

For Immediate Release  
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## ***Ohio Hotel Industry Recognizes Member Achievements***

COLUMBUS, OH – The Ohio Hotel & Lodging Association presented its lodging industry members the opportunity to highlight their recent awards, recognitions, and achievements in the June edition of its monthly e-newsletter.

"The exceptional efforts of the staff at these properties are what truly make the industry great" said Ohio Hotel & Lodging Association Executive Director, Matt MacLaren. "The Ohio Hotel & Lodging Association is excited to offer even wider recognition of these commendable achievements."

The Ohio Hotel & Lodging Association plans to make the "Member Spotlight" section a recurring piece in its future monthly e-newsletters.

Lodging properties with special achievements are:

### **Cambria Suites Akron-Canton Airport Green, OH**

The Cambria Suites Akron-Canton Airport recently received the *Gold Award* from Choice Hotels International for being in the top 5 of all Cambria Suites. The award is based on Customer Service Levels, Cleanliness Inspections, Brand Standards, and Overall Willingness to Recommend. They were also named *Hotel of the Year* in 2010 and *Platinum Award* 2011.

### **Cincinnati Marriott North West Chester, OH**

The Cincinnati Marriott North had two individuals, Doris Molina-Hernandez and Julie Chartier, nominated for a *ROSE Award*, which showcases the superstars of Greater Cincinnati's hospitality industry. Julie Chartier was recognized as a 2013 winner at this year's ROSE Awards event.

### **Columbus Airport Marriott Columbus, OH**

The Columbus Airport Marriott was the only hotel in Columbus to win the *2013 Top Workplaces Award* in the small business category conducted by WorkplaceDynamics, LLP.

The results are determined solely on employee feedback with over 80 businesses and 3,700 employees surveyed in the city of Columbus.



### **Columbus Marriott Northwest Dublin, OH**

Columbus Marriott Northwest was recently awarded Marriott's *Full Service Hotel of the Year – Guest Experience Award* for 2012.

### **Comfort Inn Cambridge, OH**

Comfort Inn General Manager, Megan Bradison, received her CHA certification on April 23, 2013.

### **Dayton Marriott Dayton, OH**

The Dayton Marriott was the recipient of the 2012 Western Region's *Outstanding Engineering Department* for greatest improvement year over year in Guest Satisfaction results related to "Everything in Working Order", "Building Well Maintained" and "Problem Experienced" scores.

The Dayton Marriott also received the 2012 Western Region's *Cost Management* award for the highest "House Profit Key Metric Model" achievement score in the region.

### **DoubleTree by Hilton Cleveland Downtown - Lakeside Cleveland, OH**

At the Greater Cleveland Safety Awards Banquet, the DoubleTree by Hilton Cleveland Downtown-Lakeside was recognized with the following three awards: *Group Award* for the company that had the best safety record in their industry classification, *100% Award* for any company that works the entire year without a lost-time injury or illness, and the *Special Award* for any company that obtains at least 500,000 hours and at least six months with out a lost-time accident.



### **Glenlaure Inn & Cottages**

## Rockbridge, OH

The Glenlaurel Inn & Cottages were awarded a TripAdvisor *Certificate of Excellence* for 2012.

## Great Wolf Lodge – Cincinnati/Mason Mason, OH

Ms. Betsy Kang, Director of Sales and Catering at Great Wolf Lodge, just won Great Wolf Resorts' *Sales Leader of the Year Award*. She is described as a dynamite leader with a contagious enthusiasm for the hospitality industry.



## Hampton Inn Sidney, OH Sidney, OH

The Hampton Inn in Sidney just received the *Hampton Wall of Fame* award for first quarter 2013, a recognition given only to the top 15% of all Hamptons in the country. They were also awarded the #1 Hampton Inn in the state of Ohio for the first quarter.

## Hampton Inn St. Clairsville St. Clairsville, OH

The Hampton Inn St Clairsville received TripAdvisor's *Certificate of Excellence 2013* for businesses that consistently earn high ratings from TripAdvisor travelers. This places them in the top-performing 10% of all businesses worldwide.

## Hampton Inn Youngstown West Youngstown, OH

The Hampton Inn Youngstown West received a *Certificate of Excellence* from TripAdvisor along with having the current *Bronze Membership* for going green. They have also received 9 consecutive *Excellent Quality Insurance Evaluations* from Hilton Worldwide.

## HideAway Country Inn Bucyrus, OH

The HideAway Country Inn was recently awarded Diamond Status with [www.BedandBreakfast.com](http://www.BedandBreakfast.com) which puts HideAway in the top 600 Inns in the US.

## Hilton Columbus at Easton Columbus, OH

The Hilton Columbus at Easton received TripAdvisor's *Certificate of Excellence 2013*, AAA's *Four Diamond 2013*, and *Excellence in Quality* by Hilton Worldwide for their eighth consecutive year. The property has also been recognized with the *M&C Gold Key Award 2012*, and *Consumers' Choice Award* for "Business Excellence" for their twelfth consecutive year. The Hilton Columbus at Easton's Molly Chandra was also designated as the 500<sup>th</sup> Greater Columbus Certified Tourism Ambassador.

