

REMINGTON

*The premier service provider to the hospitality industry.™*

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# Q1 2019 DOSM Conference Call

Friday, May 10, 2019





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*The premier service provider to the hospitality industry.™*

**Friday, May 10, 2019**

**Q1 2019 Performance Metrics**

**Q1 2019 Bonus Summary**

**Program Updates**

**2019 Sales Council**

**Sales Organization Updates**

# **Q1 2019 BOOKING PERFORMANCE**

# APRIL BOOKING PERFORMANCE

- **Group Bookings**
  - 77.2% - Month
  - 86.9% - Q1 2019
  - 84.0% - April YTD
- **IBT**
  - 95.3% - Month
  - 95.5% - Q1 2019
  - 95.4% - April YTD
- **Catering**
  - 90.0% - Month
  - 96.8% - Q1 2019
  - 97.7% - April YTD
- **Overall**
  - 86.8% - Month
  - 91.7% - Q1 2019
  - 91.0% - April YTD

## April Group Bookings

- **Top 10 Properties - 120% +**
  - BUC-BVH-CCI-FLA-MEM-PHI-NBH-PWE-STP-TWH-
- **Bottom 10 Properties - 36% -**
  - AES-AHG-ANS-DUL-FWW-MIN-OCY-PRI-SAM-VBH
- **Top 10 Properties - YTD 111% +**
  - BVH-MEM-NBH-NCY-OCY-PHI-PRI-STP-TWH-WDH
- **Bottom 10 Properties - YTD 63% -**
  - BBH-CBI-CCI-DES-LBV-MIN-NRI-NYM-SRI-VES

# APRIL BOOKING PERFORMANCE

Apr-19					
Group	Goal	Actual	% to Goal	STLY	STLY % To Goal
Room Nights	86,940	70,752	81.4%	65,872	76.2%
ADR	\$ 168.68	\$ 160.09	94.9%	\$ 159.72	98.0%
Revenue	\$ 14,664,797	\$ 11,326,739	77.2%	\$ 10,520,830	74.7%
<b>IBT</b>					
Room Nights	80,677	77,980	96.7%	72,260	92.2%
ADR	\$ 160.13	\$ 157.94	98.6%	\$ 156.87	98.6%
Revenue	\$ 12,918,854	\$ 12,315,849	95.3%	\$ 11,335,462	90.8%
<b>Combined</b>					
Room Nights	167,617	148,732	88.7%	138,132	81.9%
ADR	\$ 164.56	\$ 158.96	96.6%	\$ 158.23	97.6%
Revenue	\$ 27,583,651	\$ 23,642,588	85.7%	\$ 21,856,292	79.7%
<b>Catering</b>					
	\$ 7,386,162	\$ 6,715,029	90.9%	\$ 6,546,162	99.6%
YTD					
Group	Goal	Actual	% to Goal	STLY	STLY % to Goal
Room Nights	337,176	293,307	87.0%	285,877	84.4%
ADR	\$ 168.41	\$ 162.54	96.5%	\$ 161.07	98.9%
Revenue	\$ 56,785,244	\$ 47,674,812	84.0%	\$ 46,045,903	83.4%
<b>IBT</b>					
Room Nights	299,119	288,950	96.6%	281,957	94.8%
ADR	\$ 157.06	\$ 155.18	98.8%	\$ 154.79	98.0%
Revenue	\$ 46,979,702	\$ 44,840,531	95.4%	\$ 43,643,321	92.9%
<b>Combined</b>					
Room Nights	636,295	582,257	91.5%	567,834	89.3%
ADR	\$ 163.08	\$ 158.89	97.4%	\$ 157.95	100.1%
Revenue	\$ 103,764,946	\$ 92,515,343	89.2%	\$ 89,689,224	87.8%
<b>Catering</b>					
	\$ 28,886,792	\$ 28,219,418	97.7%	\$ 25,801,805	98.0%

# GROUP PACE DETAILS FOR THE CURRENT YEAR - AS OF APR 30, 2019

Group Pace Details for the Current Year - as of Apr 30, 2019							
Definite Revenues Only (x1000) - Change from Same Time Last Year							
68 Remington Managed Properties Included							
Name		Q1	Q2	Q3	Q4	Total	MoM Change
Chad Goodnough	(Marriott + CMH)	-216	64	1,018	-543	323	69
Paula Zeller	(FS Marriott)	255	69	303	264	892	116
Tara Jordan	(SS Marriott)	-107	-132	145	-10	-104	-102
Loretta Macke	(Starwood+Hya tt)	-482	-471	414	-252	-791	357
Shawn Anderson	(FS Hilton+HGI)	-450	-204	-249	90	-813	-151
Kristi Pearce	(SS Hilton)	-5	-11	-2	-4	-23	-52
Nickole Valdov	(Embassy)	21	139	-632	-68	-540	-360
Kevin Ruhman	(Indep/Luxury)	133	-1,097	14	-116	-1,066	96
Total Portfolio		-851	-1,645	1,013	-639	-2,121	-27
Definite Rev. On Books % Change YoY		-2.4%	-4.5%	5.4%	-4.3%	-2.0%	-0.1%
Mar 31, 2019 Report		-2.4%	-3.8%	6.6%	-6.9%	-1.9%	

