

# GUNG HO!

A publication for the associates and friends of The Generation Companies

Spring 2008

**gung ho** (gung' ho')  
**adj. Slang** motto of certain U.S. marine forces in Asia during World War II, from Chinese (Mandarin) *gonghe*, to work together (short for *gongyehesuoshe*, *gong*, work + *he*, together). Dedicated and enthusiastic!

## ***Success Story: Generation Rewards Greatness***

The Generation Annual Leadership Conference at the Embassy Suites in Raleigh NC, January 28 through 31 was more than just an annual meeting of updates and insights, and good news about great efforts. It was a celebration of those qualities that make Generation stand out head-and-shoulders above the competition: truly valuing people. It's easy for an organization to throw around words like "outstanding" and "excellence." It's a lot harder to live up to core values like Faith, Stewardship, Respect, Fun, Integrity, Service, Accountability, Balance, Learning, Growth, Communication, Urgency, and Creativity. Or, maybe it's easy? Just look at the nearly 50 people in attendance at the Wednesday night awards gala –and the remaining 250+ associates at properties throughout the southeast and the CSC– and, you'll realize that we *all* exemplify that final Core Value: Excellence. "We reward greatness because we want to celebrate together when we achieve our goals in various aspects of our business," said H. Mark Daley, III, Generation President. "As we achieve greatness in more areas more often, we move towards the larger goal of being a truly great company!" To view highlights of the Awards Dinner go to [www.generationcompanies.com](http://www.generationcompanies.com), click on the Our People tab, then click on the Generation Extras tab.



We're all winners! Generation Greats take a bow at the January 2008 Annual Leadership Conference in Raleigh, NC.



Generation President Mark Daley with Rewarding Greatness winners: Jason Liesegang, GM, Candlewood Suites/Richmond; Cheryl Mahanes, GM, Suburban Extended-Stay/Richmond; and Frank Jones, GM, Suburban Extended-Stay, Wilmington.

### **Can I Quote You On That?**

"Rewarding greatness fuels me, pushes me to do even more, gets me going, it's the gas in my tank that gives me incentive to do a great job."

–Michelle Brown, Director of Sales of the Year, Candlewood Suites/Durham-RTP





## Property of the Year

*Jason Liesegang, GM, Candlewood Suites/Richmond*

"I love my job because I know my bosses trust me and give me freedom to make decisions. I also love and respect the people I work with every day. It's important to Reward Greatness because it keeps people motivated to constantly achieve better results and to be creative in doing so."



## General Manager of the Year

*Lynn Folsom, Suburban Extended-Stay/Hampton*

"A company like The Generation Companies is hard to come by. I have enjoyed my almost 8 years. The company stays positive, supportive and educated. They encourage and assist in the growth of all team members and the hotels. The Generation Companies strives to operate great hotels with great service by great people. To have your hard work and tremendous efforts noticed is a wonderful feeling. To know you and what you do is appreciated is like the cherry on top of the banana split. Rewarding and honoring is a way to say Thank You. And we all know how important saying Thank You is."



## Housekeeper of the Year

*Danijela Kohnic, Suburban Extended-Stay/Greensboro*

"I always work hard and do my best, even though sometimes it can be very challenging. But it is rewarding. I work with good people and kind of get to be my own boss since I do not work in the office. Rewarding Greatness is important because you know your hard work is worth it and that it does make a difference."



## Squeakiest Clean of the Year

*Laura Carraquilo, Lead Housekeeper & Richard Nkomo, GM, Suburban Extended-Stay/Sterling*

"Working with the Generation group is indeed a feeling of greatness. You are known as an individual and treated like a king. The company gives you the opportunity to grow and offers limitless resources to realize the opportunity. We love our job because of the constant feedback and support we receive from management and customers. The hotel is our second home; we're free to contribute ideas and concerns at any forum. Rewarding Greatness is an expression of appreciation to staff. It's a way of saying thank you for a job well done. It makes associates feel that somebody cares, it's motivating and increases longevity with the group."



## Guest Service Representative of the Year

*Peter Leonhardt, Candlewood Suites/Lake Mary*

"I love Generation. They care so much about everybody. Rewarding Greatness keeps folks motivated and doing an even better job. This is such a big honor. I've made new lasting friends with my Generation peers when I was here."



## Maintenance Engineer of the Year

*Steve Washington, Suburban Extended-Stay/Wilmington*

"Generation is a company that's full of doors that are constantly opening for you. Behind every door is an opportunity for advancement and the hope of amazing achievements. The more doors that you go through, the more success and recognition you receive. I love my job because of the challenges that it brings me."



## Most Improved Property of the Year

*Cheryl Mahanas, GM, Suburban Extended-Stay/Richmond*

"I love my job, but it's not just about the job, it's the people that I work with. People love being recognized for doing a good job; it only makes you want to do better. You cannot succeed unless you have a drive to do so, and Generation gives you the support you need to be successful."



