

“THE VESTA TIMES”

V E S T A H O S P I T A L I T Y

P R E S I D E N T ’ S M E S S A G E

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We have heard it over and over the last couple years and unfortunately it remains true, the economy is in a crisis. While we are maintaining our position in the industry and working hard to rise above the economic backlash, it is a daily struggle. It is because of this economic situation that we are forced to make difficult decisions in order to protect the employment of our associates and our assets. Please always know that I am working hard to ensure that the future is bright for everyone and I am committed to growing the company to maximize our potential for the future. With your help and understanding we will continue to strive to be the best hotel management company we can be and live up to our stated mission.

I am responsible for the revenue success of my hotel. Sound familiar? It should - it is one of our Vesta Values. But how does this statement make a difference in your job? Each and every associate in our hotels has the potential to increase revenue *and* to lose revenue. No matter what your role is in your hotel, you are 100% responsible for your hotel's revenue and success. Every associate has the potential to help the hotel make more revenue and to lose revenue and it all comes back to guest satisfaction. If a guest is happy with their stay and impressed by the cleanliness of the hotel, they are likely to return. These happy guests will refer more guests creating more revenue. Conversely, if the guest is not happy with their service and they are less than impressed by the cleanliness

of the hotel, they are not likely to return. Obviously, this will cause your hotel to lose revenue. So whether you realize it or not you ARE responsible for the revenue success of your hotel. By providing exceptional guest service you can make a tremendous impact on your hotel's success. I hope you all will remember each and every day how important you are to the revenue and overall success of Vesta.

As always, thank you for your hard work and your continued commitment to success.

Rick Takach

President & CEO

H E A L T H A N D W E L L N E S S T I P S

It doesn't take a daily two hour workout at the gym - with just a few changes to one's life, one can be much healthier and happier, reduce stress, and more effectively resist various health issues.

- Think positively
- Take time to relax
- Get adequate sleep
- Wash your hands often
- Laugh
- Eat a large variety of fresh produce
- Drink water before, during and after exercise
- Add movement to your life

OUR PASSION TO SERVE

From: Skylar
Sent: Sunday, June 13, 2010 1:52 PM
To: Regina Luna
Subject: Recommendation for Lyndsay Grindle

Dear Regina-

I wish to tell you how appreciative we were of having Lyndsay Grindle help us with the recent SVP John Day Field Conference held the week of June 7-11. Her competent professionalism was a delight, especially since she was a little blindsided about our trip arrangements due to a change over of personnel. When we first talked, I realized that little of what I had contracted with her predecessor had been related to her. However, she stepped up and went beyond the call of duty in accommodating our trip.

I valued her presence and help of all kinds on the Monday evening when all of our participants arrived. When unlooked for small problems arose and I needed to find solutions, I could count on her. She was of great help.

I will not hesitate to recommend Comfort Suites of Redmond to anyone who asks me. And, again, you have a great asset in your employ, that of Lyndsay Grindle.

Many thanks-
 Skylar Rickabaugh
 Trip Coordinator- SVP John Day Basin Field Symposium



*Safety Tip of
 the Quarter*

**ACCIDENT
 PREVENTION**

Most accidents and injuries at work are caused by unsafe acts and not by unsafe conditions. Take time to do a good job and a safe job.

Taking Chances - daring behavior or blatant disregard for safe work practices can put yourself as well as others at risk. Follow all company safety rules and watch out for your fellow team members.

Being Preoccupied - Focus on your work. If your mind is troubled or distracted, you are at risk for an accident and can get seriously hurt.

Having a Negative Attitude - Being angry or in a bad mood can lead to severe accidents because anger nearly always rules over caution. Stay cool and in charge of your emotions.

Failing to Look for Hidden Hazards -

Work conditions are constantly changing and sometimes new and unexpected hazards develop. Always be alert!

REMEMBER - STAY HYDRATED DURING
 THE HOT SUMMER MONTHS!

Editor

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Please contact us with your feedback and stories - we look forward to hearing from you!