

Massachusetts Lodging
Association

**2005
Stars
of the
Industry
Awards**

January 31, 2006
Boston Park Plaza Hotel



Stars of the Industry Awards

Nominees for Program Awards

COMMUNITY SERVICE

Individual Property (up to 150 rooms)

Property	City	Program
Hawthorne Hotel	Salem	Fat Friday Charity Ball and other events
The Red Lion Inn	Stockbridge	Employee-wide community participation

Individual Property (over 150 rooms)

Property	City	Program
Boston Park Plaza Hotel & Towers	Boston	Great American Bake Sale
Four Seasons Hotel Boston	Boston	Run of Hope
Hilton Boston Logan Airport	Boston	Crossroads Family Shelter
Radisson Hotel Boston	Boston	JPA Cares
The Charles Hotel	Cambridge	The Farm School and other programs
The Inn at Longwood Medical	Boston	Education and Training
The Langham Hotel Boston	Boston	LifeSavor Gala

WINNERS HIGHLIGHTED



Stars of the Industry Awards

Nominees for Program Awards

GUEST RELATIONS

Individual Property (over 150 rooms)

Property	City	Program
Hyatt Regency Boston	Boston	Espresso HOT SOS Program
Nine Zero Hotel	Boston	Shop Nine Zero
The Fairmont Copley Plaza	Boston	Swan Boat Guest Pass Program
The Ritz-Carlton, Boston	Boston	A Day of Social Savvy

WINNERS HIGHLIGHTED



Stars of the Industry Awards

Nominees for Program Awards

EMPLOYEE RELATIONS

Individual Property (up to 150 rooms)

Property	City	Program
Cranwell Resort, Spa & Golf Club	Lenox	Gem Rewards and other programs

Individual Property (over 150 rooms)

Property	City	Program
Hyatt Regency Boston	Boston	Thank You Card Program
The Charles Hotel	Cambridge	Salute to the Stars and other programs
The Langham Hotel Boston	Boston	"Strive for 5" Training Program
The Ritz-Carlton, Boston	Boston	Five Star of the Year

WINNERS HIGHLIGHTED



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SPECIAL EVENTS - ONE TIME

Individual Property (up to 150 rooms)

Property	City	Program
Beechwood Hotel	Worcester	Fork It Over for the Girl Scouts

Individual Property (over 150 rooms)

Property	City	Program
Boston Park Plaza Hotel & Towers	Boston	First Annual "Boston's Choice Awards"
Hyatt Regency Boston	Boston	Club Ice Event
The Fairmont Copley Plaza	Boston	Holiday Cocktails at The Oak Bar
The Langham Hotel Boston	Boston	Make-A-Wish Princess Tea Party

WINNERS HIGHLIGHTED



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Nominees for Program Awards

SPECIAL EVENTS - ONGOING

Individual Property (over 150 rooms)

Property	City	Program
Four Seasons Hotel Boston	Boston	Teddy Bear Tea
Seaport Hotel and Seaport World Trade Center	Boston	Boston Wine Expo
The Charles Hotel	Cambridge	Betting on a Cause & a Cure
The Inn at Longwood Medical	Boston	Miles for Miracles
The Langham Hotel Boston	Boston	Lifestyles Wine Dinners
The Ritz-Carlton, Boston	Boston	The Green and White Ball

WINNERS HIGHLIGHTED



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Nominees for Program Awards

GOOD EARTHKEEPING

Individual Property (up to 150 rooms)

Property	City	Program
Beechwood Hotel	Worcester	Energy Management System
Onyx Hotel	Boston	EarthCare Program

Individual Property (over 150 rooms)

Property	City	Program
Four Points by Sheraton Hyannis Resort	Hyannis	Reclaiming wetlands
Hotel Marlowe	Cambridge	EarthCare Program
Jurys Boston Hotel	Boston	Energy efficiency and other initiatives
Seaport Hotel and Seaport World Trade Center	Boston	Seaport Saves
The Charles Hotel	Cambridge	Food & beverage and engineering operations

