

To be aware is to know! And, knowledge is the greatest gift I can give to myself and others.

The Ramada Worldwide Six Commitments

iam Ready

iam Anticipating

iam Making a Connection

iam Aware

iam Delightful

iam Appreciative

Guest Testimonial

I recently held a management training seminar at the Ramada® Edmonton International Airport. I hold 40 of these sessions a year. They take place at Hiltons, Sheratons, Doubletrees and Embassy Suites.

Your hotel was given the highest ratings from my staff in years.

The service that went into the managing of my event was incredible.

I was particularly impressed with Ted Hronopoulos, the Assistant General Manager. He had everything under control. His staff handled all of our needs with the utmost courtesy and professionalism. We felt that we were in good hands the entire time. We will definitely be back! - **Colleen Young, Director of Services, Management SuccessSM**

Being Aware: This Month's Commitment Spotlight.

In the last edition, we discussed "Making A Connection." That involves asking open ended questions so you can then become "Aware" of your guest's needs. This month's commitment, Awareness, includes several components:

- Possessing an understanding of all your co-worker's needs and making yourself available to help them out.
- Becoming well acquainted with the property's amenities and services.
- Knowing the surrounding area – the restaurants and nearby attractions.
- Keeping mindful of security issues and reporting anything you find to be suspicious.

Awareness Rewarded



The Ramada Plaza® Crystal Palace was recently honored with the prestigious 2008 Greater Moncton Excellence Award for service excellence. This celebrated award is designed to recognize operational superiority and stellar guest satisfaction.

In presenting the honor, the local Chamber of Commerce said that the property's "entire team of professionals exemplified an outstanding spirit of hospitality."

"We routinely strive for excellence by maintaining a high level of awareness of what's going on here at the hotel and in the surrounding community," said property CEO and general manager Rolande Thibodeau (Pictured Above). "That enables us to focus on our customer-centric service culture and provide top-quality accommodations to the guests we serve. Each of our 110 employees is focused on maintaining and even building upon our reputation for service excellence. We will continue to demonstrate the highest standards of performance in customer satisfaction."

Watch For Our Weekly iam Inspirations on MyPortal!

Best Practices

Lou Ann Walker's official title at Ramada® Vallejo/Napa Valley is Front Desk Supervisor, but she is much more than that to our guests. Each day, she greets them with a smiling face and confidently tells them about the hotel and its surroundings.

She went beyond her "Front Desk" responsibilities a few months ago, while parking her car before the start of her shift. As she pulled into the lot, she noticed several large stains on the otherwise clean surface. She followed the stains to a guest's car.

She tracked the owner down in the pool area and informed him of the situation. The guest was in town to attend a wedding the next day. It turned out he had hit a large pothole the night before and damaged his transmission. Had the problem gone unnoticed, his plans the next day could have been derailed. Instead, he was able to get the car repaired by a local mechanic, referred to him by Walker.

Later that week, the guest e-mailed DBD Jim Vogelpohl to compliment Walker for her "awareness."

Considerations For Living The Commitment: "I am Aware"

Property: Constantly monitor for general cleanliness – dirt on the floor, stains on the ceiling or walls and garbage in the parking lot. Always check to see if light bulbs are working properly. Make sure all guest rooms are equipped with basic items – towels, pillows and television remote control.

People: Always look for clues. Seek out the hints from each guest. Figure out who needs directions or who needs assistance. If a guest appears to be waiting for somebody in the lobby, offer him or her a newspaper or magazine. While passing guests, greet them in a friendly manner. Ask them if there is anything you could do for them.

Surroundings: Know all the basic businesses and venues within walking distance: pharmacies, grocery/convenience stores, gas stations, restaurants and ATMs. Be familiar with all the local attractions and know how to get there. Know what events are going on in town: concerts, festivals, parades and sporting events. Know the basic geography, history and cultural make-up of the area.

Send an e-mail telling us how you or someone at your property lives iam ... iamramada@wyndhamworldwide.com.

Your best practices and property could be highlighted in our next newsletter!

Anticipate Using This Newsletter As A Learning Tool

- Thoroughly review the newsletter and get familiar with the contents.
- Set aside 15 minutes for a department meeting, lineup, or all-employee meeting. Write three of the most important points you want to share on a flipchart or dry erase board.
- Review all Six Commitments and the Vision with employees. Then review your key points from this newsletter.
- Ask and solicit ideas from employees on how to improve in the newsletter topic area.
- Ask employees to pledge to engage in one specific action through which they can live this commitment.

Call Training for more information on how you too can set up you own personalized iam rollout at your property: (888) 575-4822.