# GROUP PACE DETAILS FOR THE YEAR 2020 - AS OF APR 30, 2019

Group Pace Details for the Year 2020 - as of Apr 30, 2019							
Definite Revenues (x1000) - Change from Same Time Last Year							
68 Remington Managed Properties Included							
Name		Q1	Q2	Q3	Q4	Total	MoM Change
Chad Goodnough	(Marriott + CMH)	74	194	-663	-286	-681	71
Paula Zeller	(FS Marriott)	328	44	-133	191	430	-29
Tara Jordan	(SS Marriott)	-110	-180	-103	-80	-473	-20
Loretta Macke	(Starwood+Hyatt)	132	-488	-546	-522	-1,424	444
Shawn Anderson	(FS Hilton+HGI)	512	114	-532	-230	-136	145
Kristi Pierce	(SS Hilton)	-2	28	11	14	51	-3
Nickole Valdov	(Embassy)	213	83	-47	3	252	-38
Kevin Ruhman	(Indep/Luxury)	-109	115	-33	20	-7	10
Total Portfolio		1,037	-90	-2,046	-890	-1,989	581
Definite Rev. On Books % Change YoY		11.1%	-1.0%	-29.2%	-15.1%	-6.3%	2.4%
Mar 31, 2019 Report		12.7%	-2.6%	-30.8%	-17.3%	-7.6%	

# YOY COMPARISONS



# YOY BOOKING COMPARISONS

## MONTH

Row Labels	Group Room Night Variance	Group Revenue Variance	IBT Room Night Variance	IBT Revenue Variance	Catering Revenue Variance	% YoY Group Revenue Chg.	% YoY IBT Revenue Chg.	% YoY Catering Revenue Chg.
Paula Zeller	161	\$227,703	-1,164	-\$257,714	\$189,693	13.4%	-9.2%	16.5%
Shawn Anderson	2,738	\$238,081	302	\$45,939	\$591,462	9.3%	2.5%	51.7%
Loretta Macke	-7,879	-\$766,550	1,847	\$292,407	-\$51,647	-24.7%	21.0%	-4.1%
Chad Goodnough	-5,334	-\$801,555	121	\$16,912	-\$300,663	-24.6%	1.8%	-17.8%
Kristi Pearce	81	\$48,741	1,419	\$116,775	-\$17,980	34.9%	14.0%	-40.9%
Nickole Valdov	715	\$78,389	-990	-\$148,747	\$135,172	8.2%	-12.6%	50.1%
Tara Jordan	1,593	\$341,897	436	\$208,144	\$0	65.2%	11.6%	0.0%
Kevin Ruhman	489	-\$180,342	-205	\$319	\$305,353	-8.3%	0.1%	38.2%
<b>Grand Total</b>	<b>-7,436</b>	<b>-\$813,635</b>	<b>1,766</b>	<b>\$274,035</b>	<b>\$851,390</b>	<b>-5.6%</b>	<b>2.4%</b>	<b>13.4%</b>

## YTD

Row Labels	Group Room Night Variance	Group Revenue Variance	IBT Room Night Variance	IBT Revenue Variance	Catering Revenue Variance	% YoY Group Revenue Chg.	% YoY IBT Revenue Chg.	% YoY Catering Revenue Chg.
Paula Zeller	87	\$492,135	-5,206	-\$1,017,218	\$591,840	10.6%	-12.5%	17.4%
Shawn Anderson	3,020	\$204,299	201	\$10,125	\$449,734	2.7%	0.2%	10.5%
Loretta Macke	-7,234	-\$738,439	746	\$116,599	\$121,084	-11.4%	2.6%	3.3%
Chad Goodnough	-2,008	-\$630,031	-501	-\$50,156	\$185,215	-9.0%	-2.0%	4.4%
Kristi Pearce	414	\$117,374	4,648	\$428,661	-\$2,859	36.4%	20.1%	-1.8%
Nickole Valdov	5,556	\$764,693	-1,989	-\$261,809	\$47,877	32.7%	-8.2%	4.6%
Tara Jordan	1,702	\$376,143	1,341	\$561,263	\$0	24.0%	11.0%	0.0%
Kevin Ruhman	-1,697	-\$574,113	-531	-\$49,171	\$527,059	-10.3%	-4.3%	20.7%
<b>Grand Total</b>	<b>-160</b>	<b>\$12,061</b>	<b>-1,291</b>	<b>-\$261,706</b>	<b>\$1,919,949</b>	<b>0.0%</b>	<b>-0.8%</b>	<b>10.0%</b>

