's 100 Years of Hospitality. We took this opportunity to present a donation of \$500 to the Harris Home for Children, which provides full-time foster care services and support for neglected and dependent children who are in the care of the state. Each of the properties participated in this LBA Cares event. The Executive Director along with several of their young adult residents were in attendance. Guests were treated to great food, music and a photo-booth complete with Hilton props. This photo shows our toast to "100 Years of Hilton".



Pictured from left: Angela from 2HA; Kierra and Brittany from OHA; Neal and Amy from GHA; Regional Director of Sales Christine; Lewis the Duck; Kay, Tricia and Alex from OHA; and Kerry and David from IHA

VISIT ORLANDO'S MAGICAL DINING

By Denise Bushover, General Manager
Home2 Suites Orlando, FL

The Orlando teams from Home2 Suites and Residence Inn supported Visit Orlando's Magical Dining. For five weeks each year, more than 100 Orlando area restaurants feature three-course, prix-fixe dinners at \$35 per person. Through Visit Orlando, \$1 from each meal supports deserving charities.



Pictured from left: Melissa Petiot and Denise Bushover from Home2 Suites, and Vivian Herrera from Residence Inn

YUM!

INTERNATIONAL HOUSEKEEPING WEEK

By Jonathan Andre, General Manager
Hilton Garden Inn Macon, GA (GMG)



GMG Celebrated International Housekeeping Week with fun events each day. We took the team for a lunch at Golden Corral and Celebrated National Chocolate Shake Day with Chick-fil-A shakes. The housekeeping team took an opportunity to enjoy the HGI cooked to order restaurant breakfast buffet, had a Chinese buffet luncheon, and even took a trip for Friday lunch at Hibachi Cookout with their new t-shirts stating "This is what an Awesome Housekeeper looks like!"

The wonderful GMG housekeeping team is Latonya Akine, Tiffany Barnes, Barbie Fluellen, Vernesa Good, Jacquelin Huff, Beverly Pleasant, Sharon Sanford, Rhonda Silva, Julia Smith, Tracey Sweet, Julia Williams, all lead by Mary Preuss.

THE FUTURE OF HOSPITALITY

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

RDF adopted a local high school and will be collaborating with educators to mentor students who are interested in the hospitality industry. I'll be speaking at the school a few times throughout the year and we will welcome students for property visits.



Suria Plante with Piper High School teachers & administrators.

CRUISIN'

By Dana Good, Director of Sales
Homewood Suites Cape Canaveral, FL



We took the Homewood team out on a Sunset River Cruise to celebrate the hard work that earned us our 2nd consecutive Connie Pride Award. Great job team!

PROPERTY HAPPENINGS

WELCOME RESIDENCE INN FAYETTEVILLE, NC By Glen Shanor, Regional Director of Operations

On September 1st, Apple-owned Residence Inn in Fayetteville, NC transitioned management to LBA. The 92-room extended stay hotel is located near Fort Bragg, Pope Field, downtown Fayetteville, Fayetteville State University, and Methodist University. Please join me in welcoming our newest group of 26 associates to the LBA Family, along with their new General Manager, Rose Guinn. The transition was incredibly smooth, thanks in large part to the efforts of Bench General Manager Peaches Crawford and auditor LeighAnne Crawford. Thank you both for your support.



DELTA RIBBON CUTTING CELEBRATION By Stephanie Butler, Director of Community Engagement



On September 17th, Delta Hotel in Ashland, Kentucky celebrated its ribbon cutting with about 400 guests from the local community. The celebration included a short presentation from Jimmy Nizzo and Andy Spiros — the developers of the Delta Hotel. The ribbon cutting featured local

leaders, with Mayor Steve Gilmore presenting both developers with two gold keys to the city. Appetizers and beverages were served, and guests were given tours of the hotel. Prizes included a weekend stay at the Delta in a balcony room with hospitality suite.

The 152-room Delta Hotel is the first full-service hotel in Ashland and offers many amenities, including a Starbucks, two bars, and a fine dining restaurant.

Photo credit to Kevin Goldy of The Daily Independent

GUEST EXPERIENCE Courtyard Johnson City, TN

"Hailey and Misty are wonderful! They remember me each time I stay at your hotel. They are friendly, cheerful, and helpful. They are always willing to extend advice or suggestions about events or restaurants. I simply cannot say enough about the extraordinary customer service. Shayna is also top notch and has been a wonderful resource time and again. They are all always willing to go above and beyond and it does not go unnoticed." — Joey

5 CELEBRATED 5 YEARS AT RDF By Suria Plante, General Manager Residence Inn Dania Beach, FL (RDF)

Five wonderful associates recently celebrated their five-year work anniversary at RDF: Dianne Fennell, Marvia Bolton, Hampton Johnson, Jeanette Deshombres, and Edness Lacroix Larose. We all started this journey together, and I am celebrating my five years as well! Thank you all for five wonderful years together.