Lodging Chain

Property	Program
Kimpton Hotels and Restaurants	Kimpton EarthCare
Hyatt Regency Boston	Green Program

WINNERS HIGHLIGHTED



Stars of the Industry Awards

Nominees for Employee Awards

OUTSTANDING ALLIED EMPLOYEE OF THE YEAR

Company	Nominee
Bacall & Conniff, P.C.	Chandra C. Witkowski, MBA
Pinnacle Advisory Group	Patty Grant, Office Manager
Ultimate Parking	Carlos Rosado, Valet, The Ritz-Carlton, Boston

WINNERS HIGHLIGHTED



Stars of the Industry Awards

Nominees for Employee Awards

OUTSTANDING GENERAL MANAGER OF THE YEAR

Small Property (up to 100 rooms)

Property	City	Nominee
Best Western Roundhouse Suites Hotel Boston	Boston	Lisa Bublitz
Elliot Hotel	Boston	Pascale Schlaefli
Emerson Inn By The Sea	Rockport	Jennifer Messier
Hawthorne Hotel	Salem	Juli Lederhaus
The Hotel Northampton	Northampton	Mansour Ghalibaf
The Porches Inn	North Adams	Olivier Glattfelder

Medium Property (101-300 rooms)

Property	City	Nominee
Hotel Marlowe	Cambridge	Rick Colangelo
The Charles Hotel	Cambridge	Alex Attia
The Ritz-Carlton, Boston	Boston	Erwin Schinnerl

WINNERS HIGHLIGHTED



Stars of the Industry Awards

Nominees for Employee Awards

OUTSTANDING GENERAL MANAGER OF THE YEAR

Large Property (over 300 rooms)

Property	City	Nominee
The Fairmont Copley Plaza	Boston	Jon Crellin
The Langham Hotel Boston	Boston	Serge Denis

WINNERS HIGHLIGHTED



Stars of the Industry Awards

Nominees for Employee Awards

OUTSTANDING MANAGER OF THE YEAR

Small Property (up to 100 rooms)

Property	City	Nominee
Beechwood Hotel	Worcester	Michael Heenan, Executive Sous Chef
Elliot Hotel	Boston	Laura Vardon, Director of Sales
Irving House at Harvard	Cambridge	Zoia Krastanova, Assistant Manager

WINNERS HIGHLIGHTED



Stars of the Industry Awards

Nominees for Employee Awards

OUTSTANDING MANAGER OF THE YEAR

Medium Property (101-300 rooms)

Property	City	Nominee
Crowne Plaza - Worcester	Worcester	Paula Lawrence, Director of Sales
Four Seasons Hotel Boston	Boston	Kathy Langmeyer, Accounting Manager
Holiday Inn Boxborough	Boxborough	Esther Allen, Director of Housekeeping
Hyatt Harborside	Boston	Jesse Leal, Banquet Manager
Millennium Bostonian Hotel	Boston	Valerie Cormier, Director of Human Resources
Nine Zero Hotel	Boston	Thomas Holtmann, Director of Operations
Radisson Hotel Cambridge	Cambridge	Kevin Geaney, Front Office Manager
Sheraton Needham Hotel	Needham	Barbara Griffiths, Housekeeping Manager
The Ritz-Carlton, Boston	Boston	Bea Flammia, Area National Sales Manager
Wyndham Billerica	Billerica	Sharon Cummings, Housekeeping Manager
Wyndham Westborough	Westborough	David Reyes, Director of Housekeeping

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Stars of the Industry Awards

Nominees for Employee Awards

OUTSTANDING MANAGER OF THE YEAR

Large Property (over 300 rooms)