# YOY GOAL COMPARISONS

## MONTH

Row Labels	Group Room Night Variance	Group Revenue Variance	IBT Room Night Variance	IBT Revenue Variance	Catering Revenue Variance	% YoY Group Revenue Chg.	% YoY IBT Revenue Chg.	% YoY Catering Revenue Chg.
Paula Zeller	-931	-\$42,403	-737	-\$236,597	\$133,890	-2.4%	-8.4%	12.3%
Shawn Anderson	-236	\$5,887	420	\$86,752	\$192,071	0.2%	4.9%	12.6%
Loretta Macke	-3,487	-\$418,070	-1,510	-\$217,569	\$233,419	-15.5%	-11.0%	16.9%
Chad Goodnough	-358	-\$40,748	141	\$71,453	\$90,196	-1.6%	7.5%	7.0%
Tara Jordan	-500	-\$79,823	-154	-\$48,860	\$0	-9.1%	-2.3%	0.0%
Kristi Pearce	-100	-\$14,181	612	\$58,212	\$6,554	-8.4%	6.8%	15.9%
Nickole Valdov	-1,377	-\$163,401	2	\$9,360	\$38,290	-12.4%	0.8%	12.8%
Kevin Ruhman	417	\$117,828	-382	-\$54,904	\$36,292	5.3%	-9.1%	4.0%
<b>Grand Total</b>	<b>-6,572</b>	<b>-\$634,912</b>	<b>-1,608</b>	<b>-\$332,153</b>	<b>\$730,710</b>	<b>-4.3%</b>	<b>-2.7%</b>	<b>11.2%</b>

## YTD

Row Labels	Group Room Night Variance	Group Revenue Variance	IBT Room Night Variance	IBT Revenue Variance	Catering Revenue Variance	% YoY Group Revenue Chg.	% YoY IBT Revenue Chg.	% YoY Catering Revenue Chg.
Paula Zeller	-1,599	-\$46,056	-1,768	-\$586,038	\$291,139	-0.9%	-7.6%	8.9%
Shawn Anderson	445	\$87,622	1,545	\$246,124	\$495,665	1.0%	4.8%	10.6%
Loretta Macke	-3,131	-\$109,551	-3,326	-\$492,792	\$441,512	-1.6%	-8.7%	10.7%
Chad Goodnough	-580	-\$28,383	261	\$124,581	-\$22,728	-0.4%	5.0%	-0.6%
Tara Jordan	-371	-\$94,586	479	\$23,627	\$0	-3.9%	0.4%	0.0%
Kristi Pearce	-83	-\$12,529	3,025	\$247,939	\$35,069	-3.0%	10.8%	28.3%
Nickole Valdov	-257	\$77,864	498	\$164,905	\$48,922	2.2%	5.1%	5.6%
Kevin Ruhman	-1,052	-\$265,353	-24	\$21,713	\$191,374	-4.2%	1.8%	7.2%
<b>Grand Total</b>	<b>-6,628</b>	<b>-\$390,974</b>	<b>690</b>	<b>-\$249,942</b>	<b>\$1,480,952</b>	<b>-1.0%</b>	<b>-0.7%</b>	<b>7.5%</b>