## Squeakiest Clean of the Year

*Darren Readle & Lydia Muller, Candlewood Suites/Yorktown*

"Working for the Generation Companies is like working with family. Every person in the company cares about the personal and professional welfare of each individual team member. They provide the necessary tools and environment to enable us to live a very fulfilled life. They also recognize hard work and a job well done. We all take pride in what we



## Assistant Manager/Sales & Operations of the Year

*Henna Kamperveen, Suburban Extended-Stay/Greensboro*

"It's AWESOME! I love the flexibility of my job and love being honored for greatness. It's important to do this because this way people know that what they are doing is right."





## Rookie of the Year

*Brandon Cantrell, Staybridge Suites/Memphis*

"It is such an honor to work for a company and leaders who live up to their vision statement and core values, and walk in integrity. I think it is so important to reward greatness because we are supposed to strive and pursue excellence every day in whatever we do. I believe that we owe it to the leaders of our company and to our team to be the best in what we do. Those who have exhibited consistent standards of excellence, when rewarded, will be encouraged to reach even greater levels of excellence."



## Director of Sales for the Year

*Michelle Brown, Candlewood Suites/Durham-RTP*

"Working with a company like Generation is a breath of fresh air. It's a great company because of the people, the mission statement and what we believe in. In so many companies, the mission statement has no meaning. This one makes sense and feels good to live by. It feels good to win something you have fun doing. I can go home and sleep at night knowing I had a great day with wonderful people. Every time they reward us, they are investing in us—it's a loyalty program that keeps us here and happy and working hard."



## CSC Associate of the Year

*Michael Fortner, The Generation Companies*

"Working with Generation is like working with one big family. It is great to work for a company that has such a great mission statement and which lets that mission statement guide everything that is done. I love my job because every day I go out on sales calls I have the chance to meet my next best customer or my next best friend and maybe even both. Rewarding

Greatness inspires you to be great. For example Steve Washington, a maintenance engineer whom you will read about in this newsletter, is a great inspiration to me. Every time I am around Steve or hear him speak it causes me to do a "check-up from the neck up" and inspires me to do better."



## Most Gung Ho!

*Keith Latham, Sales Coordinator, Suburban Extended-Stay/Richmond*

"Challenges are a good driver but teamwork is an awesome driver. I'm blessed to be working alongside a great team that's there for each other and keeps the same goal in mind. My dad was in sales...and my mom always said he could sell you the limb off a tree and you thought you had gold. (She also said that's how he tricked her into marrying him; he sold her on 50 years worth.) He passed away in 2006; I hope somewhere up there he's watching and is proud of me."

*\*GM Jonathan Allard accepted the award for Housekeeper of the Year for Angelica Soto, Candlewood Suites/Durham-RTP, who could not attend.*

## Award Runners-Up

Generation is blessed with a wealth of outstanding people. Thank you to the following award runners-up for your "great" efforts!

### Most Improved Property of the Year

Suburban Extended-Stay/Hampton  
Candlewood Suites/Durham

### Sales Director of the Year

Michele Massey, Suburban Extended-Stay/  
Hampton & Newport News  
Keith Latham, Suburban Extended-Stay/Richmond

### General Manager of the Year

Frank Jones, Suburban Extended-Stay/Wilmington

### Gung Ho! of the Year

Deana Locke, Candlewood Suites/Lake Mary  
Miliyah Jemmott, Suburban Extended-Stay/  
Hampton

### Rookie of the Year

April Blevins, Suburban Extended-Stay/Hampton  
Melissa Brantley, Candlewood Suites/Lake  
Hopewell

### Guest Service Representative of the Year

Donna Fletcher, Suburban Extended-Stay/  
Richmond  
Kim Wiggins, Suburban Extended-Stay/Hampton

### Maintenance Engineer of the Year

Victor Velasco, Suburban Extended-Stay/Sterling

### Housekeeper of the Year

Miralia Portalatin, Candlewood Suites/Richmond

## Generation Highlight: Chaplain Joseph Capell

Joseph Capell is a man who answers when he hears the call. A retired state employee and former Director of Student Financial Aid at UNC-Wilmington as well as former Vice-President of Student Services at S. Piedmont Community College, this member of First Baptist Church of Wilmington was moved to step forward as director of The Jo Ann Carter Harrellson Center, an urban ministry bringing together non-profits to change lives. With everything from Habitat for Humanity and Campus Crusade, as well as programs to help find jobs for the homeless and tutoring and activities for youth after school, it's a vision that Capell is passionate about.

Then, two years ago, a call came from Marketplace Chaplains USA to fill an opening for chaplain support at the Suburban Extended-Stay of Wilmington. For Capell, with his background in hospital chaplaincy and non-profits, the answer was easy: yes.

Marketplace Chaplains like Capell serve all Generation properties and associates free of charge as part of the Employee Assistance Program. A trained professional offering non-denominational spiritual support, Capell's job is to check in on prayer needs at the hotel a couple of times a month and provide an opportunity to share. He's helped employees deal with a variety of challenges, from sickness and drug use to births and deaths, family crises to financial problems—even legal issues. He feels it's a vital ministry. "I serve as a reminder to the folks at the Suburban during the working day that God is interested in who they are and what's going on in their lives."

