



URGO

HOTELS & RESORTS



Happy 20th Anniversary Tremblant Residence Inn by Marriott!

On June 7, 2016, Mr. & Mrs. Urgo joined hotel associates and community partners to celebrate the 20th anniversary of the **Mont Tremblant Residence Inn by Marriott!** Many of the associates and managers who opened the hotel in 1996 returned to Tremblant to celebrate this milestone.



Awards and Recognitions



Residence Inn Montreal Airport
2015 Exceptional ESRevPAR
Marriott Canada

Quebec City Marriott
2015 Guest Experience Gold
Franchised Full-Service Marriott Hotels—
Canada



Palm Beach Marriott
2015 Marriott Eastern Region
Franchise Hotel—US
Financial Excellence Award



Whiteface Lodge
2016 Forbes Travel Guide Four-Star
Award



SiSpa Palm Beach Marriott
Condé Nast Traveler
Top 20 Best Spas US
Readers' Choice Award 2015




Congratulations
Dani Frick, Sales Manager
Pittsburgh Hilton Garden Inn,
recognized by the
Greater Pittsburgh Hotel Association for her
Manager of the Year nomination!

Associate Celebrations

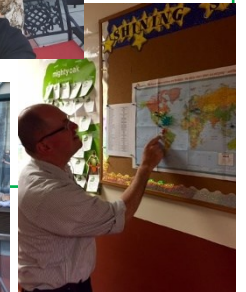
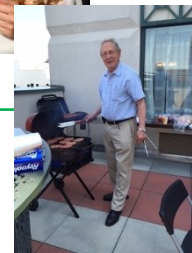
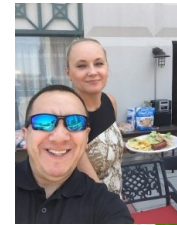
The **Residence Inn West Orange** celebrated Associate Appreciation Week in style. Every department took a day and created a special event. From Hot Dogs to Steak & Shrimp for lunch, Ice Cream Sundaes to home baked cupcakes and brownies for dessert, the week was fun. We celebrated with games created by Engineering and Housekeeping, and the staff started a "Fun at Work" contest.



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The **Stamford Courtyard** mixed old favorites with new and fun ways to "celebrate" their associates during Marriott's Associate Appreciation Week in May! Lottery Day and an outdoor cookout kicked off the week. A potluck lunch celebrating "Unity Day" encouraged associates to bring a dish from their home country, region or town to share with others. Healthy snacks were served in honor of "Take Care Wellbeing Day", and a collection of canned goods donated to the local food bank wrapped up the celebratory week.



Pompano Beach Marriott associates celebrated Marriott's Appreciation Week with a variety of activities, centered around celebrating associates and having some fun! The highlights of the week included the Dunk Tank, food trucks and bowling!



Associates from the **Flushing Fairfield Inn** enjoy an ice cream break during Marriott's Associate Appreciation week!

Associate Celebrations

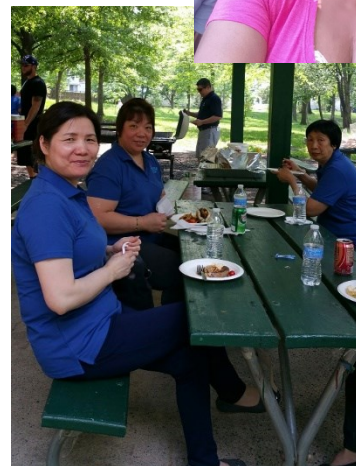
Associates at the **Comfort Inn Syosset** enjoy a Valentines Day luncheon in February!



Montreal Renaissance housekeeping associates celebrate achieving #1 in the brand for Room Cleanliness in April!

Congratulations!

Washington DC Hilton Garden Inn associates celebrate Hilton's Team Appreciate Week!



The **Washington DC Fairfield Inn & Suites** celebrated Marriott's Associate Appreciation week with a BBQ and basketball!

Associate Celebrations



Pittsburgh Hilton Garden Inn celebrated Hilton's Linen Services Appreciation Month in April! The team was showered with surprises throughout the month.



