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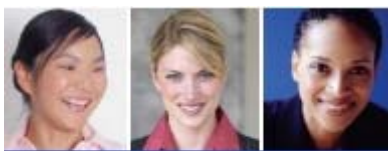


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2009 Stars of the Industry Property Award Winners



Guest Relations

Large Property

Women In Lodging (WIL)
offering resources designed to support women professionals >



Sheraton Atlanta I
Atlanta, GA

Sheraton Atlanta Hotel in Atlanta, Georgia, is the winner of the Guest Relations award for its new convenient guest feedback system, as well as the high scores it's been the first in the nation to benefit from real time text and audio reporting of guests knowledge and resolution of customer issues before they leave the property. The system was found to help raise satisfaction scores, reduce recovery costs and heighten employees unique opportunities to reward consistently outstanding employees, resolve key trends in service delivery. The unbiased guest perspective provides behavior "course corrections" and the ability to segment and track comments o

Small Property



West Inn & Suites
Carlsbad, CA

The West Inn & Suites in Carlsbad, California, the winner of the Guest Relations award, opened in May 2006, and has already been ranked the area's #1 property in ten years. West Inn & Suites has gone above and beyond to offer unique amenities such as complimentary shuttles around town, complimentary Wi-Fi, celebration amenities, specialty packages, and even automated bed-time stories for their younger guests. Courteous and timely service, sometimes before they are even asked – also contribute to the flood of thank you comments and reviews the property has received.

Good Earthkeeping

Large Property



Sheraton Seattle Hotel
Seattle, WA

Sheraton Seattle Hotel in Seattle, Washington, is the winner of the Good Earthkeeping award (less than 150 rooms). The Sheraton's green strategy focused on three areas: infrastructure and physical enhancements; associate awareness and involvement; and successful green initiatives include giving guests the option to opt out of housekeeping gift certificate or 500 Starwood points; creation of a "compost only" associate committee.

debris from meals is 100 percent compostable; use of green cleaning products and a 25 percent public transportation subsidy for associates. Energy and water saved more than 4,800 Kwh of electricity annually, and through these and other reduce their energy index by 21 percent in the program's first year and recycle each month.

Small Property



Orchard Garden H
San Francisco, CA

The **Orchard Garden Hotel** in San Francisco, California, won the Good Earth category (150 rooms or more), for making sustainability its guiding philosophy. As the first hotel in the state of California to earn LEED certification, its development based on its proximity to public transportation and used building materials extra 77 percent of the hotel. Guest rooms feature recycled products, energy management function with or without active guest participation, and the whole property saves natural daylight in 82% of its occupied spaces. The hotel is constantly looking for succinct eco-friendly processes and engage their guests in sustainability measures, environmental and in-depth consumer research.

Community Service

Large Property



Doubletree Hotel
Tulsa, OK

Doubletree Hotel Tulsa at Warren Place in Tulsa, Oklahoma, earned the Outstanding Service award for a large property. The hotel's employees, known as the CARE Committee, reached out to those in need all over Tulsa in 2008 via donations to local food banks, participation in the American Red Cross Association Walk, time spent beautifying the campus of their adopted school and promoting sustainability, and assisting their long term non-profit partner, the Hospitality House, with lodging and support services for families of patients in Tulsa for medical care that extends overseas as well. After donating a stay to a soldier in town on unexpected deployment, the hotel wanted to spread the goodwill to those in his unit who weren't able to take the famous Doubletree cookies to his grateful company.

Small Property



Sleeping Lady Mountain
Leavenworth, WA

Sleeping Lady Mountain Retreat in Leavenworth, Washington, won the award for Outstanding Service, small property category. The hotel, which won last year's AH&LA Gold property award, has adopted a philosophy of encouraging its employees to be active in their communities and support needy organizations. In addition to implementing an annual employee food drive, the hotel has sponsored a variety of events including a Special Olympics cross country ski event; the "Chicks on a Mission" breast cancer research; and a recycled art show that earns funds for a local recreation center.

Special Events One-Time Only

Large Property



Gaylord Opryland
Nashville, TN

The Gaylord Opryland Resort and Convention Center in Nashville, Tennessee, earned the Special Events, one-time only, large property category. The Gaylord Opryland honored the Grinch for ICE! Featuring how the Grinch Stole Christmas. To help celebrate the event, Gaylord hired a team of world-renowned artists to chisel away at several million one-of-a-kind, interactive ice sculpture featuring all the favorite characters in *W* months. The popular attraction boosted group sales to the highest they'd been in 12 months. The retail store next to the attraction by 29 percent, not including the 30,000 cups purchased. The event created a major media buzz nationally, especially when it was reported that even those who may not have attended the celebration reaped the benefits – the occasion to donate Grinch books to local libraries and adopt a dog from a local best friend Max in press events.

Small Property



The Red Lion Inn
Stockbridge, MA

The Red Lion Inn, in Stockbridge, Massachusetts, earned the Special Events, one-time only, small property category. The Red Lion Inn has gotten creative with a little bit of history, bringing back "Stockbridge Main Street at Christmas," inspired by the famous Normal Rockwell painting.

adorn each guestroom door, harpists play “Silent Night” in the main lobby next candy castle in the main dining room reminds guests of sugar plums. This cele hotel doors, engaging local businesses with tours of the Inn and the area’s othe holiday street festival takes place outside the property’s doors, making this the event. Before the inception of this event, hotel occupancies during this time we draws in guests putting the property at 100 percent occupancy, and stimulating

Special Events Ongoing

Large Property



The Ritz-Carlton L
Greensboro, GA

The Ritz-Carlton Lodge, Reynolds Plantation in Greensboro, Georgia, won t large property category, for their annual Lighting of the Lodge event. This is the Greensboro Dreamers, an organization that empowers children in low-income (education. It’s also a huge celebration of the holiday season for the property’s residents. A live nativity scene, petting zoo, the “largest gingerbread in the sou lights set the stage for visitors. The icing on the cake each year is Santa’s surp air balloon, hang-glider, and on the back of a Marine Corps 7-ton truck. He joir who in turn year raised \$38,000 for Greensboro Dreamers and other local char one of the most well-known and well-attended events in the region.

Small Property

Sanctuary Camelk
Paradise Valley, AZ



Sanctuary Camelback Mountain Resort & Spa in Paradise Valley, Arizona, is an ongoing, small property award. Seven years ago, the Sanctuary decided to get coming through their doors during the hot summer months, and heighten awareness of their expertise. The Saturday Lunch & Learn program was born, with cooking demonstrations and pairings adding a dash of education to a delicious three-course lunch. Executive sessions, which also draw in notable culinary “guest stars,” including accomplished chef Andrew Knowlton from Bon Appetit magazine. Kicking off seven years ago in a small room with 20 attendees, Lunch & Learn now averages between 60 and 100 participants each week. Not only has this program gained rave reviews and favorable press, it’s also generated about \$30,000 to the property during its slowest season.

Prism



Mandarin Oriental
Washington, D.C.

The Mandarin Oriental Washington, D.C. is the winner of the Prism award for workplace where employees are able to break down the socioeconomic barrier. The hotel took the initiative to create a truly motivated and synergized workforce through a program called the Colleague Resource Center (CRC). This center takes into account how external influences impact team unity and, in turn, the guest experience. The hotel provides a location where employees can obtain life skills they may not have access to on their own, such as yoga, fitness, budgeting, computer classes, credit awareness courses, and language classes.

result, the hotel has seen gender, racial, and religious differences melt away and find new common ground.

AH&LA Employee Award Winners

AH&LA Property Award Category Description

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