

SACRAMENTO HOTEL ASSOCIATION

Reader Board

JUNE 2020

2020 Officers and Directors

Members of the Sacramento Hotel Association elected Doug Warren, Regional Director of Operations, Courtyard & Fairfield Inn by Marriott Sacramento, as President of the SHA Board of Directors.

OTHER OFFICERS ELECTED:

- Vice President Royce Pollard, General Manager, DoubleTree by Hilton Sacramento
- Secretary Lisa Wilson, Director, Hotel Operations, Thunder Valley Casino Resort
- Treasurer David Huber, CHA, General Manager, Crowne Plaza Sacramento
- Shelly Moranville, CHA, General Manager at the Residence Inn Sacramento Downtown at Capitol Park, serves as Past President.

BOARD DIRECTORS WITH CONTINUING TERMS FOR 2020:

- Nikki Carlson, General Manager, Kimpton Sawyer Hotel
- Barry Miller, General Manager, Holiday Inn Sacramento Downtown-Arena

BOARD DIRECTORS APPOINTED TO TERMS FOR 2020:

- Sami Qureshi, CHA, General Manager, Sacramento Hilton Arden West
- Matthew Teyler, General Manager, Fort Sutter Hotel Sacramento
- Scott Vandenberg, General Manager, Hyatt Regency Sacramento
- Cheryl Marcell, President & CEO, California State Railroad Museum Foundation
- Dr. Abhijeet Shirsat, Assistant Professor, Department of Recreation, Parks & Tourism Administration, California State University, Sacramento



Doug Warren, SHA Board President

28th Annual Hospitality Gala Recap

See photos on page 2.



CONGRATULATIONS TO BOTH SHA SCHOLARSHIP RECIPIENTS

Amanda Malotte, a student at California State University, Chico, accepts a 2020 Scholarship Award Certificate from SHA Board President Doug Warren. Go Wildcats!



SHA Honors College Students with Scholarships

SHA presented two \$2,000 scholarships to local college students majoring in the recreation and the hospitality industry. The scholarship recipients are Amanda Malotte, California State University, Chico, and Alexis Spencer, California State University, Sacramento. The scholarship program is funded by proceeds from the SHA annual golf tournament as well as contributions from the Sacramento Marriott Business Council and Sacramento Kings.

Amanda Malotte is currently attending California State University, Chico, majoring in Recreation, Hospitality and Parks Management and is also minoring in Marketing. She holds a 3.8 GPA at Chico State and is on track to graduate in 2022. Amanda is described by her professors as dedicated, involved and enthusiastic and is interested in the areas of sales and marketing for companies like Marriott and Westin.

Alexis Spencer attended California State University, Sacramento, majoring in Recreation, Parks and Tourism Administration and minoring in Marketing. She had a 3.7 GPA at Sac State and was a spring graduate this year. Alexis is described as ambitious, passionate and creative and hopes to start her own tourism marketing company upon graduating.



Alexis Spencer, a student at California State University, Sacramento, accepts a 2020 Scholarship Award Certificate from SHA Board President Doug Warren. Stingers Up!

Sacramento Hotel Association

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Cal Expo Hotels

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28th Annual Hospitality Gala Recap

HONORING 2019 HOSPITALITY EMPLOYEES OF THE YEAR

It takes a special flair to accommodate guests and operate lodging properties. The outstanding employees who symbolize this excellence were recognized by the Sacramento Hotel Association at the 28th annual Hospitality Gala, February 28, at the Hilton Sacramento Arden West.

Hotel industry employees perform a fine balancing act of guest services every day. They are often juggling an array of requests and are expected to deliver a superb experience for people from around the country. The memorable evening was spent recognizing those exceptional hotel employees who have blended their job skills with extraordinary customer service and have skillfully shined in their hospitality roles like a fine-tuned performer.

Hilton Sacramento Arden West went all out for a spectacular Cirque de Fabuleux-themed evening. Splashes of color filled the banquet room and pre-function areas and live cirque performers entertained guests during the reception. Industry professionals and special guests celebrated the night with savory and sweet selections.

