

ALLIANCE HOSPITALITY

SPOTLIGHT ON: FOUR POINTS BY SHERATON INDIANAPOLIS CARMEL

In what was this past fall's greatest coup, Alliance Hospitality Management took the reins of the former Radisson Indianapolis Carmel and converted the property into the Four Points by Sheraton Indianapolis Carmel—a boutique-style hotel located in the trendy, upscale business park area known as Carmel.

With the brand-name recognition that Sheraton delivers, guests can utilize the Starwood Preferred Guest points system, a great draw for those who do business at one of the 300+ top-tier firms nearby. With dozens of Fortune 500 businesses within five miles of the hotel, this charming Four Points stands out as a flagship property.

Located in a vibrant community of restaurants and shops, the Four Points by Sheraton Indianapolis Carmel is also just minutes away from the Indianapolis Zoo, the Children's Museum, the NCAA Hall of Champions and the Indianapolis Speedway Hall of Fame Museum. For guests who prefer to stay in, this hotel boasts all the amenities to make it a comfortable home away from home: the Terra Nova Grille, which serves nationally famous as well as locally brewed beers, an indoor heated pool and whirlpool, a state-of-the-art fitness center and 2,500 square feet of flexible meeting space.

Alliance Hospitality is proud to manage the Four Points by Sheraton Indianapolis Carmel, and we extend a warm welcome to all team members and associates there.



GENERAL MANAGER CONFERENCE

In September of 2009, Alliance Hospitality Management held its annual General Manager's Meeting at the Hilton Garden Inn Raleigh-Durham Airport.

At the meeting, managers from various Alliance Hospitality properties reviewed the past year's successes and challenges while discussing strategies for 2010 and how to deal with the tough economic conditions.

"THE VALUE OF ACHIEVEMENT LIES IN THE ACT OF ACHIEVING."

- ALBERT EINSTEIN

APPOINTMENTS AND PROMOTIONS

Alliance Hospitality Management would like to extend a sincere welcome to these new team members, as well as those who are not listed below. Welcome to the team!

BAYMONT INN & SUITES JACKSONVILLE

- Evelyn Agnew, *Room Attendant*
- Benjamin Franklin, *Maintenance Engineer*
- Leslie Hinton, *Front Desk Clerk*

BAYMONT INN & SUITES ORLANDO

- Bettye Biggs, *Director of Sales*
- Ruth Lebron, *Front Desk Clerk*
- Anthony Ramcharan, *Front Desk Clerk*
- Ameta Rozier, *Room Attendant*

COMFORT INN CHARLESTON

- Donna Bethel, *Front Desk Clerk*
- Terrinique Caulder, *Room Attendant*
- Gregory Frye, *Maintenance Engineer*
- Michael Haynes, *Front Desk Clerk*
- Nicole Jenkins, *Room Attendant*
- John Phillips, *Front Desk Clerk*
- Danielle Purdy, *Room Attendant*
- Shantel Smith, *Housekeeping Supervisor*
- Tanya Way, *Room Attendant*
- Neshelle Williams, *Room Attendant*

COMFORT INN DURHAM MEDICAL PARK

- Ana Garcia, *Room Attendant*
- Travis Huff, *Front Desk Clerk*
- Dennis Jones, *Front Desk Clerk*
- Luis Lishner, *Maintenance Engineer*
- Debbie Rummel, *Comp Food Attendant*
- Erica Vargas, *Room Attendant*

COMFORT INN DURHAM UNIVERSITY

- Nathan Kelly, *Night Audit*
- Stephanie Smiley, *Front Desk Clerk*

COMFORT INN CROSS CREEK FAYETTEVILLE

- Samantha Adamson, *Front Desk Clerk*
- Anna Floyd, *Room Attendant*
- Larry Fulton, *Room Attendant*
- Robert Miller, *General Manager**
- Angela Pruitee, *Front Office Manager**
- Sabrina Wested, *Room Attendant*
- Ilesha Wills, *Room Attendant*
- James Wood III, *Security Officer*

COMFORT SUITES ORLANDO

- Michael Kardos, *General Manager**
- Toney Vecchio, *Front Desk Clerk*

COURTYARD ANN ARBOR

- Alejandra Bazan, *Room Attendant*
- Roman Cortez-Gonzalez, *Kitchen Utility*
- Marisol Sanchez, *Room Attendant*
- Clarivel Vasquez, *Room Attendant*

