

GQ

OUR COMMUNITY

Your volunteer and
community service stories

p. 13

EQUIPPED & EMPOWERED

The ambassadors living the
Greenwood values

p. 11

MEET THE REIKART HOUSE

A unique hotel story nearly
100 years in the making

p. 07

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NEWSLETTER

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GREENWOOD
HOSPITALITY MANAGEMENT



Greenwood Quarterly Newsletter

CONTENTS

INTEGRITY + COOPERATION + EXCELLENCE

03 FROM THE PRINCIPAL'S OFFICE

An update about the portfolio growth and the newly launched Greenwood EFFECT culture resource.

04 OPEN POSITIONS

The ultimate list of available positions across the portfolio. Positions range from operations and front of house to heart of house and culinary.

13 OUR COMMUNITY

Stories from around the portfolio about how our ambassadors engage in their local communities.

06 EXCLUSIVE!

PREVIEW OF THE GREENWOOD EFFECT!

11 EQUIPPED & EMPOWERED

Meet some of the talented ambassadors at our properties who have recently been promoted to new positions and learn how you can too.

16 PORTFOLIO GROWTH

The most up-to-date list of all of the hotels, restaurants, and new projects in the Greenwood portfolio.



13 STORIES OF OUR COMMUNITY



07

MEET THE REIKART HOUSE

Take a stroll through the Reikart House which celebrates the story of Frank & Dolly, the first family of hospitality.



15

THE PERFECT FALL COOKIES

The Executive Pastry Chef at Bricco and Ciao shares her secret for the perfect sugar cookies decked out in bright fall colors!

FROM THE PRINCIPAL'S OFFICE

Updates on the Greenwood Quarterly Newsletter

by Tom Conran



Greenwood Principals showing their company spirit at the DOSM & GM Conference.

Welcome to the Greenwood Quarterly! We hope you have enjoyed the summer as we anticipate the busy fall season.

Our group has been very active over the last several months with many exciting activities occurring within the Greenwood portfolio. Several new hotels have joined our portfolio during this period and our team of hospitality professionals has surpassed 2,500 ambassadors.

Most recently our corporate team, GM's and Sales Director's gathered together to discuss the importance of building and sustaining a culture that each of our ambassadors would be proud to be part of. We agreed that each of us has an EFFECT on our

corporate culture and to that end this acronym has become the centerpiece of our cultural platform.

You can read more about about the Greenwood EFFECT on page 6 of this issue.

We're very excited about this new way to define the great Greenwood culture and look forward to sharing more information with all of you as we visit each property over the next several months.

This issue of GQ includes a spotlight on our newest property in the portfolio, the Reikart House in Amherst, New York. The hotel opened in July of this year and is

truly one-of-a-kind, heralding the lives of Frank and Dolly Reikart.

Our Spotlight on Success features Chelsea King from the Renaissance Allentown and other dedicated Greenwood Ambassadors.

Thank you again for being a Greenwood ambassador...you are the ones who make our hotels great!

We agreed that each of us has an EFFECT on our corporate culture.

Engaged : We are passionate about our role and fully participate.

Fun: We have fun while providing quality guest satisfaction.

Flexible: We are able to adjust to any circumstance to create positive change.

Equipped & Empowered: We have been given the tools and resources to confidently solve issues, WOW our guest, and improve our sphere of influence.

Community: We care about our internal and external communities.

Trust: We will do what we say and we have the team's best interest in mind.

The Ultimate List Of

OPEN POSITIONS

Bricco - Harrisburg, PA

Food Runner, Bartender, Host / Hostess, Server

Crowne Plaza - Independence, OH

Maintenance Worker, Housekeeping Supervisor

DoubleTree - Minneapolis, MN

Front Desk Clerk, Server Assistant, Maintenance Engineer, Prep Cook,
Front Desk Clerk, Night Auditor, Front Desk Clerk, Steward, Server

DoubleTree - Wichita, KS

Front Desk Clerk, Banquet Dishwasher, Housekeeping Inspector,
Banquet Houseperson, Banquet Server, Server, Room Attendant, Night
Auditor, Prep Cook, Front Desk Supervisor, Laundry Attendant, Sous
Chef, Director of Sales, Banquet Manager, Banquet Captain