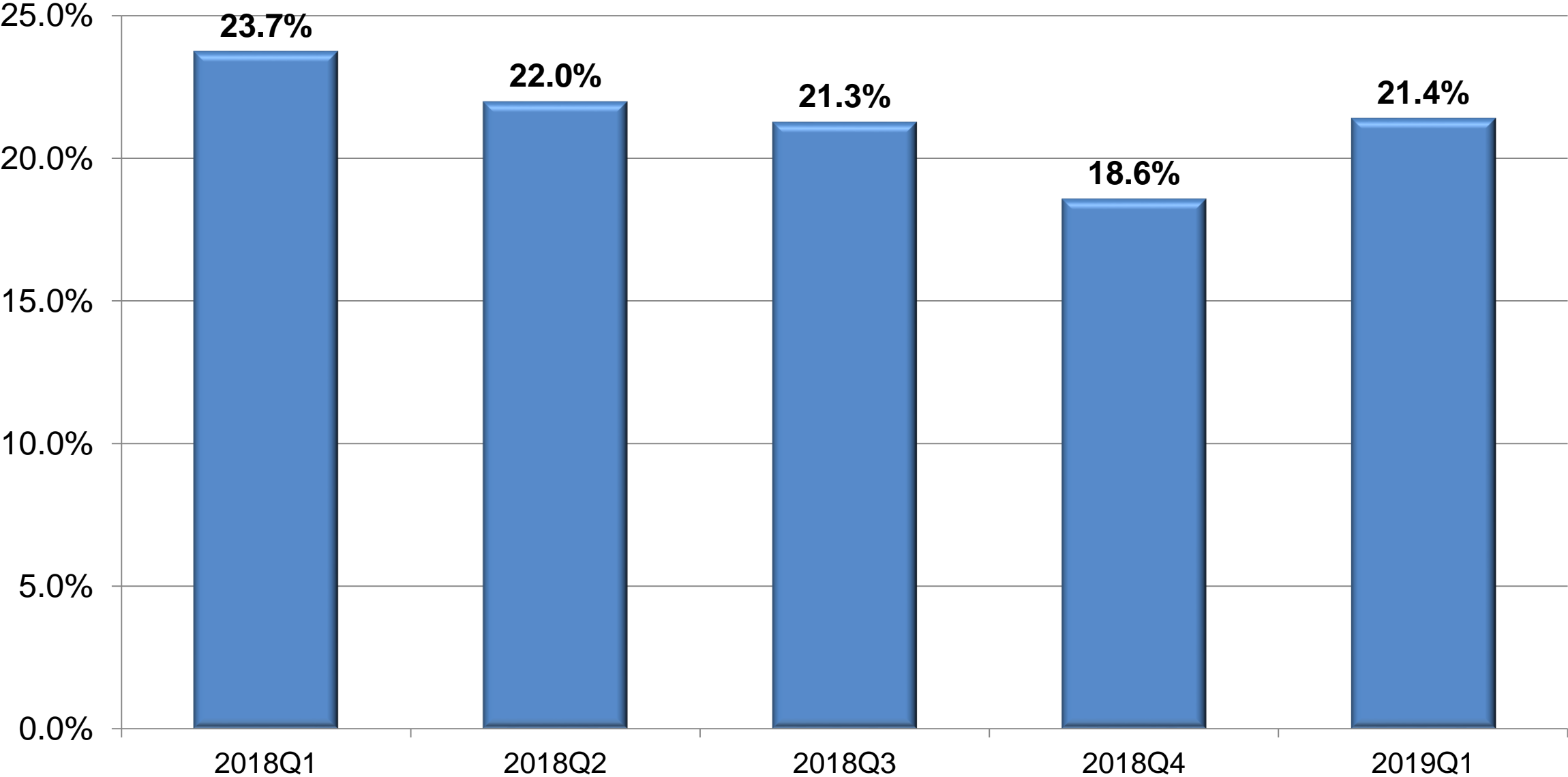
# **Q1 2019 LEAD CONVERSION**

# Q4 2019 LEAD FINDER – DEFINITE

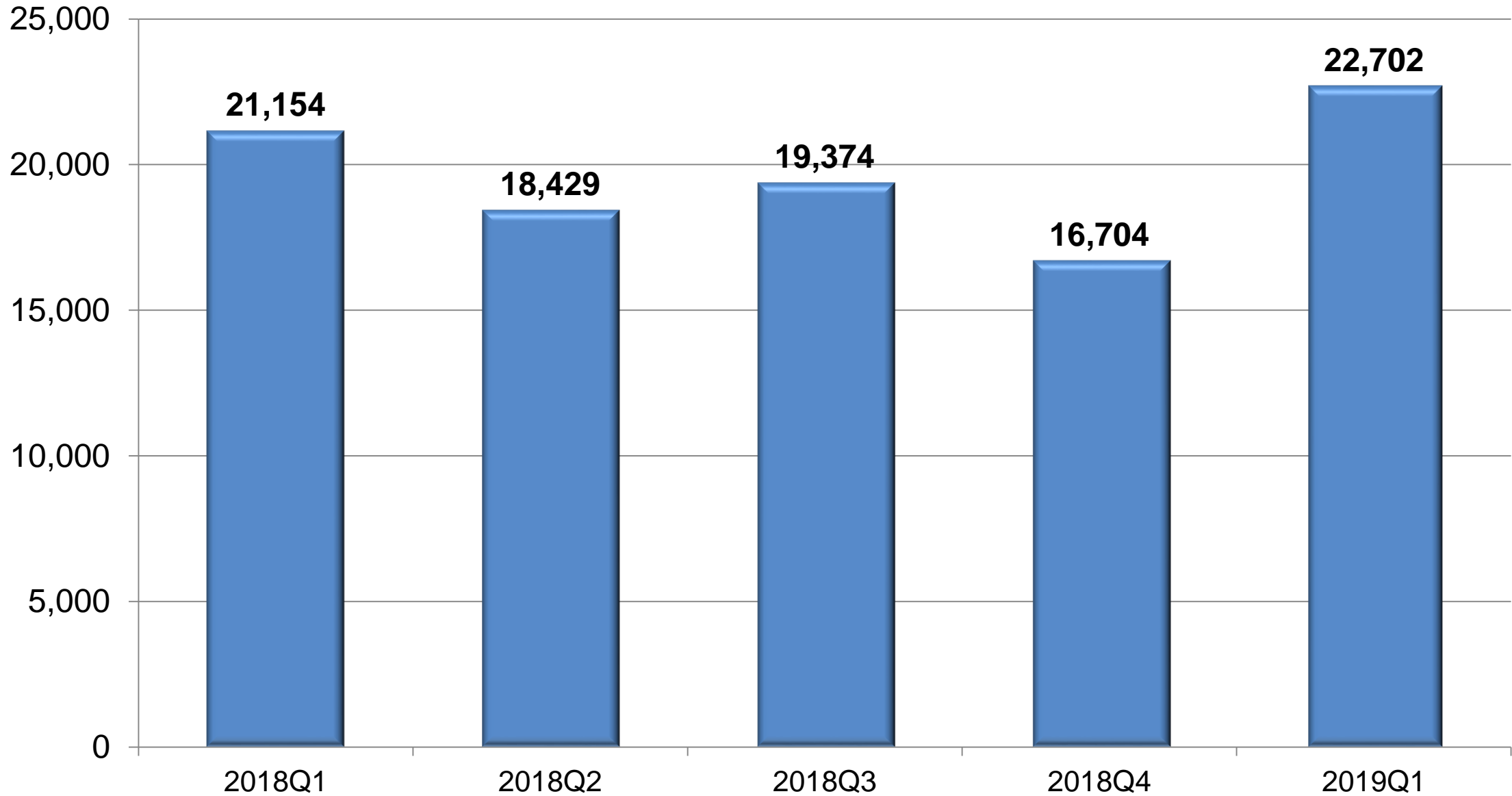
## 2019Q1 Definite Analysis by Property & Source