COURTYARD CHICAGO ST. CHARLES

- Amanda Garcia, *Room Attendant*

COURTYARD CLARKSVILLE

- LaQuetta Alexander, *Assistant General Manager*

COURTYARD HOUSTON DOWNTOWN

- Keith Courtney, *Bartender*

COURTYARD KANSAS CITY

- Calvin Anderson, *Assistant General Manager*
- Charlotte Barker, *Kitchen Utility*
- Francis Beebe, *Bartender*
- Emelina Lopez, *Room Attendant*
- Garcia Flor Lopez, *Room Attendant*
- Guadalupe Lopez, *Room Attendant*
- Lynsee Mallinson, *Front Desk Clerk*
- Allen Oghenejobo, *Night Audit*
- Nga Oyer, *Night Audit*
- Arthuro Quintero, *Room Attendant*

COURTYARD RICHMOND NORTHWEST

- Angel Hewlett, *Front Desk Clerk*
- Aaron Pellitt, *General Manager**

COURTYARD ROANOKE

- Gary Abbott, *Line Cook*
- Elizabeth Campbell, *Bartender*
- Jammie Graham, *Room Attendant*
- Steven Robertson, *Line Cook*
- Ramona Williams, *Pantry Utility Worker*
- Thomas Wright, *Front Desk Clerk*

COURTYARD WILMINGTON

- Norma Benitez de Segovia, *Room Attendant*
- Mariela Garcia-Vara, *Room Attendant*
- Jessica Green, *Restaurant Server**
- Andrew Leonard, *Public Area Attendant*
- Jessica Phelps, *Front Desk Clerk*
- Vannia Raya, *Room Attendant*
- Kristin Shelton, *Restaurant Server*

DOUBLETREE DALLAS MARKET CENTER

- Patrick Bangemu, *Front Desk Clerk*
- Daniel Castillo, *Maintenance Engineer*
- Samantha Ehresman, *Night Audit*
- Marisa Garcia, *Room Attendant*
- Nelda Gaytan, *Bartender*
- Jessica Gomez, *Front Desk Clerk*
- Christopher Jones, *Bell Attendant/Guest Service*
- Jonathan Keen, *Sales Manager*
- Shannon Kelly, *Director of Sales*
- Gregorio Martinez, *Line Cook*
- Arturo Mitra, *Houseperson*
- Cesar Rocha, *Security Officer*
- Grecia Sanchez, *Night Audit*
- Maricruz Sanchez, *Room Attendant*
- Lauren Taub, *Catering Sales Manager*
- Erick Torres, *Front Desk Clerk*

FAIRFIELD INN ANN ARBOR

- Joe Davis, *Front Desk Clerk*
- Wilson Escobar, *Houseperson*
- Rebecca Gillespie, *Front Desk Clerk*
- Luis Hernandez, *Houseperson*
- Atta Mustafa, *Room Attendant*

FAIRFIELD INN CLARKSVILLE

- Lacie Krantz, *Housekeeping Inspector**

HAMPTON INN & SUITES BALTIMORE INNER HARBOR

- Tiffani Brimley-Smith, *Front Desk Clerk*
- Dale McCullough, *Security Officer*
- Suzanne Shoap, *Director of Sales*
- Micah Wood, *Lifeguard*

HAMPTON INN CARY

- Christopher Fuller, *Chief Engineer**
- Gabriela Mendoza, *Room Attendant*
- Luz Reyes, *Room Attendant*
- Bobby Ross, *Public Area Attendant*

HAMPTON INN CHARLOTTE

- Jerry Coleman, *Night Audit*

HAMPTON INN PERIMETER

- Stephanie Hatton, *Front Desk Clerk*
- Crystal Turner, *Front Desk Clerk*

HAMPTON INN RALEIGH CRABTREE

- Connie Bite, *Director of Sales*
- Joanne Kellogg, *Front Desk Clerk*

HAMPTON INN & SUITES GWINNET

- Maria Caballero, *Comp Food Attendant*
- Patricia Kilgore, *General Manager*
- Natawat Mangkang, *Front Desk Clerk*
- Monica Streat, *Comp Food Attendant*
- Kourtney Wells, *Night Audit*