DoubleTree - St. Paul, MN

Director of Operations - DoubleTree Saint Paul, Front Office Manager,
Sales Manager, Front Desk Manager, Restaurant Supervisor, Line Cook,
Housekeeping Supervisor, Server Assistant, Front Desk Clerk, Class II
Engineer, Room Attendant

DoubleTree - Charlottesville, VA

Bellperson, Banquet Server, Room Attendant, Banquet Captain, Night
Auditor, Maintenance Worker, Controller

Embassy Suites - Oklahoma City, OK

Room Attendant, Server, Banquet Server, Lobby Attendant,
Housekeeping Attendant

Glidden House - Cleveland, OH

Bellperson, Cook

Hilton - Oak Lawn, IL

Room Attendant, Executive Chef, Executive Housekeeper, Banquet
Server, Sous Chef, Banquet Houseperson, Catering Service Manager,
Director of Food and Beverage, Line Cook, Bell Attendant / Van Driver,
Server, Utility Housekeeper

Hilton Garden Inn - Hummelstown, PA

Bartender, Cook, Housekeeping Attendant, Room Attendant

Hilton - Harrisburg, PA

Room Attendant, Banquet Set Up Supervisor, Bell Attendant / Van
Driver, Server Assistant, Banquet Server, Banquet Set Up Supervisor,
Banquet Cook, Executive Lounge Attendant, Server, Host / Hostess,
Banquet Houseperson, Public Space Reconditioning, Executive Level,
Room Attendant, Night Auditor, Maintenance Supervisor, Line Cook

Holiday Inn Express - Detroit, MI

Front Desk Clerk, Night Auditor, Public Cleaner, Housekeeping
Inspector, Room Attendant

Open Positions Continued...

Hyatt Place - Nashville, TN

Housekeeping Attendant, Night Auditor, Second Assistant Manager, Lead Front Desk / Gallery Host, Maintenance Worker, Front Desk Clerk, Lobby Attendant

Intercontinental - St. Paul, MN

Bartender, Food & Bev Specialist, Housekeeping Supervisor, Steward, Cook, Plaza Java Attendant, Room Service Server, Accounting Clerk, Banquet Houseperson, Busperson, Banquet Manager, Housekeeping Attendant, Front Desk Clerk, Overnight Cleaner, Banquet Server, Server

Hotel Paso Del Norte - El Paso, TX

Director of Sales Level I

Radisson - Baltimore, MD

Dishwasher, Banquet Server, Front Desk Clerk, Host / Hostess, Server, Bartender, Line Cook, Room Attendant

Reikart House - Amherst, NY

Server, Room Attendant, Housekeeping Attendant, Senior Sales Manager

Renaissance - Allentown, PA

Dishwasher, Expeditor, Server, Bartender, Server Assistant, Banquet Server, Restaurant Manager, Beverage Manager, Group Sales Manager Cook, Prep Cook, Overnight Cleaner, Barista, Front Desk Clerk, Room Attendant, Housekeeping Attendant

Renaissance - Baton Rouge, LA

Room Attendant, Restaurant Supervisor, Line Cook, Front Desk Clerk, Housekeeping Attendant

The Henry - Dearborn, MI

Room Attendant, Front Office Manager, Rooms Operations Director, Corporate Group Sales Manager, Restaurant Manager, Painter, Server, Front Desk Clerk, Host / Hostess, Bell Attendant / Van Driver, Banquet Server, Steward, Prep Cook, Line Cook