Paige, Yong and Alex, DC Fairfield Inn & Suites, enjoy a Washington Wizards basketball game with other associates during Marriott's Associate Appreciation week!



In February, associates at the **Baltimore Hampton Inn** had a cupcake decorating contest. **Donna** (Hskpg Mgr) made the cupcakes and each associate got to decorate two cupcakes—one to enjoy for themselves, and another for a special guest or loved one!

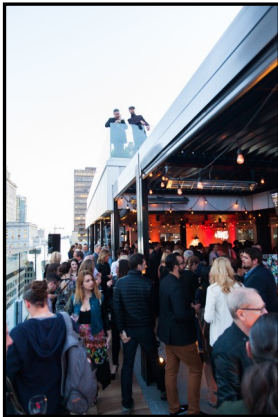


Pittsburgh Hilton Garden Inn associates renewed their commitment to the **Urgo Hotels & Resorts Quality Service Behaviors** during an associate training last month, by signing a HUGE poster of the QSBs! The banner now hangs in the associate break-room.

Hotel Celebrations



Over 300 guests attended our **Montreal Downtown Renaissance** Grand Opening party on May 11th. The roof top party provided a dramatic view of downtown Montreal for all the guests!



Pictured left to right: Mathieu Leboeuf, VP Operations Groupe Daca; Ian Marceau, GM Renaissance Montreal; Toni Stoeckl, VP Lifestyle Brands; Alexandre Tessier, DOSM Renaissance Montreal; and Dan Vinh, VP Lifestyle Brand Marketing.



On June 1st, our **Holiday Inn Express & Suites St. John's** team celebrated their Grand Opening party! The Mayor, the Minister of Tourism, and close to 200 other special guests joined **GM Greg Ivany** and team for the ceremonial ribbon cutting festivities.



Hotel News



Joe Rosanio (GM) and Ryan Ocher (DOSM) from the rooftop view of the new **Brooklyn Hilton!** The hotel is scheduled to open October 2016.



The **Siena Hotel** is well on the way to becoming the **Renaissance Reno!** The model room (above) gave the team a glimpse into the future of the hotel, and the exterior paint scheme (below) is beginning to take shape. The interior Bocce Courts are under construction, turning the 10,000 sq ft space into an entertainment haven! Conversion to the Renaissance Reno is schedule for January 2017.



The **Ithaca Marriott** management team is growing just like the building! The hotel is scheduled to open October 2016.



The **Flushing Fairfield Inn** shows off their new outdoor lighting!



When everything shut down due to the snow this winter, the **Baltimore Hampton Inn** served breakfast, lunch and dinner every day for associates to show their appreciation. Most associates had to stay at the hotel for 3 days. The snow storm turned into a team building event and everyone helped each other. **Melissa** from the front desk inspected rooms...**Zhayne** in housekeeping worked breakfast...**Richie** in engineering helped cover breaks at the front desk. **Christian** posted, "Even though we have to stay at work during really bad weather, we still enjoy what we do!" A week after the storm, several associates went to GM Faiza Khan requesting to be on the next snow storm team!

Hotel News



Nestled among the University of Pittsburgh and Carnegie Mellon University campuses, the **Pittsburgh Hilton Garden Inn** staff **LOVES** to show their school spirit!

Associates of the **Sunset Resort** completed the **Courtyard** brand training in June. The hotel is scheduled to convert to the **Courtyard by Marriott Nassau Junkanoo Beach** on July 1.



Syosset Comfort Inn General Manager Eric Fung (right) was surprised to see his bigger-than-life-self (left) during the **Choice Hotels General Manager's Convention** last month.

Sales News



Festivals are a huge part of the Ithaca, NY culture, and the community is SUPER excited to have the first full service branded hotel opening this fall! **Ithaca Marriott Sales Managers Ryan and Katie (right)** rocked the hotel's slogan, "The Place To Be #TP2B", during a recent festival on The Commons, handing out honey sticks, Bit-O-Honey, and tattoos.