HAMPTON INN WHITE PLAINS-TARRYTOWN

- Steven Bennett, *Public Area Attendant*
- Julie Deagan, *Director of Sales*
- Brenda Devine, *Front Desk Clerk*
- Joe Marrero, *Chief Engineer*
- Vicky Ordonez, *Front Desk Clerk*
- Annette Yanni, *Comp Food Attendant*

HILTON GARDEN INN AKRON-CANTON AIRPORT

- Carrie Lynch, *Laundry Attendant*
- Kiersten Peltier, *Room Attendant*
- Timothy Ritchey, *Van Shuttle Driver*
- Megan Roberts, *Front Desk Clerk*
- Jacqueline Schory, *Room Attendant*
- Diego Silva, *Kitchen Utility*
- Lynda Whitt, *Room Attendant*

HILTON GARDEN INN ALBANY AIRPORT

- John Adams, *Chief Engineer*
- Chelsea Bos, *Front Desk Clerk*
- Amanda Courter, *Front Desk Clerk*
- Cassie Cramer, *Sales Manager*
- Amy Fusco, *Director of Sales*
- Felix Hernandez, *Laundry Attendant*
- Catherine Klein, *Front Desk Clerk*
- Osami Lingkol, *Laundry Attendant*
- Esina Luden, *Room Attendant*
- Chad Prorok, *Van Shuttle Driver*
- Matthew Savoy, *Line Cook*
- Johany Ulloa-Fermin, *Room Attendant*

HILTON GARDEN INN CHELSEA

- Ramon Barcia, *Kitchen Utility*
- Tammy Brown, *Restaurant Server*
- Terry Chin, *Front Office Manager*
- Antonia Dejesus, *Front Desk Clerk*
- Lorraine Hylton-Newman, *Night Audit*
- Darryl Lafferty Jr., *Director of Sales*
- Audrey Love, *Sales Manager*
- Meredith Paisley, *Restaurant Server*
- Sarfaz Rahaman, *Maintenance Utility*
- Johnmary Rosario, *Front Desk Clerk*

HILTON GARDEN INN DANBURY

- Susan Broadway, *Restaurant Server*
- Ruth De Fernandez, *Room Attendant*
- Rafael Espinal, *Laundry Attendant*
- Dana Giandalone, *Assistant General Manager*
- Janine Goodsell, *Front Desk Clerk*
- Dariusz Kuzabski, *Chief Engineer*
- Sean Macauley, *Restaurant Supervisor*
- Danna Magnotta, *Director of Sales*
- Luceily Mena, *Room Attendant*
- Kyle Mendes, *Line Cook*
- Nancy Penaranda, *Houseperson*
- Robert Squillante, *Front Desk Clerk*
- Lisa Brady, *General Manager*

HILTON GARDEN INN EVANSTON

- Maria Barrientos, *Room Attendant*
- Vicki Bell, *Night Audit*
- Patricia Castillo, *Banquet Server*
- Jose Frausto, *Houseperson*
- Peter Mikhjian, *Sales Manager*
- Nia Molina, *Banquet Server*
- Marta Oropeza, *Banquet Server*
- David Steiner, *General Manager*
- Jason Varner, *Van Shuttle Driver*

HILTON GARDEN INN RDU

- Anna Dobbins, *Front Desk Clerk*
- Reginald Forte, *Line Cook*
- Carol Henson, *Director of Sales**
- Ana Ramirez, *Room Attendant*
- Maria Vazquez, *Room Attendant**
- James Wilkinson, *Restaurant Server*
- Jeffery Wooten, *Banquet Set-up*

HILTON GARDEN INN WILMINGTON MAYFAIRE

- Nichol Bartholomew, *Banquet Set-Up*
- Shiloh Branch, *Laundry Attendant*
- Paul Brosig, *Line Cook*
- Anthony Capozio, *Night Audit*
- Katherine Conti, *Restaurant Server*
- Erica Derr, *Front Desk Clerk*
- Christopher Gore, *Sales Manager*
- Janis Groseclose, *Room Attendant*
- Samantha Lundy, *Restaurant Server*
- Courtney Miller, *Room Attendant*
- Nathan Patel, *Maintenance Engineer*
- Delmy Reyes, *Room Attendant*
- Elizabeth Rossi, *Assistant General Manager**

