

# Hilton Garden Inn Cleveland Gateway

## Plants Seeds for Indoor School Gardens

**CLEVELAND, OH** — In an effort to promote ecological awareness, organization and cooperation, the Hilton Garden Inn Cleveland Gateway presented five indoor garden kits to the fourth grade students of Paul Revere Elementary School. Hotel team members will be working with the class to grow gardens at

the school - teaching students the many facets of gardening and the importance of the global environment.

"The Hilton Garden Inn Cleveland Gateway looks forward to growing gardens with the fourth grade students at Paul Revere Elementary School," said Bob Voelker, CEO - Gateway Hospitality Group, co-general partner of the Hilton Garden Inn Cleveland Gateway. "The kits provide students with a unique 'hands on' opportunity to bring the garden experience indoors while teaching them about teamwork and taking ownership and pride in an educational project."

### dear people@HILTON:

*Letter sent to Doubletree Hotel Spokane-City Center, WA:*

After attending the Christian Workers Conference for the fifth time, I wish to relay to you my thoughts on your Spokane, WA location. This conference, like many others, I'm sure, is an opportunity. With so many people needing accommodations at one time, it could be easy to accept mediocrity of yourselves knowing that numbers alone would fill your rooms. You have given the best at every turn showing excellence and quality as well as warmth and friendliness.

Our first impression was of the 'bellhops'; greeting us and opening doors for us, they were professional and welcoming as well as impressive in their black coats and gloves. The next impression was with the front desk; the staff was friendly and courteous and when there was an influx of check-ins, they were not flustered or rushed. Next was our room - clean and ready with anything we might need, easily at our disposal; the curtains were opened, showing an impressive view of the area, the temperature was perfect, the decorating warm and tasteful; we had no doubt our stay would be just fine.

Then, of course, there were the cookies! Yes, those cookies do make a difference. Just when I was tired (and a little grumpy), I mentioned to the front desk that it was unfair that we only had two cookies for two of us with two nights stay; they said I only needed to ask and generously gave me another fresh, warm one. Wow! That really made my day, simply because the staff was so nice about it.

Thank you; you gave me so much more than I anticipated for my money. My stay was enjoyable, mainly because I noticed how well the personal touches worked together. Each member of your staff did a great job, a job well done with quality and warmth. We will continue to choose Doubletree.

L. Hasingh  
Kernotick, WA



(L. to R.) Natalie Ronayne, Lilene Kelsey, fourth grade teacher Andy McMonis, 17 - Hilton Garden Inn Mark Nagel, Kim Conley, Adrian Kuse, Kaye Keys and Mike Murphy of Hilton Garden Inn Cleveland Gateway.



Andy McMonis, fourth grade student at Paul Revere Elementary School gets planting tips from Lilene Kelsey, president - National Gardening Association.

Hilton Garden Inn Cleveland Gateway hotel team members were at the school during the special afternoon assembly. Voelker, Adrian Kuse, senior vice president - brand management, Hilton Garden Inn, and Valerie Kelsey, president - National Gardening Association presented Kim Conley, Paul Revere's principal, and the 110 students with the garden kits. Natalie Ronayne, assistant director, City of

Cleveland Parks, Recreation and Properties, also attended, presenting a proclamation to highlight the event.

The special presentation was also attended by hotel general managers and directors of sales from other Hilton Garden Inn hotels across the country who were in Cleveland for the brand's first annual Director of Sales Conference.

The hotel joins more than thirty-five Hilton Garden Inn hotels throughout North America working with local students. The program is known as the Grow a Garden outreach campaign. "Each indoor garden kit includes a GrowLab that allows the class to grow vegetables, flowers and herbs right in their own classroom," said Kelsey. "We're glad to be working with Hilton Garden Inn and appreciate their enthusiasm and dedication to this worthwhile project."

# Hilton's "OnQ" Makes Its Debut



Hilton president and CEO Steve Bollenbach mans the registration desk at the Hilton San Francisco, quickly checking in a guest using OnQ technology.

**factoid:** Hilton Hotels Corporation was the first company to operate a hotel gift shop. The Hilton Country Store reflected Conrad Hilton's determination to maximize every square foot of hotel space and serve the hotel guest.

**BEVERLY HILLS, CA** — Hilton Hotels Corporation announced that its Hilton Family of Hotels, through a proprietary, common technology platform called OnQ, will take customer loyalty to a new level within the hospitality industry. OnQ will improve guest recognition at check-in and provide more enhanced levels of service based on real-time access to guest preferences, information about Hilton HHonors guest reward program membership status, and past and future guest stays across all brands.

This integrated technology currently is available at more than 90 percent of the company's Hilton, Doubletree, Embassy Suites Hotels, Hampton Inn, Hampton Inn & Suites, Hilton Garden Inn and Homewood Suites by Hilton brands and will be installed in the remaining hotels by year-end 2003.

"The Hilton Family of Hotels will be the only hospitality company utilizing a single, integrated technology platform across all brands and sharing real-time information across every guest touch point - the hotel front desk, reservations, the HHonors Service Center and our brand websites."

said Tom Keltner, president, franchise hotel group and hotel performance support.

Based on personal profile information the guest provides to the company via hotel or central reservations, Hilton Family of Hotels websites, or through Hilton HHonors membership, a "Guest Profile Manager" will be created for frequent guests. This frequent guest base largely is comprised of HHonors members and guests who have stayed at the Hilton Family of Hotels approximately four times in the past year. The profile data, combined with guest stay history information, will enable front desk team members to recognize guests at check-in and provide more personalized service.