

### **Massachusetts Lodging Association Honors the 2011 Stars of the Industry Award Winners!**

The Massachusetts lodging industry came together at the Colonnade Hotel to honor exemplary properties, team members and industry leaders, at the 2011 Stars of the Industry Awards Ceremony.

Please help us in congratulating the Massachusetts Lodging Association 2011 Stars of the Industry Award Recipients

#### **Community Service**

Chain

**Kimpton Hotels of Boston** (Kimpton Care Committee): Among the groups with which this organization maintains strong relationships are Rosie's Place, a center for poor and homeless women, and Cradles to Crayons, an organization dedicated to homeless and low-income children.

>150 Rooms (tie)

**Best Western Plus - The Inn at Longwood Medical** (Best Western Community Service Program): The Inn at Longwood, by virtue of its location among several major hospitals, has as part of its culture a philosophy of helping those in need. In addition to tending to the comfort and convenience of many of their guests (who are in-house under the most difficult of circumstances), the property and all of its staff raise money to support the hospitals and their many amazing programs.

**Hyatt Regency Cambridge** (Work with Cambridge Community Services): Through a rigorous nomination process, Hyatt Regency Cambridge awarded Cambridge Community Services (CCS) with a significant \$15,000 grant to further the organization's efforts in Education and Personal Advancement within the community. On a weekly basis, Hyatt Cambridge associates make the commute to CCS and offer their time mentoring/tutoring students. These students continue their education and in some cases return to CCS as mentors/tutors and some have

even returned to CCS as active members of their leadership team.

## **Employee Relations**

Chain

**Kimpton Hotels of Boston (FAAME Program):** FAAME is an acronym for Focus, Action, Accountability, Measurement and Enjoyment. In each property, the Hotel GM and the Restaurant GM leads employees in bi-weekly discussions/open forums to encourage the team to focus not only in areas for improvement but also to accentuate hotel and restaurant successes. The program gives line employees opportunities to submit ideas and provide input, fostering a stronger bond with senior management and every other level of employee throughout the property.

150 Rooms

**The Royal Sonesta Boston (Extensive Software Overhauls Conducted by Preston Rowe):** As any hotelier will attest, launching just one major piece of operations software is a major (and stressful) undertaking. The Sonesta's Director of IT - Corporate Projects, Preston Rowe, installed and launched seven such systems over the course of just one year, including a new communications system, digital reader boards and a state of the art housekeeping suite known as REX. The initiatives have significantly improved guest relations and delivered across-the-board efficiency to the hotel's operations.

## **Industry Partner Employee of the Year**

**Robyn Culbertson (Cambridge Office for Tourism):** Robyn is the Executive Director of the non profit, Cambridge Office for Tourism and is a true partner of the MLA, the MLAEF, the GBCVB, Skali International and the hospitality industry. Her efforts on the industry's behalf have paid off: Cambridge has been singled out by ICCA three years in a row as the top US destination for international meetings. She also has been an advocate before the Cambridge city government and Cambridge city council on regulatory issues that impact our industry. Robyn is recognized by her peers for her energy, focus and resourcefulness on behalf of Cambridge hospitality.

## **Outstanding General Manager of the Year**

300 Rooms

**Cathie Mesina (Fairmont Copley Plaza):** During her 10 year tenure with The Fairmont Copley Plaza, Cathie has held increasingly responsible positions such as Payroll Coordinator, Accounts Payable and Senior Accountant before promotion to her current role of Procurement Manager. Cathie is identified as a valuable resource no matter what area of the hotel in which she is working. She has built strong relationships with colleagues and leaders who trust and

respect her commitment and dedication to the work that she does for us. Cathie sets clear standards and holds others accountable, yet remains approachable at all times. Her colleagues describe her as a role model, an innovator and a major figure in the continued success of the hotel.

### **Stevan Porter Emerging Hospitality Leader of the Year**

150 Rooms

**Sean Howe (The Westin Copley Place):** Sean, the Westin's Director of Guest Services, embraces his role as a leader and has earned the respect and loyalty of his associates in leading by example. His team respects him for his honest, straightforward approach of treating each person with respect. Indeed, his associates view him as a mentor, even if he is younger than they are. Sean is known as someone who improves staff morale (even inspiring some retiring associates to remain in order to work with him). Sean is credited with significantly improving the hotel's Trip Advisor ranking through his guest services approaches and innovative ideas. Outside of the hotel, Sean is a member of the Greater Boston Concierge Association and is also a member of the community service committee at the hotel. He is currently involved in the early stages of a project to partner the Westin Copley with Horizons for Homeless Children in Massachusetts to donate toys, living supplies, and time to help keep their several locations across Massachusetts up and running.

### **Outstanding Lodging Employee of the Year**

101-300 Rooms

**Ganesh Ramcharran (Mandarin Oriental, Boston):** Ganesh is known for his passion, zeal for his work, a "can-do" attitude and a willingness to help his teammates. In addition to his duties as Houseman, he is constantly helping out in other departments. A native of Guyana but resident of Boston for 25 years, Ganesh's friendly style in guest relations has endeared him to repeat hotel guests.

>300 Rooms

**Paige Savy (Fairmont Copley Plaza):** Paige is known by her peers and supervisors alike as someone who goes above and beyond to ensure that the hotel's Banquet Department is successful in every endeavor. Paige can be counted on to help out her colleagues wherever and whenever she is needed. She is noted for her organizational skills, helping to keep the Banquet department running smoothly and efficiently. Even when staff is down, Paige can be seen filling in for multiple roles. Her work ethic and dedication to the hotel are great assets for the Fairmont Copley Plaza.

**Congratulations To All!**