Special guests attending the Hospitality Gala included Sacramento City Councilmembers Eric Guerra and Steve Hansen, Sacramento Police Captain Steve Oliveira, Assistant City Manager Michael Jasso, the city's Economic Investment Manager Leslie Fritzsche, and SAFE Credit Union Convention Center General Manager Matt Voreyer and Deputy General Manager Johnathan Wisner.



Ben James, Engineer at The Citizen Hotel, accepts the Employee of the Year award from SHA Board President Doug Warren (left) and Johnny Pacheco, Rooms Manager from The Citizen Hotel.



Madina Alamyar, Housekeeping Supervisor (second from left) and Yamina Ramos, Accounting Supervisor (second from right), each accept an Employee of the Year award from SHA Board President Doug Warren (left) and Byron O'Neil, General Manager, Courtyard Marriott/Fairfield Inn Cal Expo.



Crowne Plaza General Manager David Huber (right) and Executive Head Chef Troy Revelle (left) present the Employee of the Year award to Banquet Chef Dan Hallford.

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CIRQUE DU FABULEUX

28TH ANNUAL HOSPITALITY GALA RECAP

Continued from page 2



Roberta Williams, Sales Administration Champion at DoubleTree by Hilton Sacramento, accepts her Employee of the Year award and congratulations for her 25 years of hospitality service from General Manager Royce Pollard.



The supporters of SHA really made a difference in the fun that was had by all and we would like to recognize those that contributed to the presentation of the Gala. Thank you to the Hilton Sacramento Arden West team, AVMS team, Catalyst Arts, Eye Connoisseur Photography, Fotobomerz Mirror Photo Booth & Events, Kippy Marks Violinist and Party Concierge.

The Sacramento Hotel Association recognized the University of California, Sacramento, as the *Supplier Member of the Year*. Dr. Greg Shaw, Associate Dean, Operations, College of Health and Human Services, and Dr. Abhijeet Shirsat, Assistant Professor, accepted the award on behalf of the University and the Department of Recreation, Parks & Tourism Administration. Sacramento State has been, and will continue to be, key resource for the hospitality community. The University has been working to enhance their degree offerings and added a new Bachelor of Science degree in Hospitality and Tourism Management. *(See separate article this issue.)*

The Sacramento Hotel Association also presented two tuition scholarships during the Hospitality Gala to local college students. The scholarship awards were presented to Amanda Malotte who is currently attending California State University, Chico, and Alexis Spencer who is currently attending California State University, Sacramento. *(See separate article page 1.)*



Nick Gustafson, Engineer at Hyatt Regency Sacramento, accepts recognition as the hotel's Employee of the Year from SHA Board President Doug Warren and Hotel General Manager Scott Vandenberg (right).



Jasmine Marquardt, Social Media Champion at Hilton Sacramento Arden West, accepts congratulations as the hotel's Employee of the Year from SHA Board President Doug Warren and Ginger Levert, Director of Sales and Marketing at the Hilton (center).



AWARDS WERE PRESENTED TO THE FOLLOWING OUTSTANDING HOTEL EMPLOYEES

THE CITIZEN HOTEL

Ben James, Engineer

COURTYARD MARRIOTT & FAIRFIELD INN CAL EXPO

Madina Alamyar, Housekeeping Supervisor

Yamina Ramos, Accounting Supervisor

CROWNE PLAZA SACRAMENTO

Dan Hallford, Banquet Chef

DOUBLETREE BY HILTON SACRAMENTO

Roberta Williams, Sales Administration

EMBASSY SUITES SACRAMENTO

Griselda Gutierrez, Room Attendant

HILTON SACRAMENTO ARDEN WEST

Jasmine Marquardt, Social Media Champion

HOLIDAY INN SACRAMENTO DOWNTOWN-ARENA

Martha Gonzalez, Public Area Attendant

HYATT REGENCY SACRAMENTO

Nick Gustafson, Engineer

KIMPTON SAWYER HOTEL

Selvam Dewan, Banquet Houseman Supervisor

Tony Lee, Engineering Supervisor

RESIDENCE INN SACRAMENTO AIRPORT NATOMAS

Philip Cameron, Guest Services Agent

Roel Lastimoso, Engineer

RESIDENCE INN SACRAMENTO DOWNTOWN AT CAPITOL PARK

Joe Caballero, Laundry Attendant

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28TH ANNUAL HOSPITALITY GALA RECAP