Row Labels	# of New Leads	Total Lead Revenue	# Converted to Definite	Def. Conversion Rev.	# Definite Conversion %	\$ Definite Conversion %
Brand.com Offer	46	\$1,513,942	2	\$0	4.3%	0.0%
Business Development Mgr	5	\$79,347	0	\$0	0.0%	0.0%
Convention Bureau	502	\$13,637,165	25	\$82,171	5.0%	0.6%
CVent	4,839	\$108,223,454	300	\$898,473	6.2%	0.8%
C-Vent Group Offer	2	\$20,734	0	\$0	0.0%	0.0%
Direct Marketing	53	\$873,988	22	\$34,934	41.5%	4.0%
Direct Sales	943	\$7,808,720	358	\$551,335	38.0%	7.1%
E-Events	46	\$105,218	9	\$23,117	19.6%	22.0%
Electronic Intermediary	140	\$5,250,205	7	\$18,594	5.0%	0.4%
Email	751	\$15,951,566	122	\$408,605	16.2%	2.6%
E-Mail Blast	10	\$26,575	7	\$5,742	70.0%	21.6%
E-mail Group Offer	1	\$0	0	\$0	0.0%	0.0%
eProspecting Portal	1	\$25,940	0	\$0	0.0%	0.0%
First Qtr Sales Blitz	6	\$24,016	3	\$9,660	50.0%	40.2%
Fourth Qtr Sales Blitz	20	\$302,526	6	\$11,772	30.0%	3.9%
Franchise	41	\$1,839,452	3	\$0	7.3%	0.0%
GoThere Meetings	1	\$0	1	\$0	100.0%	0.0%
Historic Hotels of America	1	\$20,080	0	\$0	0.0%	0.0%
Hotel Planner	46	\$202,803	10	\$17,830	21.7%	8.8%
Inquiry	7,050	\$61,022,327	2,410	\$4,445,073	34.2%	7.3%
Internet Request	110	\$340,576	2	\$2,349	1.8%	0.7%
m.com_DE	2	\$400	1	\$0	50.0%	0.0%
m.com_Event	1,042	\$7,724,290	131	\$407,140	12.6%	5.3%
m.com_SGO	2	\$1,290	0	\$0	0.0%	0.0%
m.com_SGORO	4	\$7,989	2	\$2,229	50.0%	27.9%
m.com_Weddings	160	\$670,336	8	\$3,106	5.0%	0.5%
Marriott.com	8	\$13,497	4	\$6,075	50.0%	45.0%
National Sales Office	348	\$8,143,711	13	\$67,516	3.7%	0.8%
QuickGroupRoomsEvent_m.com_SGO	1	\$0	1	\$0	100.0%	0.0%
Reader Board	3	\$226,751	1	\$767	33.3%	0.3%
Referral	192	\$1,233,000	61	\$71,148	31.8%	5.8%
Repeat Business	858	\$5,373,130	475	\$378,164	55.4%	7.0%
Sales Specialist	3	\$34,121	1	\$0	33.3%	0.0%
Second Qtr Sales Blitz	1	\$0	0	\$0	0.0%	0.0%
Social Media	1	\$0	0	\$0	0.0%	0.0%
Solicitation	462	\$4,862,607	171	\$370,200	37.0%	7.6%
Starcite	167	\$3,591,756	5	\$12,096	3.0%	0.3%
Third Party	247	\$5,748,754	12	\$29,120	4.9%	0.5%
Trade Show	7	\$13,345	3	\$0	42.9%	0.0%
Walk In	84	\$324,949	49	\$44,859	58.3%	13.8%
Website	67	\$579,908	22	\$25,986	32.8%	4.5%
Wedding Wire	5	\$5,812	2	\$0	40.0%	0.0%
(blank)	4,424	\$39,697,689	607	\$885,771	13.7%	2.2%
<b>Grand Total</b>	<b>22,702</b>	<b>\$295,521,968</b>	<b>4,856</b>	<b>\$8,813,831</b>	<b>21.4%</b>	<b>3.0%</b>