HILTON GARDEN INN WINDSOR

- Trevor Edmonds, *Maintenance Engineer*
- Andrew Levy, *Line Cook*
- Senada Omerovic, *Room Attendant*

HILTON GARDEN INN WINDWARD

- Yourie Arice, *Houseperson*
- Tyler Blasingame, *Maintenance Engineer*
- Jennifer Brinson, *Sales Manager*
- Jade Enriquez, *Front Desk Clerk*
- Adwoa Osei-Brown, *Front Desk Clerk*
- Marquitta Redmond, *Room Attendant*
- Leonor Taboada, *Room Attendant*
- Alvand Williams, *Night Audit*

HOLIDAY INN EXPRESS CLEARWATER

- Estrella Palm, *Front Desk Clerk*

HOLIDAY INN EXPRESS STEVENS POINT

- Jason Grisham, *General Manager**

HOLIDAY INN GREEN BAY

- John Brinkman, *General Manager*

HOLIDAY INN SEACAUCUS HARMON MEADOWS

- Sabmeera Brydie, *Line Cook*
- Boris Burtin, *Director of Food & Beverage*
- Mustapha Hamrane, *Van Shuttle Driver*
- Gerson Lima, *Restaurant Server*
- Evelyn Londono-Reyes, *Line Cook*
- Ronald Parham, *Line Cook*
- Natalie Petruic, *Night Audit*
- Robert Sawyer, *Front Office Supervisor*
- Elsa Valle-Torres, *Sales Manager*
- Cynthia Wittig, *Catering Sales Manager*
- Traci Zimmerman, *Director of Sales*

HOMEWOOD SUITES RALEIGH CRABTREE

- Elba Becerra-Contreras, *Room Attendant*
- Carlos Gonzalez, *Houseperson*
- Alphonse Kalala, *Houseperson*

HOMEWOOD SUITES CARY

- Michael Beickert, *Comp Food Attendant*
- Manuel Benavides, *Houseperson*
- Francisca Chaves-Ricardo, *Room Attendant*
- Ann Connery, *Front Desk Clerk*
- Gerard Fiette, *Chief Engineer*
- Joseph Hampton, *Chief Engineer**
- Patricia Hernandez, *Room Attendant*
- Evelin Lopez Tevez, *Room Attendant*
- Alexander Lusk, *Night Audit*
- Fatima Malek, *Room Attendant*
- Rosio Morales, *Front Desk Clerk*
- Christopher O'Toole, *Comp Food Attendant*
- Ashley Ray, *Sales and Catering Manager**
- Dorethy Stewart, *Director of Sales*
- Ingris Valesca-Ramos, *Room Attendant*

HOMEWOOD SUITES LAKE MARY

- Carmen Andino, *Room Attendant*
- Mirian Garcia, *Room Attendant*
- Kimberly Hayden, *General Manager**
- Lorena Mancilla, *Room Attendant*

HOMEWOOD SUITES PRINCETON

- Lauren Fallon, *Assistant General Manager*
- Courtney Johnson, *Front Desk Clerk*
- Danilo Juarez, *Houseperson*
- Paola Lopez, *Room Attendant*
- John Matkovich, *Director of Sales*
- Glenda Portillo, *Room Attendant*
- Sarah Rached, *Front Desk Clerk*
- Oscar Rangel, *Van Shuttle Driver*
- Yalily Rodriguez, *Comp Food Attendant*
- Tiara Samuel, *Front Desk Clerk*
- Arcia Stokes, *Front Desk Clerk*

QUALITY SUITES CHARLESTON

- Mary Heyward, *Room Attendant*
- Stephen Jolly, *Night Audit*

- Eugene Martin, *Maintenance Engineering**
- James Maddox, *Maintenance Engineer*
- Keyur Patel, *Front Desk Clerk*
- Petya Petkova, *Housekeeping Supervisor*
- Angelica Romero, *Room Attendant*
- Jacquelyn Todd, *Director of Sales*
- John Wong, *General Manager*