The Watermark - Baton Rouge, LA

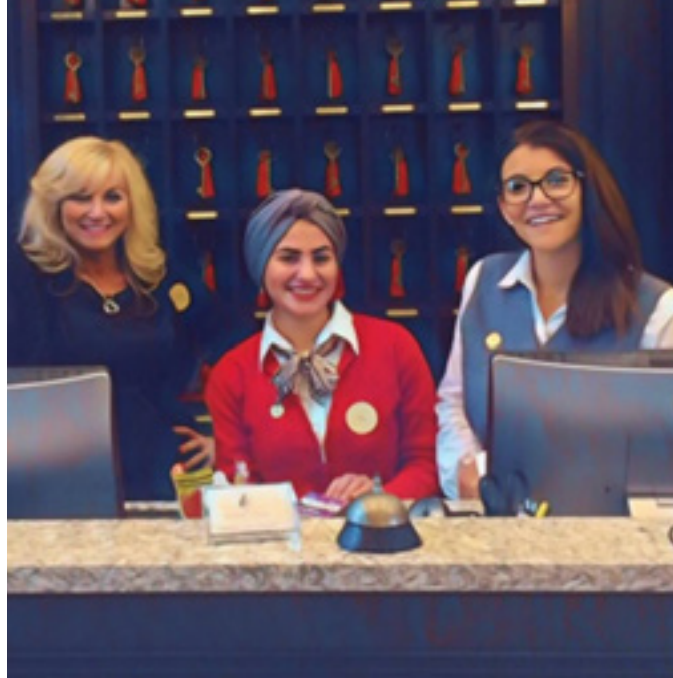
Maintenance Worker, Front Desk Clerk, Housekeeping Attendant, Dishwasher

Wyndham Garden - Baton Rouge, LA

Class I Engineer, Night Auditor

This list is current as of 10/17/17.

For more information about these positions please contact your director of human resources, or visit GreenwoodHospitality.com/careers



GREENWOOD EFFECT

ENGAGED: We are passionate about our role and fully participate.

FUN: We have fun while providing quality guest satisfaction.

FLEXIBLE: We are able to adjust to any circumstance to create positive change.

EQUIPPED & EMPOWERED: We have been given the tools and resources to confidently solve issues, WOW guests, and improve our sphere of influence.

COMMUNITY: We care about our internal and external communities.

TRUST: We will do what we say and we have the team's best interest in mind.



MEET THE REIKART HOUSE

The newest property in the
Greenwood portfolio has a captivating story
involving love, ice cream, and a monkey.

REIKART HOUSE

We're New in Town

MEET THE REIKART HOUSE

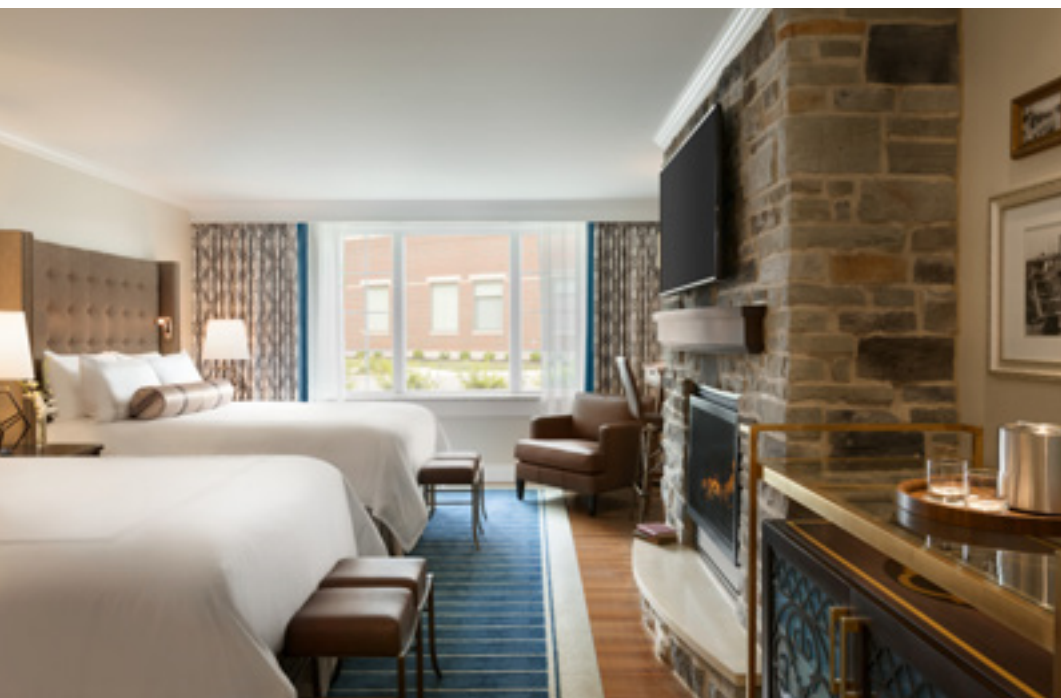
Once Upon a Time a gentleman named Frank met a lady named Dolly and the rest is... well, history! You see, back in the early 1900's Frank and Dolly were both performers in the Vaudeville circuit zig-zagging the Northeastern United States performing in New York, Pennsylvania, and Ohio (where their paths finally crossed.) They performance power couple fell in love and at some point they added a furry friend to their family, a capuchin monkey named Joco. Though it's not clear precisely when they got him, they became known for taking him with them everywhere they went. The couple settled in Amherst New York to start their family, soon welcoming a daughter named Mary.