Continued from page 3

**SACRAMENTO MARRIOTT
RANCHO CORDOVA**

Andy Cheong, Group Housing
Coordinator

SHERATON GRAND SACRAMENTO

Krishna Murti, Engineer IV

THUNDER VALLEY CASINO RESORT

Bill Clinton, Shuttle Driver

Joyce Saysongkham, Massage Therapist

THE WESTIN SACRAMENTO

Gary Ramey, Engineering Supervisor

SUPPLIER MEMBER OF THE YEAR

California State University, Sacramento



Martha Gonzalez, Public Area Attendant at Holiday Inn Sacramento Downtown-Arena, accepts her Employee of the Year award from General Manager Barry Miller (left) and SHA Board President Doug Warren.



28TH ANNUAL HOSPITALITY GALA RECAP

Continued from page 3



Denia Phillips, General Manager at the Residence Inn Sacramento Airport Natomas, and SHA Board President Doug Warren, honor Roel Lastimosa, Engineer (second from left), and Philip Cameron, Guest Services Agent (second from right), as the hotel's Employees of the Year.



Andy Cheong, Group Housing Coordinator at the Sacramento Marriott in Rancho Cordova, accepts his Employee of the Year Award from Robbie Garcia, Director of Sales and Marketing.



Krishna Murti, Engineer, (far left) at the Sheraton Grand Sacramento, accepts his award as the hotel's Employee of the Year from his colleagues Lennie Sciortino, Banquet Captain (second from left), Dave Richardson, Director of Engineering (third from left) and Gaby Fonseca, Destination Sales Manager (far right), along with SHA Board President Doug Warren (second from right).



Gary Ramey, Engineering Supervisor at The Westin Sacramento, accepts his recognition award as the hotel's Employee of the Year from Matthew Teyler.

CIRQUE DU FABULEUX

28TH ANNUAL HOSPITALITY GALA RECAP

Continued from page 4



SHA Board President Doug Warren (right) recognizes California State University, Sacramento, as the Supplier Member of the Year and presents the award to Dr. Abhijeet Shirsat, Assistant Professor, Department of Recreation, Parks & Tourism Administration (center), and Dr. Greg Shaw, Associate Dean, Operations, College of Health and Human Services (left).



Griselda Gutierrez, Room Attendant at Embassy Suites Sacramento, accepts recognition from General Manager Steve Mammet as the Employee of the Year at the Embassy Suites.



Selvam Dewan, Banquet Houseman Supervisor (second from left), and Tony Lee, Engineering Supervisor (second from right), from the Kimpton Sawyer Hotel, accept their respective Employee of the Year awards from SHA Board President Doug Warren (center), and Kimpton Sawyer Hotel colleagues Davis Xayavong, Banquet Manager (far left), and Marshal Ranger, Director of Engineering (far right).



Bill Clinton, Shuttle Driver, and Joyce Saysongkham, Massage Therapist, at the Thunder Valley Casino Resort accept their Employee of the Year awards from Lisa Wilson, Director of Hotel Operations.





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SUITES**
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Embassy Suites' Make a Difference Committee Gives Back

As the uncertainty of the pandemic evolved, blood donations reached an extremely low level. The Make a Difference Committee at the Embassy Suites by Hilton Sacramento Riverfront Promenade spearheaded the donation of 67 pints of blood during a blood drive held at the hotel on March 20. Director of Human Resources Lorraine Buckley shared, "Sixty-six employees donated and 53 were first-time donors...it was a great event, and our team was happy to have the chance to do something positive during this uncertain time." Donating blood is one of the easiest ways to give back in a community, and having a stable blood supply is essential to the healthcare system.



