

THE INSIDE SCOOP



Your monthly newsletter brought to you by Vesta Hospitality

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Top stories in this newsletter



Vesta



People



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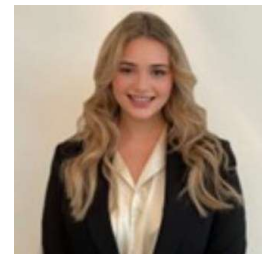
Vesta News

Welcome Morgan to the Development Team!

We're excited to welcome Morgan Wann as Vesta's new Investment Associate, Acquisitions on our Development team. Morgan brings a fresh perspective and a new voice to our work, and we're looking forward to the expertise and enthusiasm she'll contribute in her role.

As part of her onboarding, Morgan will spend time in several of our hotels this summer to gain firsthand insight into daily operations and the guest experience. This unique, immersive introduction will give her a deeper understanding of what makes Vesta properties stand out.

Please join us in giving Morgan a warm welcome to the Vesta family!



Vesta People



Jamie Boyd has worked at the Cannery Pier Hotel & Spa employee since May 2006 and became part of the Vesta family when the hotel was acquired in September 2019. Jamie initially worked as a night auditor and has worked the front desk evening shift for the last nine years.

Jamie is deeply entrenched in the Astoria art community. Since 2024 she has operated an art studio for glass fusing. Throughout the years she has been on the board of the Astoria Visual Arts (AVA), a committee member for FisherPoets Gathering and she has been working with Astoria Downtown Historic District

Association creating replacement glass tile for the downtown sidewalks. Historically Astoria, being the oldest US city west of the Rockies and before electricity business used the glass vault tiles to light up the basements and underground. Over the hundred years many of the old tiles have been broken and she saw a way to replace them by making new glass tiles in her studio. She also made a mural Map of the Lewis and Clark Trail during the Bicentennial of the Lewis and Clark Expedition.

Jamie's favorite Vesta Value is "Be In The Know". She says "The history of Astoria is very rich with history and the location of the hotel on the Columbia River, give me a wealth of information to share with our guest, I love sharing this information about museum, restaurant and sharing what the hotel has to offer guest. A wonderful complimentary breakfast, great Bar 600 menu, rides in the Rolls Royce to dinner, relaxing Spa treatments and a quiet room looking out at the tranquil view of Columbia River. And I know enough of the hotel operations to help issues that may arise."

She loves working at CPH and Vesta because they keep up great standards, great management, wonderful fellow employees and cleanliness. "It makes me proud when putting my best foot forward in fulfilling guest needs. That is what is important to be a professional."

Vesta Hotels

Exciting Changes Coming to our Portland Airport Hotel

Big things are happening at our Portland Airport location! The current Sojourn Suites will soon be transformed into a dual-brand Hyatt hotel, bringing fresh style and elevated guest experiences to one of our most visible properties.

One of the most exciting additions will be the opening of Jawfish, a vibrant new restaurant featuring fresh, coastal-inspired flavors like Pistachio Crusted Halibut, Cilantro and Jalapeno Hummus, and Butcher Prime Bone-in Pork Chop.

Jawfish will also introduce something truly unique to the Portland market—Le Petit Chef—an immersive, animated dining experience that blends 3D table projection with a multi-course gourmet meal. Guests will be treated to both delicious cuisine and unforgettable entertainment.

We can't wait to welcome travelers and locals alike to this exciting new destination!

More Scoop

Vesta's Service Tradition: The Art of Talking

From the time an individual approaches any of our hotels they form impressions about the hotel. At each step of their visit, you have the opportunity to meet or exceed the guest's expectations. It is the essence of hospitality and the VESTA's service tradition to speak to everyone every time. When interacting with guests it is important that you demonstrate enthusiasm, confidence and friendliness. You demonstrate this by smiling, using good posture and eye contact. You also demonstrate friendliness through the words that you choose when speaking to guests. The following phrases are effective when dealing with guests:

- Speak to all guests by saying: "Good Morning (Afternoon, Evening). How is your stay?"
- Always solicit feedback regarding a guests stay and/or satisfaction with their stay. For example: "Is there anything we can do to make your stay more enjoyable?"
- Call a guest by name
- When a guest makes a request:
 - "It will be my pleasure" or "I'll be happy to take care of that?"
 - "My name is _____. Please call me if you need anything else."

- Thank guests for choosing your hotel and let them know that you look forward to their next visit.



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