# DEFINITE CONVERSION PERCENTAGE



# NUMBER OF NEW LEADS

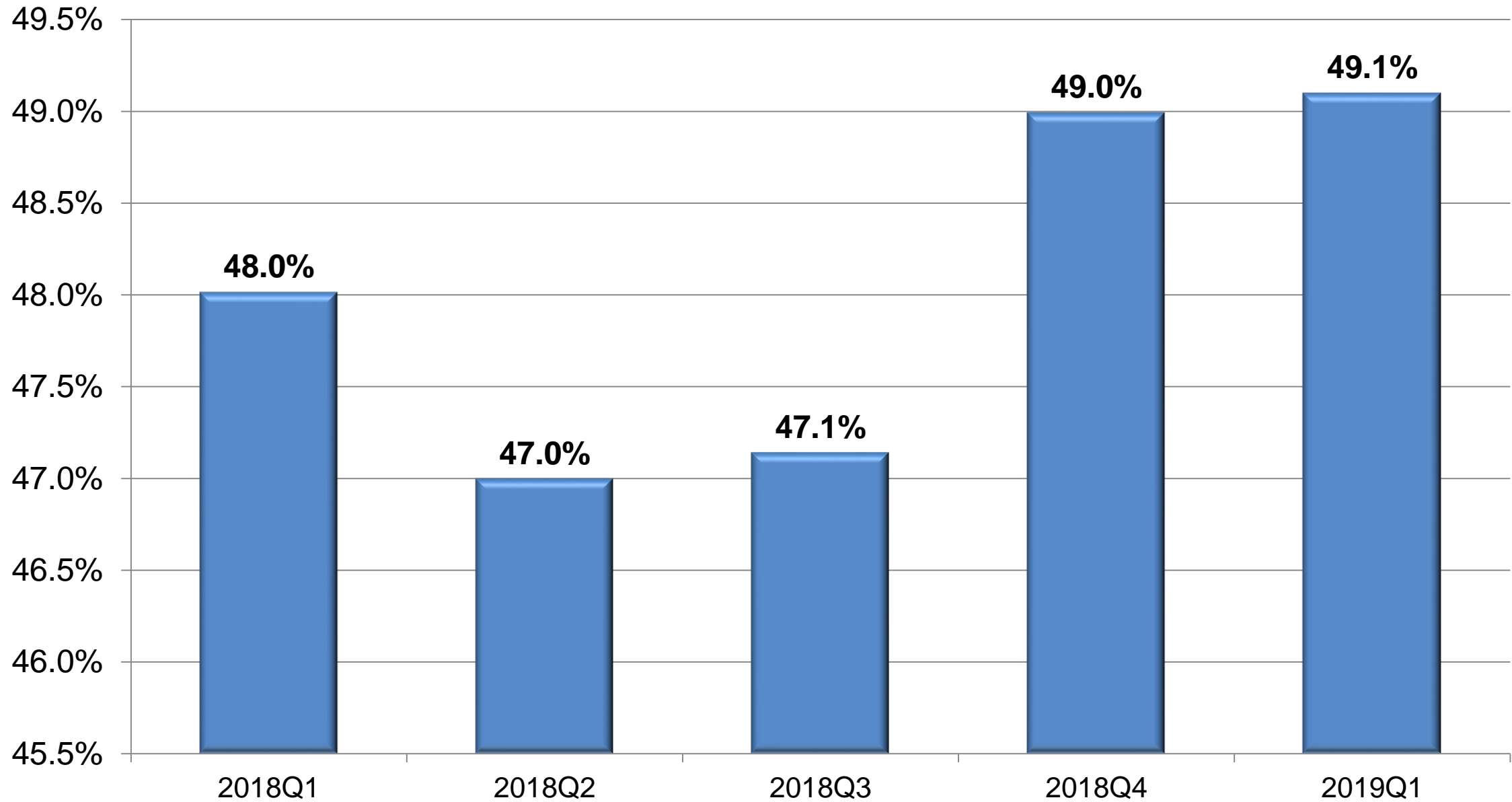


# Q4 2019 LEAD FINDER – TURN DOWN

## 2019Q1 Turn Down Analysis by Source

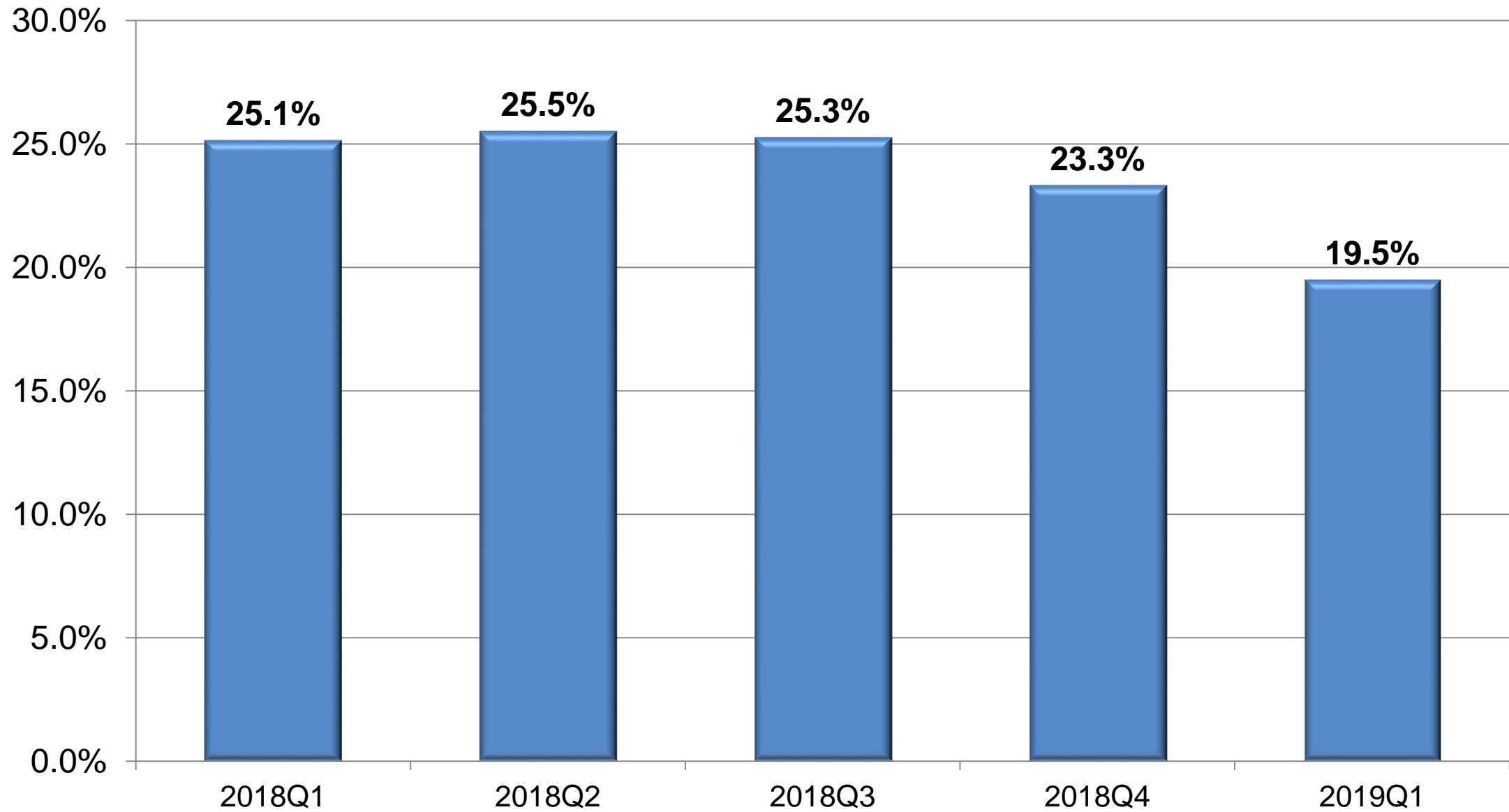
Row Labels	# of New Leads	Total Lead Revenue	# of Turn Downs	Turn Down Revenue	% Turned Down (#)	% Turned Down (\$)
Brand.com Offer	46	\$1,513,942	21	\$570,255	45.7%	37.7%
Business Development Mgr	5	\$79,347	2	\$10,542	40.0%	13.3%
Convention Bureau	502	\$13,637,165	267	\$6,587,818	53.2%	48.3%
CVent	4,839	\$108,223,454	3,376	\$74,323,322	69.8%	68.7%
C-Vent Group Offer	2	\$20,734	1	\$18,414	50.0%	88.8%
Direct Marketing	53	\$873,988	16	\$774,653	30.2%	88.6%
Direct Sales	943	\$7,808,720	340	\$4,102,103	36.1%	52.5%
E-Events	46	\$105,218	4	\$5,808	8.7%	5.5%
Electronic Intermediary	140	\$5,250,205	102	\$3,998,292	72.9%	76.2%
Email	751	\$15,951,566	410	\$10,339,145	54.6%	64.8%
E-Mail Blast	10	\$26,575	3	\$20,833	30.0%	78.4%
E-mail Group Offer	1	\$0	0	\$0	0.0%	0.0%
eProspecting Portal	1	\$25,940	1	\$25,940	100.0%	100.0%
First Qtr Sales Blitz	6	\$24,016	1	\$9,200	16.7%	38.3%
Fourth Qtr Sales Blitz	20	\$302,526	10	\$240,178	50.0%	79.4%
Franchise	41	\$1,839,452	20	\$965,792	48.8%	52.5%
GoThere Meetings	1	\$0	0	\$0	0.0%	0.0%
Historic Hotels of America	1	\$20,080	1	\$20,080	100.0%	100.0%
Hotel Planner	46	\$202,803	17	\$132,124	37.0%	65.1%