FOUR POINTS BY SHERATON INDIANAPOLIS CARMEL

- Christopher Aldendorf, *Front Desk Clerk*
- Tamara Cochran, *Sales Manager*
- Hilton Cordero, *Van Shuttle Driver*
- Sandra Cortes, *Restaurant Server*
- Gabriela Cruz, *Front Desk Clerk*
- Meliton Gomez, *Line Cook*
- Adriana Hernandez, *Room Attendant*
- Irina Kilchyk, *Front Office Supervisor*
- Deana Letko, *Director of Sales*
- William Lewis, *Night Audit*
- Jennifer Monroe, *Banquet Services*
- Patrick Nommay, *Night Audit*
- Christina Rickey, *Front Desk Clerk*

RESIDENCE INN ROANOKE

- Donna Burks, *Room Attendant*
- Aleaza Cunningham, *Comp Food Attendant*
- Jocasta Harper, *Room Attendant*
- Alexia Jennings, *Room Attendant*
- Jebet Kibogy, *Front Desk Clerk*
- Marsha Lambert, *Comp Food Attendant*
- John Sydenstricker Jr., *Front Desk Clerk*
- Terrel Williams, *Comp Food Cook*

SPRINGHILL SUITES BY MARRIOTT BURR RIDGE

- Elaina Ambler, *Front Desk Clerk*
- Charles Balbinot, *Maintenance Engineer*
- Juana Gallegos, *Houseperson*
- Eva Guido, *Room Attendant*
- Larissa Jordan, *Front Desk Clerk*
- Zdravko Koloski, *Houseperson*
- Joyce Nichols, *Director of Sales*

SPRINGHILL SUITES BY MARRIOTT ELMHURST

- Maria Aranda, *Room Attendant*
- Ken Bulgrin, *Night Audit*
- Antonia Gorostieta, *Room Attendant*
- Anxhela Meleqi, *Front Desk Clerk*
- Yolanda Poroz Sandoval, *Laundry Attendant*
- Frank Rivas, *Night Audit*

ALLIANCE HOSPITALITY MANAGEMENT HOME OFFICE

- Lori Baltrus, *Payroll Coordinator*
- Carolyn Bessler, *Corporate Controller*
- Rebecca Blue, *Accounting Manager*
- Libbi Carlson, *Revenue Analyst*
- Sloan Dean, *Vice President of Revenue Management*
- Randy Gosdin, *Regional Director of Revenue Management*
- Heidi Hammitt, *Staff Accountant*
- Laura Stine, *HR Coordinator**
- Whitney Vaughan, *Executive Assistant*

* denotes promotion

AWARDS AND ACHIEVEMENTS

At Alliance, we love to see our team members think outside of the box. Whether supporting your community, managing sales events, or honoring your staff, we love to see creative resourcefulness at work!

BAYMONT INN & SUITES FLORIDA MALL

In a role reversal, management sent out invitations to all the staff, created a formal setting, and prepared and served a dinner to their employees. Needless to say, the staff truly felt appreciated!

COMFORT INN DURHAM MEDICAL PARK

Named one of the Top 100 Properties by In Choice.

COURTYARD ANN ARBOR

Recently received a 95% score in their Quality Assurance Program.

COURTYARD CHICAGO ST. CHARLES

Housekeeper Silvia Villa Fuerte has won Team Member of the Quarter for 3 consecutive quarters. Way to go, Silvia!

DOUBLETREE DALLAS MARKET CENTER

Received the Promise to the Earth Award from the Arbor Day Foundation, which highlights exceptional commitment to environmental stewardship and education.

Lisa Carillo won the Catch Me At My Best "Best Comment Card of the Quarter"; the top number of Catch Me At My Best comments goes to Marizta Munoz and Karishma Ghale.

HAMPTON INN CHARLOTTE

Shell Richardson won the Goodwill Cornerstone Award.

HAMPTON INN CARY

Gregg Comito, Ron Leedy and Kevin Alfaro hosted an old fashioned ice cream truck break for local businesses. Over 500 people were treated to ice cream on this hot day, a sure-fire way to instill brand recognition of our area hotels!

HILTON GARDEN INN AKRON-CANTON AIRPORT

Phil Margolis was recognized by HGI Corporate as a Catch Me At My

Best national winner. Also, the hotel won Expedia's Insiders' Select—their top 1% of hotels worldwide based on service.

HILTON GARDEN INN WILMINGTON MAYFAIRE

Doreen Turgeon, Beth Rossi and Linda Grub participated in a Soup for the Troops fundraiser for soldiers fighting in Iraq. Together, they prepared clam chowder, Italian wedding and tortilla soups for hundreds of attendees. Way to go!