MOON GAZING By Dana Good, Director of Sales Homewood Suites Cape Canaveral, FL

We hosted a community Moon Gazing Event at our hotel in October. An astronomer from the American Space Museum came out to talk to our guests about the moon and planets. Local Cub Scouts and Girl Scouts joined us for the event as well. We were able to see the moon, Saturn and its rings, and Jupiter and its moons!



Pictured: Scouts learning from the American Space Museum astronomer

INTERNATIONAL HOUSEKEEPING WEEK By Tricia Gonterman, General Manager Homewood Suites Huntsville, AL

Our housekeeping team kicked off International Housekeeping Week on September 8th at Stars & Strikes Escapology Room. Although neither team escaped, they had a great time and will re-match again soon.

Pictured from left: Housekeepers Shirley, Ruby, April, Carolyne, Bobbie, Adrienne, Shana and Regan



CORPORATE CORNER



A Note from Beau...

One of our core beliefs at LBA is that our people are our most valuable asset. With that in mind, it is critical that we invest in our associates and provide training and mentorship to aid in their development. Our General Managers and Directors of Sales are required to complete brand training and each year LBA provides additional training through workshops and our annual conference. This year, we have taken the opportunity to focus on additional training for property maintenance teams. These engineering professionals take care of multimillion dollar assets and we must make sure that they have the latest in training to protect these investments. I'm also excited about the Assistant General Manager training that we recently implemented. These associates are the future leaders within LBA. It is our responsibility to provide them with the tools and training to reach their goals. Thank you to LBA's regional teams who plan and lead the training sessions, with the goal of giving all LBA associates the tools they need to provide world-class service.

REGIONAL OPERATIONS TRAINING IN ORLANDO By J.J. Tabone, Regional Director of Operations



Pictured above: Regional Directors of Operations and training attendees

The Guest Service Managers and Assistant General Managers from the Tabone and Butler Regions met in Orlando for training. Led by LBA's Regional Directors of Operations, the training focused on Hotel Effectiveness, STR reports, and financial reporting tools. Thank you to all who attended. There was measurable growth and learning for the entire group. Special congratulations to Kelly Matera from Hampton Inn Ft. Lauderdale, Tracy Mulligan from Hampton Inn New Smyrna Beach, and Neil Clark from Homewood Suites Cape Canaveral for exceptional personal achievement. And thank you to our hosts- the team at Residence Inn Orlando- for their excellent hospitality. LBA is committed to providing tools and resources for ongoing associate development. Thanks to all who attended for investing in yourselves by continuing your learning once you have returned home.

ATLANTA HOSTS REGIONAL SALES TRAINING By Christine Moorhead, Regional Director of Sales



Pictured above: Our wonderful team of IAG hosts

Judy Cluck and the Regional Sales Team hosted our Annual Sales Workshop in Atlanta. The workshop was attended by all LBA Directors of Sales and Sales Managers. We had a packed workshop agenda, with an opening session on Personalizing our Groups and breakout session topics that included Digital Marketing, STS, Revenue Management, and an interactive A & P Expenses overview for 2020. The team even incorporated a C.A.R.E.S. project by donating school supplies to a local school's Back 2 School reception. Thank you to all in attendance for your thoughtful donations.

Thank you to the incredible team at the Hampton Inn & Suites Atlanta (IAG) for all of their hard work and efforts in supporting the transportation and every detail of our event. The service and accommodations were outstanding. The IAG team brought the sales concepts to life by customizing our group and welcoming us with local flair from Atlanta including Chick-fil-A and personalized LBA Sales 2019 Coca Cola bottles. We truly appreciate everyone's contributions to making the event a great success.

CONGRATULATIONS TO LBA'S 2ND QUARTER AWARD WINNERS!

General Manager
Suria Plante, Residence Inn Dania Beach, FL

Director of Sales
Vivian Herrera, Residence Inn Orlando, FL



Favorite fall quote:

If you fall, I'll be there.
-Floor



CORPORATE CORNER

PROMOTIONS

We want you to grow with LBA, have a long and successful career, and fulfill all of your professional goals. Join so many who started their journeys in positions that many of you currently hold:

DELTA ASHLAND, KY

Denise Underwood, Sales Manager
- hired as Starbucks Associate

Amy Cross, Front Office Manager
- hired as Guest Services Representative

Thelma Shepherd, Room Inspector
- hired as Housekeeper

FAIRFIELD PASADENA, TX

Natalie Nunez, General Manager
- hired as Bistro Attendant at Courtyard Nassau Bay, TX