The American Hotel and Lodging Association (AHLA) 'Safe Stay' Initiative

Amid the COVID-19 pandemic, AHLA has worked toward securing the safety, funding and advocacy for the hotel and lodging industry. The "Safe Stay" initiative was announced on April 27 and is designed to work towards enhancing hotel cleaning practices, social interactions, and workplace protocols to meet the new health and safety challenges and expectations. AHLA convened a Safe Stay Advisory Council consisting of industry leaders representing all segments of the hotel industry, who worked in conjunction with public health experts, scientists, and medical leaders to develop a series of best practices for the industry. Many member hotel brands have signed the initiative and are joining in on the benefits of up-to-date health and safety guidance during the reopening phases of the economy. More information about Safe Stay at: <https://www.ahla.com/safestay>



Sign On to Safe Stay Today!

Join This Industry-Wide Safety Initiative

- > Accor
- > AAHOA
- > Ashbridge Hospitality
- > Best Western Hotels & Resorts
- > Choice Hotels International
- > Davidson Hotels & Resorts
- > G6 Hospitality LLC
- > Hersh Hospitality Trust
- > Hilton
- > Host Hotels
- > Hyatt Hotels Corporation
- > InterContinental Hotels Group (IHG)
- > Loews Hotels & Co.
- > Marriott International
- > My Place Hotels
- > Noble Investment Group
- > Omni Hotels & Resorts
- > Pebblebrook Hotel Trust
- > Radisson Hotel Group
- > Red Lion Hotels Corporation
- > Red Roof
- > Remington Hotels
- > Vision Hospitality Group
- > Walt Disney Parks and Resorts
- > Wyndham Hotels & Resorts



New Degree Could Help Tourism, Restaurant Industry Recovery

STORY CREDIT: SACRAMENTO STATE NEWS & COMMUNICATIONS

With timing that might seem to be a welcome coincidence, Sacramento State is adding a new bachelor of science degree that could help a key industry recover from effects of the coronavirus shutdown.

The new degree, in Hospitality and Tourism Management, was approved in May by CSU Chancellor Timothy White and debuts during the Fall 2020 semester, a hoped-for time of recovery for travel, hotel, and restaurant industries reeling from restrictions meant to stem the spread of COVID-19.

“It is, of course, somewhat ironic that we get final approval for the Hospitality and Tourism Management program in the middle of a global pandemic,” said Tony Sheppard, professor in the Department of Recreation, Parks and Tourism Administration (RPTA) and program coordinator. “But those industries can help in the return to normalcy.”

In Sacramento, he noted, restaurants that were unable for a time to serve the general public in-house had turned to providing meals for seniors and other community members — including some Sac State students — who face food insecurity. Takeout and curbside service has been allowed, but business nonetheless has been hit hard. Restaurant suppliers began to sell produce directly to consumers, and the state leased hotels and motels for emergency housing and medical facilities.

The new program, and the graduates it produces, could aid recovery.

“Tourism, handled well, can help communities safely rebuild,” Sheppard said. “These industries can absolutely make a difference in how we cope with and recover from global health emergencies. Perhaps the timing is actually excellent, as we train and prepare the next generation of professionals to be ready for events such as this.”

Getting to the point where Sac State could offer a full-fledged degree in Hospitality and Tourism Administration involved more than simply developing new coursework to reflect industry needs.

There was new faculty to hire, for instance. Sheppard said many students have industry experience and best respond to faculty who’ve worked in hospitality and tourism management. With an eye to creating a strong degree program, the University hired Christine Hur and Abhijeet Shirsat, who have that experience.

Hur’s international work experience includes serving as the event manager and business project manager for Hanwha Hotels and Resorts, in Seoul, South Korea. Shirsat has held management positions at the Four Seasons Resort, in Jackson Hole, Wyo., and England’s London Hilton, among others.

Another goal was to ensure that the new curriculum corresponds with coursework offered in community colleges, ensuring a smooth transition for students who transfer to Sacramento State.

Sac State has offered a limited number hospitality courses since the 1990s. Hospitality and Tourism Administration was introduced as a certificate program in 2016.