This optimistic duo had high hopes for their future. When the Great Depression swept across the nation and the Vaudeville scene wound down, Frank and Dolly did not give up. They began what would be a series of fantastical businesses. First there was the barbershop, which you can still visit at Buffalo Niagara Heritage Village. Then the photography studio, where Frank took a photo of the first automobile that drove through town. Next Frank and Dolly opened a hotdog stand, cigar shop, ice cream parlor and soda fountain. Frank also designed post cards and invented unique instruments in his spare time including his famed Jazzboline. The times required optimism, resilience, and connection to excel. The Reikart's had those in spades.

The Reikarts became known as the "First Family of Hospitality" in Amherst, and rolled out the red carpet for new visitors to the area. When Iskalo Development decided to purchase and renovate the old Lord Amherst Motor Lodge, these local history lovers knew just the people to channel for the project. Every detail reflects the innovative, entertaining, and entrepreneurial traits that Frank and Dolly embodied. Each space boasts custom-built craftsman details; luxurious leather, marble, and hardwood finishes and one-of-a-kind furniture pieces. You will find whimsical details hidden throughout including drawer liners featuring inspirational quotes, wallpaper with Joco hiding amongst a field of keys, and area rugs which have a bowtie motif.

Service at the hotel is just as memorable as the design. The Reikart House is the first Greenwood property to offer full Butler Services! A visit to the hotel will let you walk in Frank and Dolly's shoes and travel **Happily Ever After.**







EQUIPPED & EMPOWERED

Get to know the ambitious ambassadors moving up and personifying our Greenwood culture

by Emily Dailey



Chelsea King
Business Transient Sales
Manager
Renaissance Allentown

Chelsea celebrated her third promotion in the two-and-a-half years she has been with the hotel! She began her career as a Guest Service Agent and then Front Desk Supervisor before moving into the Sales department. She is an amazing hospitality professional that has a bright future with the Renaissance team!

What attracted you to the hospitality industry?

My desire to always help people whenever I can, and to put a smile on the faces around me.

What is the most exciting thing you have seen or experienced in the course of doing your job?

The most exciting thing is the ability to make people happy day after day.

What is your next dream job?

I honestly don't have a next "dream job". Right now I'm focused on where I am and looking to excel in the position I recently received. I'm looking to make a difference and to keep showing everyone what hard work is!

After a tough day, what is your ultimate comfort food?

My ultimate comfort food would currently be pineapple.

Anthony Melton
Stewarding Supervisor
The Henry - Autograph Collection

After joining the team at The Henry six years ago, Anthony worked his way up in the stewarding department. He is part of the "Heart of the House for a reason. Anthony is passionate about everything that he does, he always has a smile on his face and incorporates fun in the workplace!

What are you most excited about for your new role?

Excited for the opportunity to show what a good leader I can be after putting in many long hours and being so dedicated over the years.

What is your most memorable guest interaction?