Property	City	Nominee
Boston Marriott Copley Place	Boston	Michael Minerd, Executive Chef
Boston Park Plaza Hotel & Towers	Boston	Harvey "Skip" Brandt, Director of Security
Hilton Boston Logan Airport	Boston	Marc Cantwell, Health and Fitness Center Manager
Ocean Edge Resort & Golf Club	Brewster	Melissa Reis, Assistant Executive Housekeeper
Seaport Hotel and Seaport World Trade Center	Boston	John Giglio, Chef Concierge/Guest Service Manager
Sheraton Boston Hotel	Boston	Todd Raymond, Front Office Manager
Sheraton Springfield Monarch Place	Springfield	K.C. Jones III, Area Director of Human Resources
The Fairmont Copley Plaza	Boston	Greg MacNeil, Assistant Director of Banquets
The Langham Hotel Boston	Boston	Alexandro "Alex" Luna, Executive Pastry Chef
Westin Copley Place Boston	Boston	Keith Norton, Director of Business Travel Sales

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Nominees for Employee Awards

OUTSTANDING LODGING EMPLOYEE OF THE YEAR

Small Property (up to 100 rooms)

Property	City	Nominee
Beechwood Hotel	Worcester	Argiro Ortiz, Stewarding Department
Best Western Adams Inn	Quincy	Carlos Delcid, Van Driver/Houseman
Best Western Hotel Tria	Cambridge	Sandy Rosa, Guest Service Agent
Comfort Inn & Suites	Ludlow	Erik Meyer, Front Desk Clerk/Night Auditor
Crowne Pointe Historic Inn & Spa	Provincetown	Cheryl Palmer, Executive Housekeeper
Eliot Hotel	Boston	Abel Tessma, Breakfast Chef
The Hotel Northampton	Northampton	Gwen Frowne, Executive Assistant

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OUTSTANDING LODGING EMPLOYEE OF THE YEAR

Medium Property (101-300 rooms)

Property	City	Nominee
Four Seasons Hotel Boston	Boston	Eddie Lomax, Valet Laundry Dept.
Hampton Inn & Suites Boston Crosstown	Boston	Wilfredo Ortiz, Houseman
Hilton Boston Dedham	Dedham	Pedro Vasquez, Lobby Attendant
Hotel Marlowe	Cambridge	Brendon Looby, Doorman
Jurys Boston Hotel	Boston	Josue Rojas, Lead Line Cook
Onyx Hotel	Boston	Scott Tyler, Front Desk Agent
Radisson Hotel Cambridge	Cambridge	Nelson Santos, Banquet Waiter
Sheraton Needham Hotel	Needham	Jean St. Cyr, Banquet Cook
The Lenox Hotel	Boston	Lucas Silva, Engineer
The Red Lion Inn	Stockbridge	Roger Gavin Jr., Maintenance Supervisor
The Ritz-Carlton, Boston	Boston	Norman Pashoian, Doorman
The Ritz-Carlton, Boston Common	Boston	Daniel Houle, Conference Concierge

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OUTSTANDING LODGING EMPLOYEE OF THE YEAR

Large Property (over 300 rooms)

Property	City	Nominee
Boston Burlington Marriott	Burlington	Hung Mak, Banquet Supervisor
Boston Park Plaza Hotel & Towers	Boston	Jon McKeigue, Pastry Chef
Hilton Boston Logan Airport	Boston	William "Billy" Doyle, Loss Prevention
Hyatt Regency Cambridge	Cambridge	Helen Bai, Banquet Server
Ocean Edge Resort & Golf Club	Brewster	Elisabeth Christensen, Reservations Agent
Seaport Hotel and Seaport World Trade Center	Boston	Soufiane Bouktham, Doorman-Guest Services Representative
Sheraton Boston Hotel	Boston	Domingos Barbosa, Housekeeping Supervisor
The Fairmont Copley Plaza	Boston	Shaunna Baker, Fairmont Gold Supervisor
Westin Copley Place Boston	Boston	Merna Burkett-Coley, Service Express Agent

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