FAIRFIELD TALLAHASSEE, FL

Melissa Howard, Housekeeping Manager
- hired as Room Attendant

HILTON GARDEN INN VICTORIA, TX

Ricky Camarillo, Lead Maintenance
- hired as Maintenance Technician

HOLIDAY INN SAVANNAH, GA

Christina Holder, Sales and Catering Coordinator
- hired as Food and Beverage Supervisor

SPRINGHILL SUITES LAFAYETTE, LA

Jessica Herbert, Director of Sales
- hired as Guest Service Representative at Hilton Garden Inn, Lafayette, LA

TOWNEPLACE SUITES/COURTYARD PANAMA CITY, FL

Jordan Lane, Dual Property Sales & Meeting Coordinator
- hired as Guest Services Representative at Courtyard Panama City, FL



MEET DUNCAN WALL, REGIONAL DIRECTOR OF SALES

Reflecting on my seven weeks with LBA, I met Mamie Bush and Linda Dawalt on one of my first few property visits in Charleston and knew right away that these were great leaders in their hotels and that they embodied the LBA culture.

I can say that I'm truly humbled to be working with such a warm and caring company, not to mention the best region too!

My career in hospitality began 18 years ago at the front desk of the 1,300 room Omni Hotel on International Drive in Orlando while attending the University of Central Florida. It was at that hotel during my internship at the Rosen School of Hospitality that I knew working in hotels was where I wanted to be. Once I graduated with my degree in hospitality management, I used it to work in hotels. Imagine that! I worked at two full-service Marriott properties in Orlando with a focus on front office operations. While in operations at many of these properties, I would make it a point to get to know the director of sales to learn as much as I could from them. I was fortunate enough to be given an opportunity as a sales manager, so I successfully transitioned from operations to sales. I can assure you it wasn't for the bankers' hours, but it was for the passion of creating and fostering customer relationships. Since then, I've worked at other full-service Marriott properties as well as in the select service world with Marriott, Hilton and Hyatt; even successfully opening the second Hyatt Place in Washington D.C. Once I immersed myself into the above property roles, my passion for relationships was shared with my teams and continues to grow every day. The property teams are the people who are truly remarkable in driving results at our properties and with the right training and direction, they're capable of accomplishing anything.

In my free time, I love to spend time with my family, go to the beach, surf, golf and fish. I am a UCF Knight fan, but SEC football is my favorite! Also, my wife, daughter and I are big Jacksonville Jaguars fans. Someone has to root for them, right?

GUEST EXPERIENCE

Residence Inn Dania Beach, FL

"We had a pipe burst in our house and have been at your hotel for 28 days and counting. Our stay here has been excellent from the moment we walked in and were greeted by Everel at the front desk. This guy is all around awesome! I was pretty stressed with two boys and immediately he put me at ease and even entertained my boys for a minute while I checked in. Emmy also works at the front desk and has been so very helpful every single week. Lakeisha does anything she can do to help out. Damaris has made us feel like family since our very first day here. Every single morning and evening she has this smile and shining attitude that makes my heart happy. The housekeeping staff is incredible. Thank you to everyone for making our stay as comfortable as possible."- Jackie, Mason, Max, and Ben

GUEST EXPERIENCE

Hilton Garden Inn Tallahassee, FL

"My family and I stayed at your hotel this past weekend for FSU parents' weekend. I just wanted to give a shout out to all your front desk staff. They were extremely cordial and helpful from check-in to check-out. The housekeeping staff we encountered in the halls and/or elevators were pleasant and made a point to say hello and make sure all was good with our stay! Lastly, Saturday morning a young lady named Sandra was working the breakfast. Despite the mass rush of guests, she maintained a positive attitude and truly was a pleasure to have as our waitress. I can tell your employees enjoy their jobs and care about your guests. Wonderful service all around! Thank you kindly for a nice weekend!"- Amy and James

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

Farrah Adams- Chief Operating Officer

Sharon Powel- Vice President, Administration

Terrell Hodnett- Vice President, Systems and Reporting

Tom Agar- Vice President, Operations

Bill Davis- Senior Vice President, Commercial Development

J. Stephen Smith- Chief Financial Officer, Vice President of Accounting

David Frencik- Vice President, Revenue Management

Judy Cluck- Vice President of Sales & Marketing

About LBA Hospitality:

Established in 1973, LBA Hospitality is one of the leading hotel management, development and consulting companies in the US. With an extensive portfolio of hotels located in the Southeast and Southwest, the Company is a recognized leader developing and operating the most respected brands under franchise licenses of Marriott International, Hilton Worldwide, Hyatt Corporation and InterContinental Hotel Group. For more than four decades, LBA Hospitality has continued to set a higher standard in hotel development, management and guest satisfaction, resulting in sustained, profitable growth for owners. For more information, visit www.lbahospitality.com.

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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April Rockwell, Designer



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