RPTA also offers bachelor’s degrees in Recreation Therapy, and Recreation and Park Management, as well as a master’s in Recreation Administration.

WHAT EMPLOYEES ARE SAYING

HILTON

I love how I don't feel like just a number here. I am a strong believer that Hilton cares about their employees just like they care about their family and I am truly blessed to have been given the opportunity to work for such an amazing company.

KIMPTON HOTELS & RESTAURANTS

A great, inclusive and diverse culture. Always seeking ways to improve and develop new efficient ways of doing things. No such thing as a bad idea here. Hard work is noticed and praised. I can be myself and am encouraged to be myself.

HYATT HOTELS CORPORATION

We give regularly back to the community as well as embrace all types of people, making work a place of diversity.

MARRIOTT INTERNATIONAL

Marriott puts people first! Example: The recent local devastating floods that impacted many in our area, some of whom are on our team. We were able to donate PTO, purchase T-Shirts to support their cause and contribute to a fund raiser for those affected.

Workplace Culture and Employee Experience

Great Place to Work®, in partnership with *Fortune*, has published its 23rd annual ranking of the 100 Best Companies to Work For. Included in the ranking are four SHA-member hotel brands.

- Hilton (#1)
- Kimpton Hotels & Restaurants (#10)
- Hyatt Hotels Corporation (#28)
- Marriott International (#38)

Hilton once again topped the list as the best workplace in the country for the second year in a row.

“The 100 Best show the way forward,” said Michael C. Bush, CEO of Great Place to Work. “These companies have created Great Places to Work For All—for everyone, no matter who a person is or what they do for the organization.”

SMUD Announces Historic Partnership with Habitat for Humanity of Greater Sacramento

At the Habitat for Humanity of Greater Sacramento's first home dedication of the year, Aynalem Maru and her family of five received the keys to their dream home.

During the celebration, SMUD announced a new and unprecedented \$1.1 million partnership for 2020 with Habitat that will help build and preserve homes for 50 more families in need.

“Our goal is to enhance the communities in which we live, and we focus our resources in areas most in need,” said SMUD CEO and General Manager Arlen Orchard. “We have worked with Habitat for Humanity for many years, providing energy upgrades and volunteers to build homes, however with the current housing crisis in California, we felt the need to expand our partnership and help hard-working families with long-term, secure housing. We are honored to work with Habitat for Humanity to do that.”

SMUD's \$1.1 million partnership with Habitat for Humanity of Greater Sacramento will support 31 roof/solar and energy-efficient repairs for low-income homeowners, seniors, and veterans in 2020. It will also support the cost of going all electric, adding EV wiring, and solar panel costs for 19 new home and home rehab projects in 2020 for low-income families in Habitat's homeownership program.

“We're proud to support healthy, vibrant and economically sustainable neighborhoods for all of our customers with a special eye to improving equity in our region through our SMUD's Sustainable Communities Initiative,” said SMUD Director Jose Bodipo-Memba.

“Too often disadvantaged communities are left behind and left out of access to amenities and awareness of cost effective energy efficiency opportunities,” said Habitat Greater Sacramento President and CEO Leah Miller. “We couldn't be more proud or excited to be working with SMUD and the Sustainable Communities team to put this partnership into action to make homes more efficient, affordable, and sustainable for low-income residents and neighborhoods throughout our community.”



New and Improved Hotel Cleanliness Commitments

PROMOTING HIGHER STANDARDS OF CLEANLINESS IN THE AGE OF COVID-19

HILTON HOTELS

In a first for the hospitality business, Hilton announced the collaboration with RB, maker of Lysol and Dettol, and consultation with Mayo Clinic to develop elevated processes and team member training to help Hilton guests enjoy an even cleaner and safer stay from check-in to check-out. The 'Hilton CleanStay with Lysol protection' is expected to launch June 2020, and will be a rigorous system that incorporates RB's trusted know-how and scientific approach to cleaning practices and product offerings. Hilton CleanStay will build upon the already high standards of housekeeping and hygiene at Hilton properties worldwide, where hospital-grade cleaning products and upgraded protocols are currently in use.