HILTON GARDEN INN RDU

Both George and Susan Elias have earned the 2009 Catch Me At My Best award from Hilton. They have both been national winners for four consecutive years. Congratulations!

HILTON GARDEN INN WINDWARD

Brice Pierre and Veronica Cruz were National Winners of Hilton's Catch Me At My Best awards.

HILTON GARDEN INN WINDSOR

In a tight economy, one solution is finding interns to assist with the workload. High schooler and intern Brittany Bermudez works 2.5 hours each day assisting with payroll.

HOLIDAY INN SECAUCUS HARMON MEADOWS

The hotel achieved OSAT scores above 90%.

HOMEWOOD SUITES DURHAM

Reception Hostess Ree Byrd was honored for receiving more than 200 Catch Me At My Best cards; she will now have a chance to win in the national competition.

This hotel has the unique distinction of becoming the first hotel recognized as a Green Plus Mover by The Foundation for a Sustainable Community at UNC Chapel Hill. By reducing environmental impact and improving sustainability, the property is contributing to a better, cleaner Earth.

In October, the hotel held its 4th Annual Pumpkin Carving Contest for all team members. Doug Pender (AGM) admitted "the decision making was very difficult."



Homewood Suites Cary Housekeepers



Homewood Suites Durham Pumpkin Carving Contest



Hampton Charlotte Halloween Fun



Hampton Inn Cary Ice Cream Visit



Fairfield Inn Celebrates Autumn



Homewood Suites Durham Re-Opening Party

QUOTES & COMMENTS

Here are some of the kind words our valued customers are saying about Alliance Hospitality properties. Thanks to all of the staff and management that made these great customer service moments possible.

COMFORT INN DURHAM MEDICAL PARK

A guest at the Comfort Inn Durham Medical Park had this to say about their recent stay, "Excellent experience! The hotel manager was very friendly and checked to see if we needed anything. Service was wonderful. Breakfast was delicious. I would definitely recommend this hotel to others."

COURTYARD KANSAS CITY

Calvin Anderson, AGM at the Courtyard Kansas City, is a true ringleader for his troops, "I often remind my staff that it is always our pleasure to serve our guests because we understand what a bad day is like. A kind word really does turn away wrath! At the Courtyard in Kansas City, it makes our day to make your day!"

COURTYARD RICHMOND

Shelly Prescott wrote to GM Aaron Pellitt, "I must admit that my stay was one of the best I've had (and I travel a lot). Please let your entire staff know they really do make a difference—my trip was successful and your facility played a significant part in that!"

COURTYARD ROANOKE

"I cannot thank the staff at the Courtyard (Roanoke) enough for their outstanding service our family received this past Saturday 12/19/09. Our daughter was to be married at the Vinton War Memorial, but due to the snow they had to close. Naturally stress was high, we had some relatives staying at the Residence (Inn Roanoke) who recommended to call the Courtyard. The staff here just opened the hotel to us, they set up the meeting room for the ceremony and the lobby for the caterer, plus opened two guest rooms for the bridal party to change. They went far beyond 'out of the way' and 'out of the box' for customer service. The staff here deserves the highest recognition possible by Marriott. Thank you from the bottom of our hearts for making our daughter's wedding day, a day no one will forget. The word is out about the superior service at the Courtyard by Marriott, Roanoke Airport!" Ray S.

COURTYARD CHICAGO ST. CHARLES

"Gaby was great on check-in, Orlando is a terrific facilities man and Brad is amazing (I am still wondering if he sleeps there!). There was not a thing that we asked for that they did not attempt to accommodate. They are absolutely fantastic!" This great note came from recent guest Heather Weber.

Also, Jeff Dawe wrote in to say, "The group I'm with takes up seven rooms, which is small in comparison to the whole hotel. But we felt as though we were the only guests when we were there. Thanks to the staff of my home away from home."

HAMPTON INN & SUITES BALTIMORE INNER HARBOR

Several Catch Me At My Best notices spoke of the excellent customer service received here.

"Best Hampton I have ever stayed in."

"Traveling with kids is always a challenge, but all of you made it easy and fun!"

"Janise is amazing! She had my keys and paperwork ready when I finally arrived at 2:30 a.m."

