

California Hotel & Lodging Association Announces USA TODAY Stars of the Industry Award Winners

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The California Hotel & Lodging Association announced the Stars of the Industry award winners at the Sheraton Hotel in Sacramento. The Stars of the Industry awards, presented by USA TODAY, were given for employee, manager, and general manager of the year, as well as the lodging property achievement awards for community service, guest relations, and the environmental category of good earthkeeping.

The Outstanding Lodging Employee of the Year award recognizes an employee of a CH&LA member lodging property who goes above and beyond normal job responsibilities. Nominees are judged on outstanding and unusual service to the property, to the guests, and to the community. The winners were Mr. Tanvir Sheikh, Desk Clerk, Mr. Jose Cisneros, Maintenance Staff, Ms. Maria Cardenas, Head Housekeeper, all of the Vagabond Inn, Los Angeles, Ms. Mary Stone, PBX Operator, Doubletree Guest Suites, Anaheim, and Mr. Kevin Wong, Storeroom Assistant, Hotel Nikko, San Francisco.

The Outstanding Manager of the Year award recognizes exceptional performance by a supervisory employee to their subordinates, to guests, and to the community. The winner was Mr. Philippe Striffeler, Director of Food & Beverage, Hotel Nikko, San Francisco. Outstanding General Manager of the Year award winners were Ms. Maureen Raynaud, General Manager/Managing Partner, Dolphin Bay Hotel & Residence, Shell Beach, Mr. Wes Tyler, General Manager Chancellor Hotel on Union Square, San Francisco, and Mr. John Steinbach, General Manager, Embassy Suites Resort Lake Tahoe Hotel & Ski Resort, Lake Tahoe.

A Community Service Award is given for a program that demonstrates to residents that the individual property is responsive to the local community. Examples include campaigns to benefit local or national service organizations or charities, service to any part of the community through a special project, and joint undertakings with community groups for the benefit of the area. Community Service Awards were given to the Chancellor Hotel on Union Square, San Francisco and the Courtyard Marriott San Diego Central, San Diego.

Guest Relations Awards and Special Event Awards are given for programs that develop a climate conducive to new or repeat business, create goodwill among guests, provide special services, reverse negative public relations situations, or effectively solve guest complaints. The Guest Relations Award winner was Chancellor Hotel on Union Square, San Francisco and the Special Event Award winner was Loews Coronado Bay Resort, Coronado.

Good Earthkeeping awards recognize lodging properties that have developed a culture toward integrating environmental management practices that improve everyday operations and the bottom line, while maintaining quality service and meeting guest expectations. The program must demonstrate success in one or more of the following areas: energy conservation, solid waste reduction, effluents and emissions, water conservation, purchasing and business issues. Good Earthkeeping Awards were given to the Wuksachi Lodge, Sequoia National Park and Barona Valley Ranch & Casino, Lakeside.

'The California Hotel & Lodging Association is very proud of these award winning members,' said James O. Abrams, President & CEO of CH&LA. 'Our congratulations go out to these employees and properties for their excellent and noteworthy contributions to the industry.'

About CH&LA

The California Hotel & Lodging Association (CH&LA) is the largest state lodging industry association in the nation and a Partner State Association of the American Hotel & Lodging Association. Its 1,800 members, which comprise approximately 175,000 guest rooms, include all segments of the lodging industry including the California Association of Bed & Breakfast Inns - California's largest association of professional innkeepers and certified bed and breakfast inns. CH&LA is the leading resource for communicating and protecting the rights and interests of the California lodging industry. CH&LA was established in 1893. CH&LA is on the web at www.calodging.com.

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