Uργο Hotels & Resorts sales leaders traveled to Omaha to visit Marriott's National Sales offices, and to promote the fantastic Marriott hotels in our portfolio!

This summer, the **Pittsburgh Hilton Garden Inn** is grilling and serving the Pittsburgh educational and medical community. **Chef Andrew** creates weekly specials, while **F&B Director Ron** and the team tend to the long lines! The events are driving revenue and promoting the Garden Grille!



With a little help from their fellow Uργο sales leaders, the **Ithaca Marriott** had a very successful Cornell University sales blitz! **Cathy** (Ithaca GM) and **Lorie** (Ithaca DOS) would like to thank **Jessica** (Rockville HGI & HWS), **Meg** (West Orange Residence Inn), **Melissa** (Lake George Courtyard), **Emily** (Pompano Beach Marriott), and **Paige** (DC Fairfield Inn & Suites) for all their assistance!



In February, the **Pompano Beach Marriott** and PR efforts were recognized at the HSMIAI Adrian Awards Gala in NYC. Our Resort was showcased as **Gold Winner** in the "Contest/Sweeps" category for the "I Do Redo" wedding campaign from 2015! Of more than 1,300 entries submitted, the work was judged to be exceptional by experts in hospitality, travel, tourism and media. Judges were asked to evaluate each entry based on its own merit and success in achieving its objectives.

Community Service



This spring, the **Garden City Hampton Inn** partnered with Carle Place High School and their life skills department. Four students worked with GCHI associates **Rene, Joanna, Elvin, Augustine, Blanca, Naomi and Danielle**, learning how to set a banquet room for a bridal shower...re-stocking the breakfast for guests...and taking care of the pool. Pictured left are three of the interns with Rene (Chief Engineer) and Danielle (GM) on the last day of the program.



When the *Cancer Kiss My Cooley Foundation* called our **Singer Island Marriott** asking for help in making a dream come true of a special family, the Resort rose to the occasion. Lucca, a 7-year old boy undergoing brain cancer treatment, and his family were blown away as they arrived to a Lobby-full of Hosts clapping and welcoming the family to the Resort. But that was just the start! During their stay at the Resort, Lucca was named "GM of the Day" and provided his own name tag and business cards...he was given a private tour of the Resort...the family enjoyed a special Chef's Table dining experience, where Lucca met a Minion (pictured left), one of his all-time favorite movie characters...and the family was able to enjoy and relax in a poolside cabana. Pictures were taken throughout the stay, and as the family departed, a scrap book of their vacation was presented to Lucca, to help him remember his vacation as he prepared for his next round of treatments.



In February, the **Pittsburgh Hilton Garden Inn** staff wrote personalized Valentines Day cards (left) and delivered them to VA Hospital patients to brighten the patients' day.

In May, the hotel CARE Committee organized a BBQ luncheon at a local non-profit Family House in Pittsburgh. Associates volunteered their time to prepare and serve the families.



Community Service

Associates at the **Whiteface Lodge** take great pride in helping their community and being part of the **Whiteface Lodge Community Matters** volunteer team. In 2015 the team volunteered and raised money to support the Lake Placid Ironman...they walked the Olympic Oval raising funds to support the American Cancer Society *Relay for Life*...they held a benefit dinner to raise funds for the Essex and Franklin County Departments of Social Service...and during the Holidays, the team collected and donated non-perishable food to help those in need. This year plans to be just as busy! On July 24 the team will once again volunteer at the Lake Placid Ironman, and to show continued support for the *Relay for Life* fundraiser, scheduled in September, the **Whiteface Lodge Community Matters** volunteer team has created a "Hospitality Challenge", by challenging other hotels and resorts in the area to form teams to participate in the worthy event.

CELEBRATION



COMMUNITY MATTERS




Iron Man 2015



Urigo Hotels & Resorts Corporate Office is a proud sponsor of Challenger Baseball, a recreational opportunity for physically and developmentally challenged youth and young adults in the greater DC area. From "Opening Day", to an end-of-season awards banquet, the program offers recreational activities to participants, while building a strong community among the local high schools and businesses who support the organization. Pictured left, and proudly wearing the Urigo logo as he rounds the bases, is **Riley Porter, son of Tim Porter.**

In March, the **Columbia DoubleTree** sales team raised money for St. Jude's Heroes. Not only did the team support the fundraising efforts and participate in the March 12th Rock 'n Roll Marathon, their Tuesday night St. Jude Happy Hours, held in the hotel bar, allowed the team to visit with loyal in-house guests—and gain some new business leads!



