

## KENTUCKY



*Veronica  
Saylor*

### *Front Desk Specialists*

#### **Gratz Park Inn, Lexington**

*"We had an elderly guest who stayed with us, who had trouble turning on the faucet to the tub. So everyday Veronica would go up and run the guest's water and make sure she was ok. When the guest left, I asked her about it, and her reply was, 'If my grandmother was staying somewhere, I would hope someone would take care of her.'"*

## LOUISIANA



*Linda Jones*

### *Breakfast Hostess*

#### **Hampton Inn & Suites Baton Rouge Downtown**

*"Linda is the personification of Southern Hospitality as she moves around the tables checking on each and every guest and ensuring that they have everything that they need as well as a good morning and how was their stay."*



## MARYLAND



*Sandra  
Thomas*

### *Front Desk Supervisor*

#### **Sheraton-Columbia Town Center Hotel**

*"Sandra defines hospitality. Our 2013 Front of House Employee of the year has not only been recognized by her peers for fantastic service, she has also been recognized by our guests. Since February, Sandra has been recognized 7 times, by name, on Trip Advisor and countless times in our branded survey system."*