## Hilton Columbus Downtown Columbus, OH

The Hilton Columbus Downtown was recently the recipient of several awards including *Best Hotel* from 614 Magazine's ColumBEST 2013 issue and *Best Launch Marketing Campaign 2012* from Hilton Brand Awards, as well as Hospitality Design's *Overall Hotel* winner and *Public Space* runner-up. The property's Gallerie Bar & Bistro was also awarded a *4 Star Review* by Shelley Mann in Columbus Monthly.



## Hilton Garden Inn Grove City Grove City, OH

Ranked *Top 10* among all the Hilton Garden Inns in the Atlantic Region several times this year, the Hilton Garden Inn Grove City is also pleased to have been recognized with a TripAdvisor award for the top-performing 10% of all businesses worldwide.

## Indus Hotels Columbus, OH

Indus hotels recently received two outstanding awards: Columbus Cancer Clinic Corporate Leadership Spirit Award for its support of LifeCare Alliance and the Columbus Cancer Clinic throughout the year. Indus was also a finalist for the Business First 2013 Corporate Caring Award for medium size businesses. This recognition was based upon its donations of employee time, in-kind donations, and monetary donations.

## Kalahari Resorts Sandusky, OH

With the help of a scholarship from the Ohio Hotel & Lodging Association, Kalahari Resort - Sandusky, Ohio's Nicholas Hovde has earned his *Certified Rooms Division Executive* from the American Hotel & Lodging Educational Institute.

Mr. Hovde has been with Kalahari Resorts since 2007 and in his current role at Kalahari Resort - Sandusky as Rooms Division Executive, he is responsible for the Front Office, Guest Services, Activities, Housekeeping, Facilities Maintenance, and Security Departments.

## Kingsgate Marriott Conference Center

**Cincinnati, OH**

The Kingsgate Marriott's Heather Vigil was named a 2013 Rose Award Winner showcasing her as a superstar of Greater Cincinnati's hospitality industry.

**Marshall Inn  
Port Clinton, OH**

Entering their fifteenth season, the Marshall Inn has entertained guests from every state in the United States and from many foreign countries including Senegal, Mauritania, England, Scotland, Wales, France, Italy, Germany, and Canada.

In 2010, owner Dr. Victoria King Heinsen's book, *Ghosts and Legends of Lake Erie's Northcoast*, was released by The History Press as part of the Haunted America Series. Dr. Heinsen also recently earned her doctorate of education from Walden University in 2012.

**Orchard House Bed & Breakfast  
Granville, OH**

For the second year in a row, the Orchard House Bed & Breakfast received a TripAdvisor *Certificate of Excellence* for 2013. They are also a Guest Favorite on [www.BnBFinder.com](http://www.BnBFinder.com) and were certified as a TripAdvisor *Green Partner*, recognizing their environmentally responsible practices.

**Quality Inn & Suites Hilliard  
Columbus, OH**

Quality Inn & Suites in Hilliard was awarded the 2013 *Gold Award* from Choice Hotels.

**Ravenwood Castle  
Hudson, OH**

The staff at Ravenwood Castle are thrilled to have received TripAdvisor's *Certificate of Excellence* for 2013. What makes this distinction even more exciting for them is that June 1st marks the completion of the new owners' first year of operations.

**S&S Management  
Sidney, OH**

Tom Shoemaker and Doug Steinke of S & S Management, Inc. recently received a Certificate of Appreciation from the Ohio Hotel & Lodging Association Board of Trustees in recognition of their donation to the OH&LA Hospitality Scholarship Education and Training Fund.

**The Barn Inn  
Millersburg, OH**

The Barn Inn recently received a 2013 *Certificate of Excellence* from TripAdvisor. This is their third year in a row being awarded this distinction.

**The Garver House Bed & Breakfast  
Strasburg, Ohio**

The Garver House recently became a *Century Heritage Home* in Tuscarawas County. The 20th Century Plaque may be awarded for architecturally or historically significant homes and other structures of Tuscarawas County built between 1901 and 1925. The home must have its original architectural lines, facade still intact, and generally be in good condition.

**The Ritz-Carlton, Cleveland  
Cleveland, OH**

The Ritz-Carlton, Cleveland was recently awarded the Smart Business *World Class Customer Service Award*, TripAdvisor's *Certificate of Excellence*, placing The Ritz-Carlton, Cleveland in the top-performing 10% of all businesses worldwide on TripAdvisor, and the *Community Footprints Hotel of the Year* for the Americas Western Region. Community Footprints is The Ritz-Carlton Hotel Company's community engagement program which focuses on Well-Being of Children, Environmental Responsibility, and Hunger & Poverty Relief.

The Ritz-Carlton, Cleveland is also the only Forbes Four-Star, AAA Four-Diamond hotel in Downtown Cleveland.

**Welsh Hills Inn  
Granville, OH**

The Welsh Hills Inn has recently received a number of honors and awards including OH&LA's *Bed & Breakfast of the Year Award*, the TripAdvisor *Certificate of Excellence* for 2012 and 2013, and the 2013 TripAdvisor *Travelers' Choice Award* as #2 in the Top 25 B&Bs and Inns in the United States and #9 in the Top 25 B&Bs and Inns in the World.

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Founded in 1893, the Ohio Hotel & Lodging Association's has over 600 members and its' primary mission is to provide representation, information and resources for the Ohio lodging industry while promoting the Ohio tourism industry, and increasing membership value.