Run to 5485 Lounge every **Tuesday at 4:30** for a **complimentary drink** and find out how we're helping **St. Jude!**



St. Jude's Children's Hospital

DoubleTree by Hilton Columbia
5485 Twin Knolls Road Columbia, MD 21045
(410) 997-1000 | Columbia.DoubleTree.com

DOUBLE TREE

Community Service



The **Residence Inn West Orange** participated in Marriott's initiative, along with the New Jersey Business Council, by donating to the American Heart Association's "Go RED for Women" fundraiser in February. The hotel made a \$5 per employee donation to the American Heart Association, then encouraged the hotel staff to wear anything Red on Friday, February 12th...and as this picture shows, the staff really dressed for the occasion! In support of women's heart health, the staff enjoyed a healthy yet celebratory lunch as well.



In April, associates from the **Flushing Fairfield Inn** collected clothing and household items for the victims of the earthquake in Ecuador.



The **Pompano Beach Marriott** donates a few nights per month to families visiting their child at Broward Children's Center. Located in Pompano Beach, the non-profit center specializes in treating infants, children, and young adults with special health care needs. The Resort has donated free guest rooms for over two years, and plans to continue this worthy partnership.



From our Guests....

"Patrick...after two months staying at the **Baltimore Residence Inn**, we will be leaving this week....Johns Hopkins are giving him "boost treatments" these next 4 days in hopes that it will attack the tumor to make it operable in February. We will be making PLENTY of trips to B'more in the coming weeks and I will most certainly let you know when we return. I cannot put into words how comfortable our stay has been, and that **EVERYONE** on the staff has gone above and beyond anything we have experienced at a hotel! You run a wonderful hotel and have a staff that is top-notch, friendly, and accommodating. We appreciate all of the kindness, comfort and support we have received from everyone. All have certainly made this difficult journey a little bit easier to bear. Please share our comments with the staff and our appreciation. Best, Stephanie & Aziz."

"My wife and I stayed at your hotel (**Stamford Courtyard**)....a few people made our stay better than we anticipated: **Alejandra** was wonderful. She explained the train system to NYC, drove us to the station, and had great ideas about dining in Stamford. This was our first time taking the train to NYC, and she made it effortless. **Marina** was wonderful in servicing our room late Sunday night...we suggested that she just do the basics, but she insisted on doing the full service. She could have taken a short cut, but she insisted on doing it correctly. You have a very valuable employee in her, and she made us feel very special. And **Jason**, the desk manager, was very helpful when he picked us up at the train station. Please thank these people, as they made our stay truly wonderful and memorable. We will be back. Richard and Maryann H."

"My husband and I needed a getaway & this was the perfect place (**Tremblant Homewood Suites**.) The location was fantastic, and the restaurants and stores are very close by. The staff was very helpful and even gave us an upgrade...the room was extremely comfortable & we had everything we needed. We highly recommend this hotel for your

next stay....it would be fantastic for family retreats!"

"Very solid room, pleasant check in, and **Carol** was amazing at check out (**West Orange RI**). She even gave me a poem about my Grandma who had just passed away. So sweet. Breakfast was also very good.

"We checked out (**Siena Hotel**) and drove an hour a half home. That evening I realized I had left my laptop in its case in the hotel room drawer. I drove back to the hotel and asked about my laptop and they said nothing was turned into lost and found. It was already after midnight and security said they could not disturb the current guests in the room until after they checked out the next day. They contacted the Manager and were told they could contact the guests in that room after 8am the following morning to see if the laptop was where I left it. I got a call from security about 8:30am the next morning saying they had found my laptop in the room where I left it. Thank you!