HILTON GARDEN INN AKRON-CANTON AIRPORT

Frequent guests Jim and Thamina Chandler wrote in with this note: "Today, after about 42 stays at this property, I am writing to applaud the model experiences we have had with staff and management. They deserve recognition as being at one of the best."

HILTON GARDEN INN EVANSTON

Newlyweds Ben and Kathleen Moran praised GM Dave Steiner and staff for contributing to the success of their wedding. "Each individual was friendly, efficient and willing to help us achieve even our zaniest tasks—such as storing our 8-foot cupcake display!"

HILTON GARDEN INN WINDWARD

"It is because of associates such as Mr. Jade Enriquez that my stay was so pleasurable, and it proved to me that companies can still have a strong focus on providing world-class customer service." - Guest Vanessa Chang

Guest Susan Fox also commended Mr. Enriquez and Brice Pierre at the desk, writing, "I have other hotels I could stay with, but I choose to stay at this hotel because I enjoy seeing these two people each week!"

HOLIDAY INN & CONVENTION CENTER STEVEN'S POINT

"This was truly the best ARB Night ever! The set-up was easy, the rooms were beautiful, and the food was fabulous," wrote Barbara of the Women's Fund of Portage County.

Newlywed Sue Bartsch thanked the staff for making her wedding reception a breeze. "The wedding went off fabulously, and the reception hall was beautiful. We couldn't have asked for anything prettier."

HOMEWOOD SUITES RALEIGH CRABTREE

Guest Doris Hawkins called GM Rob Ambersley to specifically highlight her pleasure with Front Office Supervisor, Adrian Hanna. It seems Adrian went beyond the call of duty to make the Hawkins feel comfortable and situated, as Ms. Hawkins' father had Alzheimer's and was unfamiliar with a hotel environment. Kudos to Adrian!

HOMEWOOD SUITES DURHAM

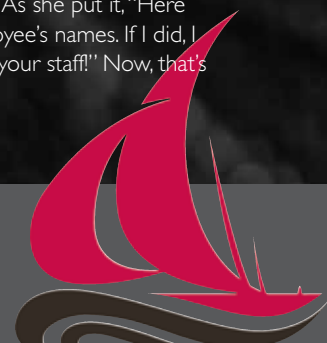
A volunteer from SECU Family House wrote in to praise the staff and management, thanking them for providing dinner to their clients. "A delicious, home-cooked meal is such a treat for our guests while they are staying here under such adverse circumstances. It means so much to all the guests to know they are cared for by our community."

SPRINGHILL SUITES CHICAGO

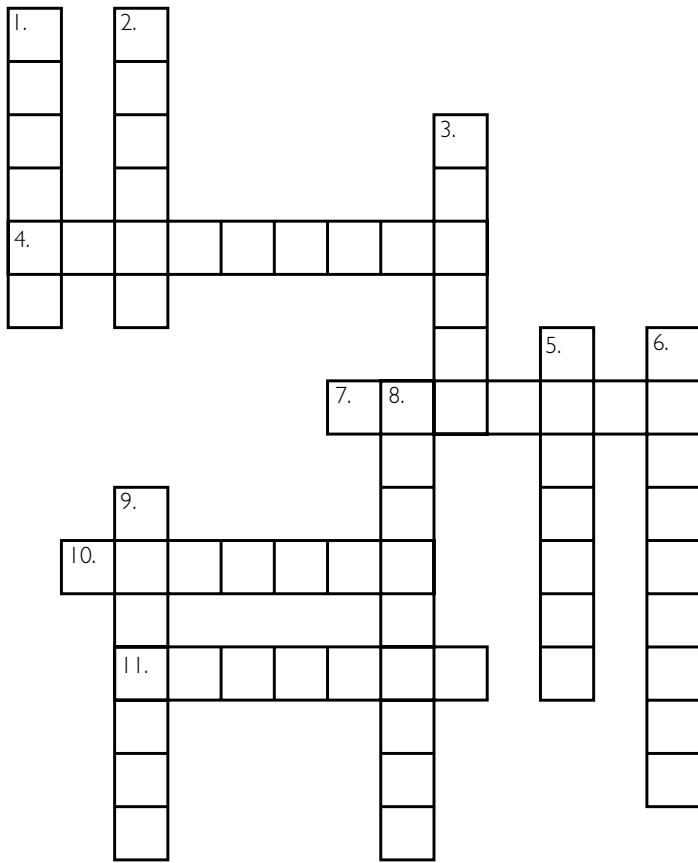
A pleased guest, Alice Emerson, wrote a lengthy letter to management detailing exactly what she loved about each and every staff member at the Springhill Suites Chicago. As she put it, "Here is my problem. I do not know all of the employee's names. If I did, I would fill one card out for every member of your staff!" Now, that's customer satisfaction!

