

## A Note From Andrew

# IT IS TIME TO CELEBRATE.

**May 2019. That was the last time that we have gathered for a NHG Leadership Conference.**



**Andrew Carey**  
Chief Executive Officer

Since that time, the world as we knew it has changed dramatically. Our lives have been altered; we have lost friends, and we have fought to keep our hotels alive. Fortunately, we have survived the storm and most of our operations have recovered from their depths.

It is time to celebrate the new day. During the last week of October, NHG leadership will gather in Virginia Beach to reconnect with old friends, share best practices, and celebrate our successes. Most importantly, we will share and reinforce the NHG culture which has made our organization special and successful.

While I cannot share the awards that we will present at our conference, I would like to publicly congratulate two recent award-winning hotels. Both hotels have been recognized by their guests for providing unparalleled guest experiences over the past year. While I have no doubt all of you have provided great and unique experiences to your guests, these two are the latest to be recognized by their brands.

Earlier this month, Marriott announced the winners of the Marriott Circle Award for each brand. These awards go to the hotels earning top scores regarding guests' intent to recommend within a brand family.

The Residence Inn Blacksburg won the Marriott Silver Circle Award for being in the top 20% of all Residence Inn hotels for intent to recommend. The Fairfield Inn and Suites Fayetteville North won the Gold Circle Award for being in the top 10% of the Fairfield brand. These two hotels have worked to provide memorable stay experiences to their guests despite staffing shortages, amenity adjustments, and facility closures.

Congratulations. You are all proof that associates make the stay memorable. I am certain that there will be more brand family awards as we move toward the end of 2022. In the meantime, we will celebrate numerous more hotels when we get together for the Leadership Conference. It is time to recognize your hard work and dedication over the past two years.

**Thank you for your commitment to excellence.**

*Andrew*