Inquiry	7,050	\$61,022,327	2,608	\$35,161,881	37.0%	57.6%
Internet Request	110	\$340,576	83	\$205,426	75.5%	60.3%
m.com_DE	2	\$400	1	\$400	50.0%	100.0%
m.com_Event	1,042	\$7,724,290	677	\$5,106,298	65.0%	66.1%
m.com_SGO	2	\$1,290	1	\$1,290	50.0%	100.0%
m.com_SGORO	4	\$7,989	0	\$0	0.0%	0.0%
m.com_Weddings	160	\$670,336	93	\$310,909	58.1%	46.4%
Marriott.com	8	\$13,497	3	\$4,922	37.5%	36.5%
National Sales Office	348	\$8,143,711	273	\$6,768,663	78.4%	83.1%
QuickGroupRoomsEvent_m.com_SGO	1	\$0	0	\$0	0.0%	0.0%
Reader Board	3	\$226,751	0	\$0	0.0%	0.0%
Referral	192	\$1,233,000	87	\$943,359	45.3%	76.5%
Repeat Business	858	\$5,373,130	179	\$2,517,828	20.9%	46.9%
Sales Specialist	3	\$34,121	2	\$34,121	66.7%	100.0%
Second Qtr Sales Blitz	1	\$0	1	\$0	100.0%	0.0%
Social Media	1	\$0	0	\$0	0.0%	0.0%
Solicitation	462	\$4,862,607	142	\$2,589,964	30.7%	53.3%
Starcite	167	\$3,591,756	135	\$2,788,466	80.8%	77.6%
Third Party	247	\$5,748,754	169	\$3,190,663	68.4%	55.5%
Trade Show	7	\$13,345	1	\$3,664	14.3%	27.5%
Walk In	84	\$324,949	18	\$192,238	21.4%	59.2%
Website	67	\$579,908	31	\$400,638	46.3%	69.1%
Wedding Wire	5	\$5,812	0	\$0	0.0%	0.0%
(blank)	4,424	\$39,697,689	2,055	\$23,116,585	46.5%	58.2%
<b>Grand Total</b>	<b>22,702</b>	<b>\$295,521,968</b>	<b>11,151</b>	<b>\$185,481,814</b>	<b>49.1%</b>	<b>62.8%</b>