OUR MOTTO FOR 2009 AND BEYOND:

"WE CANNOT CONTROL THE WIND, SO WE NEED TO ADJUST THE SAILS."



CROSSWORD PUZZLE



ACROSS

4. In _____ of 2009 Alliance Hospitality General Managers got together to discuss the strategies for 2010.
7. The Hampton Inn _____ Crabtree treated over 500 people to ice cream on a hot day.
10. Ben and Kathleen Moran praised the Hilton Garden Inn Evanston for making their wedding memorable and stored an 8-foot _____ display.
11. The _____ to the Earth Award was given to the DoubleTree Dallas Market Center.

DOWN

1. The Alliance Hospitality motto states that we cannot control the wind, so we need to _____ the sails.
2. Three team members at the Hilton Garden Inn Wilmington Mayfaire participated in the Soup for the _____ fundraiser for soldiers in Iraq.
3. The newest Alliance Hospitality property is located in an upscale business park known as _____.
5. Guest Vanessa Chang had very nice words to say about Jade Enriquez at the Hilton Garden Inn _____.
6. The Four Points Indianapolis is located near the NCAA Hall of _____.
8. Rob _____ at Homewood Suites Raleigh Crabtree received a call about Adrian Hanna's exceptional service.
9. Homewood Suites Durham held its 4th Annual _____ Carving Contest for team members.



CHAIRMAN'S CORNER

by Alliance Hospitality Management Chairman Rolf Tweeten

The holidays are a time to reflect on our families and blessings. I see resourcefulness and conscientiousness working overdrive among so many of our Alliance family members. From the exceptionally courteous service of front-desk staff, to the awards won by housekeepers at so many of our properties, to the beyond-the-call-of-duty contributions to the Troops Supply Drive this November.

Times are tough, we all wish we could wave the magic wand and turn the weak economy around in our favor. Fantasies aside, we have tools in our collective toolbox that can help us all prosper. It's time to show the economy who's boss!

Each one of us is an instrument of Alliance's success. Each one of us holds just this much power and agency to make or break the deal. Every Day, Every Stay, Every Guest. While senior management can create the general blueprint to propel us forward, we need every resource and every team member to act at the top of his or her game.

So keep up the excellent work. Take a deep breath, catch that "second wind," and know that all hands must be on deck if we are to succeed. Bring on 2010, the battle is far from over.

SPANISH TRANSLATION

Durante esta temporada de fiestas es el tiempo para reflexionar sobre nuestras familias y bendiciones. Veo mucha habilidad y aplicación trabajando sobre nuestra familia de Alliance Hospitality. Empezando por nuestros compañeros de trabajo en el departamento de recepción (Front Desk) con su servicio excepcional, nuestros compañeros de trabajo en limpieza (Housekeeping) que tantos premios se han ganado en varias de nuestras propiedades, y la contribuciones mas allá de la llamada del deber durante la campana Troops Supply Drive este noviembre pasado.

Se que los tiempos son duros y todos deseamos ondear la varita mágica y guiar la economía débil a favor nuestro. Dejando las fantasías aun lado , si tenemos las herramientas en nuestra caja de herramientas colectiva, esto nos ayudara a prosperar. Es hora de mostrarle a la economía quien es jefe.

Cada uno de nosotros somos instrumental en el éxito de Alliance Hospitality. Cada uno de nosotros tiene justo tanto poder y agencia para hacer o deshacer el trato. Cada Día, Cada Estancia, Cada Huésped. Mientras que los miembros de administración pueden crear el plano general para propulsarnos adelante, necesitamos cada recurso y cada miembro del equipo para actuar al tope de su juego.

Les pido que mantengan un ritmo excelente de trabajo. Respire hondo, agarre un segundo viento y sepa que todas manos deben estar en la cubierta si vamos a tener éxito. Venga 2010, que la batalla no ha terminado.