Capell is a man accustomed to saying yes. And he's accustomed to feeling good about it. "When I was first recruited to be a chaplain with Marketplace Chaplains, I was unaware companies did this," Capell remarked. "I think this is amazing, that leadership at the top of an organization like Generation is interested not only in a good product but also the lives of the people who work for them, who create that product. It's incredible—and incredibly beneficial—to both the company and the employees. This fulfills a calling I have from God to be there and share His love on a daily basis with those around me. Marketplace Chaplains gives me a concrete way to do that." Ask your General Manager how to contact your property's Chaplain.

The Employee Assistance Programs is also another confidential service available to Generation employees and their families 24 hours a day, 365 days a year. Along with Marketplace Chaplains USA, services include professional counseling for stress, anxiety, depression, alcohol and drug abuse, and relationship issues such as marriage, divorce, and parenting/family; crisis intervention; violence and threats; and other emotionally troubling challenges. To learn more about your EAP, to access these services, or speak with the chaplain serving your property, call 800-653-7281.



## Advice From the Pros: How To Be Great!

Just find something that you love doing and do it the best you can. Remember that no one can go it alone so surround yourself with the best possible people. If you are doing this then you can't fail. —Jason Liesegang, GM, Candlewood Suites/Richmond

In order to succeed, one has to be open to challenges and accept constructive criticism. Attention to detail and meeting the expectations of your customers is the key to success. —Laura & Richard Nkomo, GM, Suburban Extended-Stay/Sterling

You cannot succeed unless you have a drive to do so, and Generation Companies gives you the support you need to be successful. —Cheryl Mahanas, GM, Suburban Extended-Stay/Richmond

Success comes when you challenge yourself and your coworkers to do and be the best. —Steve Washington, Suburban Extended-Stay/Wilmington

Sense of humor is important. It makes people feel good, feel at home. That's Candlewood's motto, home away from home. My best advice? Keep smiling. —Peter Leonhardt, Candlewood Suites/Lake Mary

I think you must walk in love towards everyone around you. There is no room for selfishness; it is about a team accomplishing one goal. —Brandon Cantrell, Staybridge Suites/Memphis

The secret to our success is that we communicate and share our values as a team. Therefore, we all work towards the same goal with shared enthusiasm. Our entire team is committed to ensuring success for each other, our property and 100% guest satisfaction. The advice we would give to someone on how to succeed is to truly believe in yourself, your product and your team, as well as to lead by example. —Darren Readell & Lydia Muller, Candlewood Suites/Yorktown

Never forget, it is a "WE" thing, not a "ME" thing. —Lynn Folsom, Suburban Extended-Stay/Hampton

Don't let the little things during your workday disturb you. In other words, don't let anyone burst your bubble. —Henna Kamperveen, Suburban Extended-Stay/Greensboro

When you tell a guest you're going to do something, do it. Follow up. Complete all tasks on time. Be good at what you do. When you're completely organized it helps you be prepared and delight whoever you're meeting. Attitude is vital. People get down and sad and bickering. It's not beneficial in our business to do this. We need to smile and have a great attitude, because like attracts like. When you plan to have a great day, you do. —Michelle Brown, Candlewood Suites/Durham-RTP

Find something you can do that you are deeply passionate about, that will enrich others and then apply your God-given talents and abilities with all your might. —Michael Fortner, The Generation Companies

## What is Greatness?

By H. Mark Daley

We spend much time within our company talking about what greatness is, how to achieve it, and rewarding people when it is achieved by an individual or a property. We do this because we want to make sure being great is not just an ideal, we want to make it a reality! And we are! We have hotels getting great quality scores, great customer satisfaction scores, and earning Rewarding Greatness bonuses every month. And when we achieve greatness in a particular area for a given time frame we want to recognize that achievement and celebrate with you! Now that we are starting to achieve greatness in specific areas, at specific times, at specific hotels, our focus can be on seeing this happen with more and more frequency. As we achieve greatness in more areas, more often, at more hotels, we build momentum as a company. This is happening! We are not just talking about it, we are doing it!

So what does increasing the frequency, the momentum of greatness look like? To our team members it looks like

more bonus checks, along with the satisfaction of achieving something meaningful. To our investors, it's seeing more consistent returns on their investments which makes them want to grow with us. To our guests, it's getting a great overall experience more often so they feel like they got good value for their money and want to come back to stay with us again. This is at the heart of why we pursue greatness — because when we achieve it EVERYBODY WINS! Thank you for embracing this idea of greatness as something this is achievable, that makes a difference in people's lives. And thank you for joining with the Generation team across the company to achieve greatness in more areas, more often. As we do we are building momentum towards being a great company for the benefit of all! GungHo!



Generation has more than 2700 rooms and \$200 million in real estate assets under management, and employs over 350 associates at 20 properties.