As a Utility Steward or Lead Steward, I didn't have very much interaction with external guests. So for me, I work hard to please and server our internal guests. On a very busy weekend recently, our entire Executive Team came to work on a Sunday to help in all areas needed. Many of them had direct encounters with me in Stewarding. They were plating up, dishing out, putting out desserts and just there for anything at all we may have needed. They could have been up front in the Lobby greeting guests or escorting guests, but nope, they came to the back to get down to the nitty-gritty and help our Stewarding Department get

Plenty of companies talk a lot about developing their teams and promoting from within. As the Greenwood portfolio continues to grow, there are many more opportunities for our ambassadors to learn and take on new positions within their hotels, and across the growing portfolio.

Greenwood is committed to equipping our teams with the tools they need to be successful and empowering them to impact positive change for our guests and themselves.

This Equipped & Empowered installment highlights the success of four ambassadors from around Greenwood. We asked them about their experiences and advice.

Equipped and Empowered Continued...



the job done. This, for me, was a very memorable internal guest interaction that you don't see at many places.

Is there someone you look up to as a mentor, and how did that help your transition?

All of the Chefs that I work for and the support I received from Rebecca in HR. They showed that they recognized my strengths and supported me in every way.

What is your best advice for others seeking to grow?

Don't be afraid to listen to constructive criticism, work hard and never give up!

Michael Ruckman
Director of Engineering
Renaissance Baton Rouge

Michael has worked with the Renaissance Baton Rouge for just over a year and already he has made a big impact with their team. He arrived at the hotel as a chief engineer, but his vast knowledge and dedication were immediately apparent. The Director role was the perfect fit for him!

What are you most excited about for your new role?

The ability to influence and teach others not only in the aspects of maintenance but also exceptional customer service.

What is your most memorable guest interaction?

I had an elderly couple from Ireland staying at a hotel I worked at and the wife had a curling iron from Europe that wouldn't work correctly here in the states. I went and purchased her a new curling iron so she could fix her hair. We visited numerous times during their stay and they were extremely appreciative that I had taken such care of them.

Is there someone you look up to as a mentor, and how did that help your transition?

Yes, my very first Director of Operations. He introduced me to the hospitality industry. He molded me and gave me a great foundation on which I have continued to build upon.

What do you hope to bring to the team?

Continued Success and growth

What is your best advice for others seeking to grow?

Put in your time, be patient, be a team player.

What is your next dream job?

I would love to be a regional Director or consultant for future projects.

What is your favorite travel destination?

A large clear water lake, I love to fish, and spend time with my family on the boat.

Jayme Starkey
Lead Banquet Setup
Doubletree Park Place,
Minneapolis

Jayme was promoted to lead houseman from Banquet Setup back in March. He has been with the DoubleTree for seven years. His dedication to personal development is obvious, he recently attended a Leadership Conference held Annually in Hinckley, MN.

What attracted you to the hospitality industry?

I enjoy helping people.

What is your most memorable guest interaction?

I once found dog tags belonging to a guest. They were his father's who had passed. His gratitude was well worth the effort I made to find him amongst his group that day.

What are you most excited about for your new role?

Initiating positive changes for our team.

What do you hope to bring to the team?

A stronger bridge between departments and guests.

Is there someone you look up to as a mentor, and how did that help your transition?

A former Houseman and general utility staff member who trained me in the setup position.

What is your best advice for others seeking to grow?

Stay humble and always respect the hierarchy among staff heads.

What is your next dream job?

Film Director.

Around the Portfolio

OUR COMMUNITY

When articulating what cultural elements are most important to the Greenwood team, we looked to our ambassadors for inspiration and guidance. Throughout the entire portfolio each property; and countless individuals, take time out of their schedules to engage in volunteerism, fundraising, and service. Selecting "Community" as one of the core elements of the Greenwood EFFECT.

This year our properties have continued to find creative ways to support the causes that are most important to them, and we asked our teams to share some of their notable projects.

The Renaissance Allentown volunteered at the Lehigh Conference of Churches' Ecumenical Soup Kitchen in center city Allentown located at St. Paul's Lutheran church. The team also competed in a service competition hosted by the Volunteer Center of Lehigh Valley. Ambassadors from the hotel, Dime, culinary, banquets, engineering and sales spent three weekends cleaning garden beds, planting new flowers and sprucing up the gardens as needed at St. Luke's Hospice Center. Director of Human Resources Heather Hays said of the competition, "We didn't 'WIN' the contest but our prize was better, helping the great folks at St. Luke's Hospice Center in Bethlehem."

