

|                      |                                       |                      |                         |                                      |
|----------------------|---------------------------------------|----------------------|-------------------------|--------------------------------------|
| <b>B</b>             | <b>I</b>                              | <b>N</b>             | <b>G</b>                | <b>O</b>                             |
| positive<br>attitude | Absolutely!                           | Customer<br>Focused  | Take<br>Action!         | Personable                           |
| Be You!              | ownit                                 | Show<br>Initiative   | Be<br>Knowledgeable     | Stay<br>Real!                        |
| Welcome              | quality                               | <b>FREE</b>          | Be<br>Prepared          | Great<br>Hotels<br>Guests<br>Love!!! |
| Natural              | We<br>appreciate<br>your<br>business! | Notice               | Go the<br>Extra<br>Mile | Professional                         |
| Get<br>Ready!        | Be<br>Thoughtful                      | Show<br>You<br>Care! | service<br>oriented     | Connect                              |

|                         |                      |                      |                                      |                                       |
|-------------------------|----------------------|----------------------|--------------------------------------|---------------------------------------|
| <b>B</b>                | <b>I</b>             | <b>N</b>             | <b>G</b>                             | <b>O</b>                              |
| quality                 | Be<br>Knowledgeable  | Take<br>Action!      | Be You!                              | Show<br>Initiative                    |
| Customer<br>Focused     | service<br>oriented  | Personable           | Be<br>Thoughtful                     | Stay<br>Real!                         |
| Natural                 | Be<br>Prepared       | <b>FREE</b>          | Great<br>Hotels<br>Guests<br>Love!!! | Absolutely!                           |
| Go the<br>Extra<br>Mile | Show<br>You<br>Care! | positive<br>attitude | Connect                              | We<br>appreciate<br>your<br>business! |
| Notice                  | Professional         | Welcome              | ownit                                | Get<br>Ready!                         |

|                                      |                      |                     |                                       |                         |
|--------------------------------------|----------------------|---------------------|---------------------------------------|-------------------------|
| <b>B</b>                             | <b>I</b>             | <b>N</b>            | <b>G</b>                              | <b>O</b>                |
| Be<br>Thoughtful                     | Show<br>You<br>Care! | Be<br>Knowledgeable | Professional                          | Be<br>Prepared          |
| positive<br>attitude                 | Natural              | Notice              | ownit                                 | Personable              |
| Welcome                              | Connect              | <b>FREE</b>         | We<br>appreciate<br>your<br>business! | Go the<br>Extra<br>Mile |
| quality                              | Stay<br>Real!        | Take<br>Action!     | service<br>oriented                   | Customer<br>Focused     |
| Great<br>Hotels<br>Guests<br>Love!!! | Absolutely!          | Show<br>Initiative  | Be You!                               | Get<br>Ready!           |