HYATT HOTELS

Hyatt announced a Global Care & Cleanliness Commitment to further enhance its operational guidance and resources around colleague and guest safety. The multi-layered commitment builds on Hyatt's existing rigorous protocols and includes an accreditation process by the Global Biorisk Advisory Council (GBAC). In May 2020, Hyatt introduced the GBAC STAR accreditation through a performance-based cleaning, disinfection and infectious disease prevention program that will focus on establishing hotel environments that are sanitary, safe and healthy. GBAC is a division of ISSA, the worldwide cleaning industry association. As part of Hyatt's Global Care & Cleanliness Commitment, by September 2020, every Hyatt hotel will have at least one person on property trained as Hygiene Manager who will be responsible for their hotel adhering to new operational guidance and protocols.

INTERCONTINENTAL HOTELS GROUP (IHG)

Rolling out globally in June 2020 the launch of the IHG 'Clean Promise' will include enhancements to cleaning protocols, service standards and industry partners. IHG has partnered with industry-leading experts in hygiene and cleaning technologies from Cleveland Clinic, Ecolab and Diversey. Launched in 2015, the IHG 'Way of Clean' program was developed with Ecolab and Diversey and is now being expanded with additional COVID-19 protocols and best practices. On-property, hotel teams will appoint Clean Champions to continue building the culture of clean instilled in IHG hotels around the world. These champions will focus on guests and colleagues as they navigate the new environment and help on-property teams to consistently deliver these elevated cleanliness standards.

MARRIOTT INTERNATIONAL

The Marriott Global Cleanliness Council is focused on developing the next level of global hospitality cleanliness standards, norms and behaviors that are designed to minimize risk and enhance safety for consumers and Marriott associates. Consisting of in-house and outside experts in food and water safety, hygiene and infection prevention, and hotel operations, the Council is developing a new generation of global hospitality cleanliness standards, norms and behaviors. The new multi-pronged platform details increased safety measures including electrostatic sprayers and the highest classification of disinfectants recommended by the Centers for Disease Control and Prevention and the World Health Organization to sanitize surfaces.

WYNDHAM HOTELS & RESORTS

Highlighting its continued commitment to hotel owners, team members and guests, Wyndham Hotels & Resorts, launched 'Count on Us' — a new long-term, multi-faceted initiative to build confidence among guests and to support franchisees as they welcome travelers back. Count on Us is an extension of Wyndham's signature Count on Me service culture and is the latest in a growing list of efforts by the company to help hotels, team members and guests affected by the global impact of COVID-19. The immediate focus is to further elevate health and safety protocols at Wyndham hotels in the wake of COVID-19, shore up critical supply chains and introduce new standards, training and guidelines. On-property, guests will be offered sanitizing wipes along with their keycards at check-in, notice social distancing enhancing measures in public spaces, observe increased frequent cleaning and disinfecting of high-touch areas, and can utilize complimentary travel-size hand sanitizer in each room.



DoubleTree by Hilton Reveals Official Chocolate Chip Cookie Recipe

For the first time ever, DoubleTree by Hilton shared the official bake-at-home recipe for the brand's beloved and delicious chocolate chip cookie, so at-home bakers can create the warm and comforting treat in their own kitchens. DoubleTree cookies have a passionate fan following and a long history in the hotel. More than 30 million are consumed every year, and the DoubleTree chocolate chip cookie even became the first food to be baked in orbit during experiments aboard the International Space Station. Copycat recipes have been shared online for years, but only recently has Hilton released the official version to create at home.

Makes 26 cookies

½ pound butter, softened (2 sticks)

¾ cup + 1 tablespoon granulated sugar

¾ cup packed light brown sugar

2 large eggs

1 ¼ teaspoons vanilla extract

¼ teaspoon freshly squeezed lemon juice

2 ¼ cups flour

½ cup rolled oats

1 teaspoon baking soda

1 teaspoon salt

Pinch cinnamon

2 ⅔ cups Nestle Tollhouse semi-sweet chocolate chips

1 ¾ cups chopped walnuts

Bake 300° for 20-30 minutes.

New Members

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