



Heroes In Hometown Hospitality!

You're Welcome™

Rod Lee and William Feldman of the Baymont Inn and Suites® in Augusta, Georgia were recently recognized by the *Georgia Hotel & Lodging Association* as “Stars of the Lodging Industry,” at the group’s 2010 spring conference.

Rod (Front Desk) was named “Outstanding Guest Services Employee of the Year” and William (Maintenance) was named “Outstanding Roomkeeper of the Year.” Both awards were designed to honor hotel industry professionals who go above and beyond in their everyday roles to provide outstanding hospitality and service to the guests they serve.

“Both gentlemen are valued employees and completely deserving of this honor,” property owner Kanta Kondur said. “Rod is extremely versatile. He’s equally adept at working the front desk, in billing or with breakfast presentation. He moves from one task to the other with ease and has really become our ‘go to’ person.”

“William is admired by his co-workers for his smile and his willingness to help. To his managers, he’s become an extra set of eyes, always looking for ways to help us maintain and improve quality levels. Each day, he comes to



Rod Lee (top) and William Feldman (bottom) receive awards from members of the Georgia Hotel and Lodging Association.

work with the purpose of making a positive difference in our property’s service to our guest.”

“Mr. Lee and Mr. Feldman are good examples of the Hometown Hospitality that travelers expect from Baymont,” said brand senior vice president Patrick Breen. “I congratulate them on these terrific accomplishments and thank them for their commitment to our guests. This type of personal touch sets Baymont apart from the competition and brings our warm personality to life.”