"We had the pleasure of staying at **Comfort Inn Syosset** for 6 nights as we were on Long Island scoring NY State Assessments. It made for long, grueling days...but nothing was nicer than returning to this hotel in the evenings. Without a doubt this hotel is what it is due to the fantastic staff that are hired to work here. **Rolando**, and **Trish** at the front desk, **Karen** at the bar, and the many **housekeeping staff** that said hello to us every time we passed them in the hallway. My biggest shout out has to go to **Jason**. He really went above and beyond to make our stay just perfect! Thank you so much **Comfort Inn**. You made our week so much nicer! I know my friends returned the following week to score again and were given the same exact room and had the same exact fantastic welcome from your staff. Keep up the good work."

"My wife and I stayed at the **Flushing Fairfield Inn** and enjoyed your hospitality. I actually lost/misplaced wedding ring...I contacted TSA, airline, car rental, tore my bags apart too. Then I called your hotel. They had the ring! Ms. Sarah Del La Cruz

was very helpful in getting it back to me, before I had to confess to my wife! I am very grateful to Sarah and your house-keeping staff for their honesty. They deserve your recognition! Bianca S."

"The staff (**West Orange RI**) was great!! Very helpful, they were always making sure we had what we needed. **Pilar** went above and beyond. Anything we needed she found - from a person to do our hair and make up, to the bobby pins needed to do my hair. **Holly** was exceptional when I checked in. Everyone we had contact with in the reception area were very eager to help. Wonderful stay!"

"Normally, I go to the **Syosset Comfort Inn** for clean rooms, with clean sheets and towels to relax and work, the staff is nice and friendly. This trip they allowed me to use their meeting room to give my daughter a birthday party. Thanks to **Hailey, Richard, Jason, John and Rolando**—they're dedication and kindness helped me turn my daughters party into an event that was over the moon! Now I cant wait until my birthday so we can go back to celebrate with our new family at the **Syosset Comfort Inn**. Thank you!"

"I can't say enough about the staff at the **DC Fairfield Inn & Suites!** They are extremely courteous, helpful and genuine. **Drew** (front desk) was very helpful...**Dion and Mary** were unbelievably helpful during breakfast. It was a full house and they were able to handle everybody during the peak hours. This was our second stay at this hotel and we'll be back! Lisa S."

"If you need to book a group of rooms, talk to **Michelle** in sales. She is the most professional, knowledgeable and caring employee there is. **Hampton Inn (Baltimore)** truly has a gem working for them and they should feel very lucky to have Michelle."

"This was my third stay at the **Stamford Courtyard** and I will definitely be back. The staff always has a smile on their face...**Ewa** (front desk) was quite helpful this particular stay."

From our Guests....

"I want to recognize one of your team members (**Flushing Fairfield Inn**) that went way above and beyond his job and deserves some serious recognition for the hard work that he does. As I was getting off the elevator this morning (5/23/16), an older gentleman with a walker was struggling to figure out his room number, but couldn't remember where he was staying. **Antonio** was assisting with breakfast service and recognized that the gentlemen was having some trouble, so he approached him and tried to assist. When Antonio realized that the gentlemen had a memory disorder, he guided the man to the front desk where he took ownership in finding out what room the gentlemen was in. Antonio then personally escorted the man up to his room to make sure he got back to his loved ones safely. Seeing an employee take time to take care of a guest like Antonio did today warms my heart and is the prime example of the kind of people that represent the Marriott brand. He did not need to do what he did and could have simply directed the man to the front desk, but he owned the situation as his own and made sure the man got taken care of with the dignity and respect that he deserved. When I approached Antonio afterwards to get his name for this email, I was taken aback at how humble he was - it was very evident he did not do this to gain attention or recognition, but purely to better the lives of the guests he serves on a daily basis on behalf of Marriott. I want to make sure that Antonio gets recognized for his exemplary service today. Desiree P."