The Henry - Autograph Collection participated in the "Red Nose Day" that was paired with jeans day to raised money for kids around the world. General Manager Ryan Sheldon led the team as they walked at The Detroit Zoo to raise funds for pediatric programs and services for Children's Miracle Network Hospitals at Beaumont.

The DoubleTree in Park Place, Minneapolis was very busy this season! They hosted a collection and donated 150 pounds of household goods to STEP (St. Louis Park Emergency Program) and then brought the items to STEP and volunteered for one-and-a-half hours stocking and reorganizing the food pantry. They also participated in the Team Up Dress Down for Leukemia Lymphoma Society in May and



THE RENAISSANCE ALLENTOWN



THE RENAISSANCE ALLENTOWN



THE HENRY DEARBORN



THE HENRY DEARBORN

Our Community Continued...

Raised \$315. In their partnership with Clean the World they shipped two bins of used soap for recycling. They hosted a highway cleanup in the summer and the staff participated in the Annual Red Cross Blood Drive. The team donated some grilling skills for the KEYS 1st Annual BBQ Grill Off Fundraiser where they won Audience's Favorite Chicken Wings.

The DoubleTree Charlottesville participated in the 68th Annual Charlottesville Dogwood Festival Grand Feature Parade, which raises funds for community initiatives such as distributing school supplies and bikes to local youth, distributing funds for a scholarship campaign, and maintaining the Vietnam Memorial. They took second place in the float competition with their Wizard of Oz themed float. Jefferson Area CHIP was the beneficiary of a hotel sponsored backpack and school supply drive. They pulled together this and collected donations to send to Hurricane Harvey victims including bottled water and diapers. In the aftermath heartbreaking events in Charlottesville they quietly visited the downtown and UVA areas to offer support to their beloved community and share messages of love and inclusivity.

The Renaissance Baton Rouge participated in the Capital City Chef Showcase which highlighted the culinary talent and raised funds to help support Cancer Services mission of improving life for those living with cancer.