"I wanted to advise you of the very pleasant stay that I experienced at your hotel (**Baltimore RIBM**). Excellent customer service was provided from the **parking attendants, front desk staff and breakfast staff**. Everyone was warm and friendly and great each guest. The kitchen/breakfast area is the one of the best operated breakfast service that I have ever experienced in the 10 years that I have been with Marriott. The food was fresh and fully stocked...Even though the staff was extremely busy, they took the time to speak to each guest entering the area. I received personal assistance from **Lu** and **Shirley**. The **front desk staff** were very personable and made me feel like I was the only guest. I will definitely

stay at your hotel in the future. Keep up the great work! Beverly C."

"I will only stay at the **DC Fairfield Inn & Suites** when I come to DC! The hotel staff become my family for the week...**Angie** was outstanding, and she helped us plan our entire week. The breakfast was the talk of the town...and **Rosa** was the sweetest lady—even when we didn't need our room cleaned, it was great to see her smiling face. And I cannot forget **Dion**, who greeted us everyday! It was sad to leave...we will be back next year! Teresa L.

"Dear Patrick, I just wanted to let you know how enjoyable your staff made my recent stay at **Baltimore Inner Harbor Residence Inn**. They were able to check my party in early to their rooms on their arrival and I was always greeted by smiling faces at the front desk. **Brittany, Kylie, and Sheryl** all greeted me by name when I saw them and made sure my stay was comfortable. Hats off to everyone! If I need to be in Baltimore for business next year, I will definitely be staying here again. Best regards, Brent K."

"I have brought students from Montana to Baltimore for the past 13 years. We have stayed at the **Hampton Inner Harbor** every time. This year **Ashley** was especially welcoming when we checked in. It was refreshing. I love your staff, your location and the amenities - especially breakfast. Breakfast is good and **Astou** the young lady tending to the buffet is always very helpful and welcoming. Thank you for your hospitality!"

"**Tiffany**, thank you for a truly wonderful stay (**Pitts HGI**). Always smiling and happy, it was great seeing you in person or your welcoming note from you each day. Those are the sorts of things that make a hotel special...it's not the coffee in the room, or the view out the window—it's the people! Thank you for being that amazing person during my stay. Sincerely, Mr. Goldberg

"This is the best hotel (**West Orange RI**) in the Montclair/West Orange area....I've stayed there 2xs in last 2 months as well as on other occasions. The staff is out-

standing—from the **front desk** to the **breakfast to housekeeping**. I want to particularly acknowledge **Reynaldo** for being helpful and friendly when I arrived harried and tired, and **Irene** for doing a great job re: cleaning. She is helpful, pleasant and professional. On my last visit I needed to borrow the hotel wheelchair for my brother, and a new staff member at the front desk pitched in quiet cheerfully to help me try to attach the foot rests. Thank you!"

"Good morning Patrick, I stayed at the **Residence Inn (Baltimore)** over the weekend and wanted to contact you as a result of my stay. I travel frequently and often stay at Marriott properties, and always feel welcome. My stay this weekend was great. EVERYONE on your staff was wonderful and so helpful—always smiling and cheery, and the enthusiastic customer service seemed genuine!!! I want to especially thank **Betty**, head of housekeeping, who went above and beyond in providing assistance to me. Thanks for having a staff who is the definition of superlative customer service!! Mark F."

"Dear Mr. Lindvall: Last weekend my wife and I had occasion to stay at the **Courtyard Stamford**. We had an enjoyable evening and checked out on Sunday, as planned. This morning, my wife realized the watch I had given her for our 15th wedding anniversary was not in her jewelry box. The last time she wore it was last Saturday night. Guessing she had left it in the room, she called your property to see if someone had turned it in to lost and found. Enter **Stephany Martinez**. My wife did indeed leave her watch in the room. **Ms. Guarato**, we now know, found the watch and kept it in her "lost and found" box. I picked it up this afternoon, and I left a note for **Ms. Martinez**. We can't thank her enough....this act of honesty and integrity is often lost in today's world. As a Marriott Rewards Gold member, my wife and I realize your industry is one full of challenges and competition. It is this kind of service, honesty and integrity that separates superior providers. We look forward to having reason to stay at the Courtyard Stamford again, or to create a reason to stay "just because". Best regards, Cheri and John R."