THE DOUBLETREE PARK PLACE



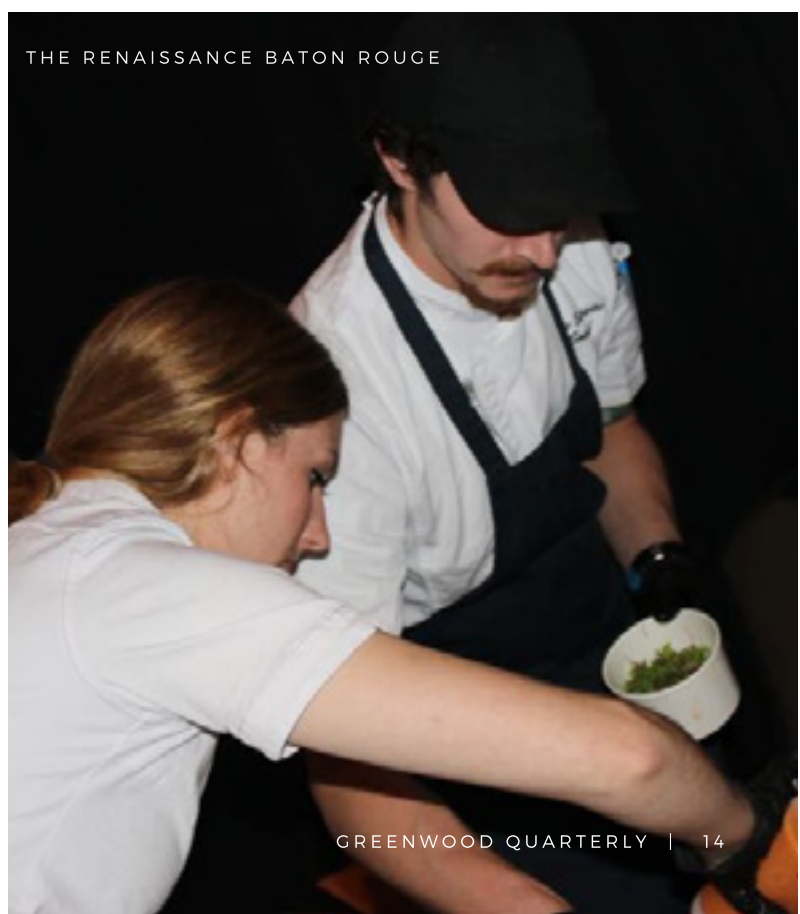
THE DOUBLETREE CHARLOTTESVILLE



THE DOUBLETREE CHARLOTTESVILLE



THE DOUBLETREE CHARLOTTESVILLE



THE RENAISSANCE BATON ROUGE



PERFECT FALL COOKIES

A Recipe from Executive Pastry Chef
Rosemarie Barbour

Sugar cookies are a classic anytime of year, but we at Ciao! deck them out for fall with rich colors and textures.

Sugar Cookie Dough:

Ingredients:

- 1 cup Butter
- 1 cup Confectioners sugar
- 2 tsp. Vanilla
- 2 cups Flour

Directions:

Beat butter and confectioners sugar until creamy. Add the vanilla. Add the flour until combined into a dough. Roll to a 1/4 inch thick on slightly floured surface. Cut into shapes of choice. Bake at 350F for 10-12 minutes. Remove from baking sheet and let cool thoroughly on cooling rack before frosting.

Sugar Cookie Frosting:

Ingredients:

- 3 oz. Egg Whites
- 1 tsp Vanilla
- 4 cups Confectioners sugar

Directions:

Beat egg whites and vanilla until frothy. Add confectioners sugar until well mixed. Color as needed.

How to Frost Cookies:

In order to achieve the smooth coating on these sugar cookies, add colored frosting into piping bag and pipe a thin outline around the edges. Once the frosting has dried slightly and a firm crust has developed, you can fill in the inside with more frosting, it will pool to the dried edges. Let each layer dry to create effects like pumpkin vines, or add other colors directly into the wet layer below like our acorn spots.

PORTFOLIO GROWTH

All of the Hotels, Restaurants, and New Projects in the Greenwood Portfolio

Current Hotel Location

Hotel In Development

Current Hotel Locations

The Renaissance - Allentown, PA
 The Radisson Cross Keys - Baltimore, MD
 The Renaissance - Baton Rouge, LA
 The Watermark | Autograph Collection - Baton Rouge, LA
 Wyndham Garden - Baton Rouge, LA
 The DoubleTree - Charlottesville, VA
 The Henry | Autograph Collection - Dearborn, MI
 Holiday Inn Express - Detroit, MI
 The Reikart House | Tribute Portfolio - Amherst, NY
 The Hilton - Harrisburg, PA
 Hilton Garden Inn - Hummelstown, PA
 Crowne Plaza - Independence, OH
 The DoubleTree - Minneapolis, MN
 Hyatt Place - Nashville, TN
 The Hilton - Oak Lawn, IL
 Embassy Suites - Oklahoma City, OK
 The DoubleTree - St. Paul, MN
 The Intercontinental - St. Paul, MN
 The DoubleTree - Wichita, KS

Current Restaurant Locations

The Dime - Allentown, PA
 Scooz! - Baltimore, MD
 Tallulah - Baton Rouge, LA
 The Gregory - Baton Rouge, LA
 Milford's on Third - Baton Rouge, LA
 TJ's Tavern - Charlottesville, VA
 TRIA - Dearborn, MI
 Bricco - Harrisburg, PA
 Ciao - Harrisburg, PA
 Ad Lib - Harrisburg, PA
 1700° - Harrisburg, PA
 Bridgewood Catering at Central Penn - Summerdale, PA
 Aura Bistro - Independence, OH
 Dover - Minneapolis, MN
 Whitney's 95th Street Bar & Grill - Oak Lawn, IL
 The Landing - Oklahoma City, OK
 Rival House - St. Paul, MN
 Citizen - St. Paul, MN
 Chisholm's - Wichita, KS

New & Development Hotels

The Renaissance - St. Augustine, FL
 Paso del Norte | Autograph Collection - El Paso, TX

GQ