# TURNUED DOWN / LOST PERCENTAGE





## PERCENTAGE OF LEADS WITH LEAD SOURCE LEFT BLANK / NOT ENTERED

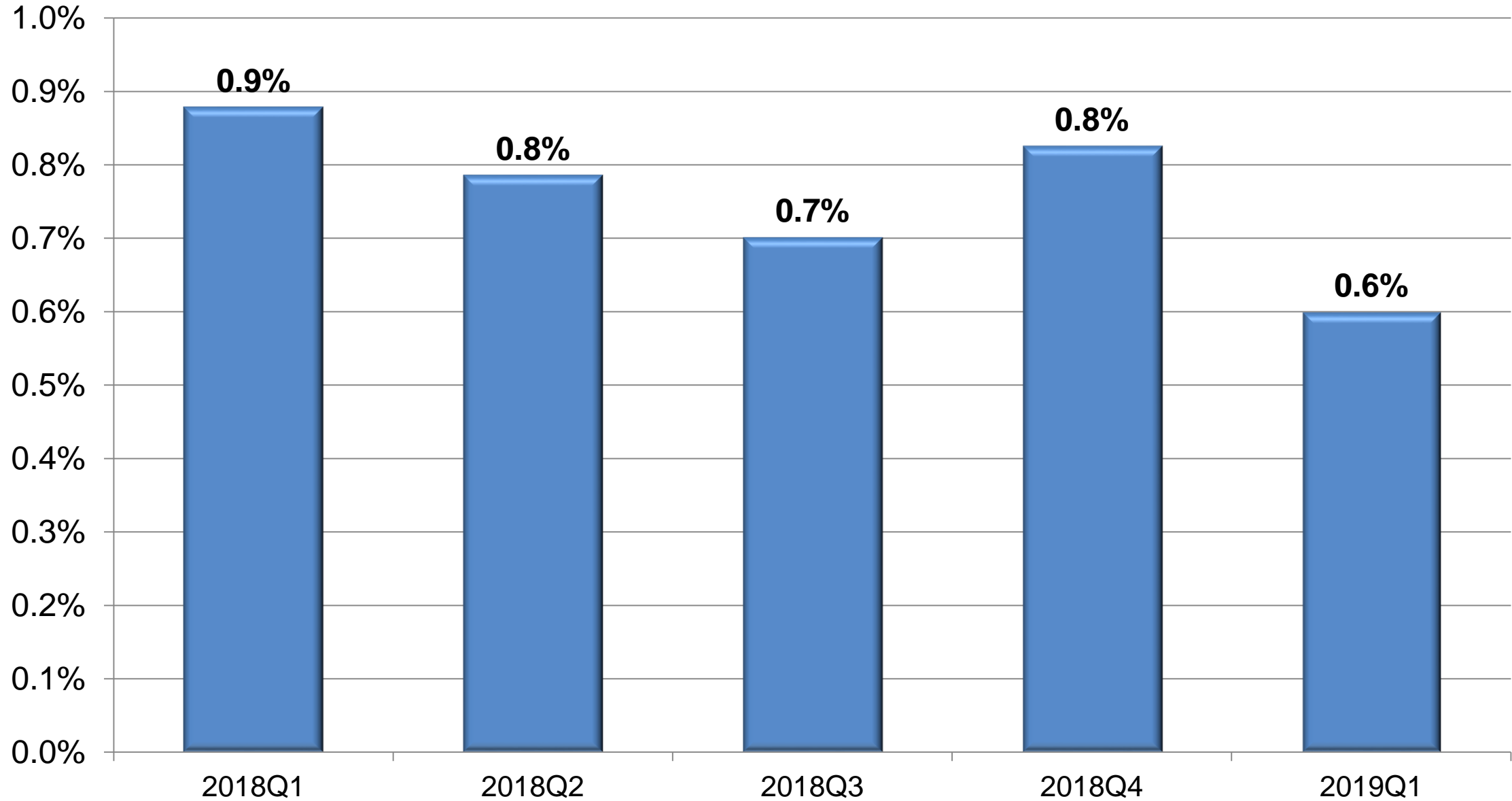


# Q4 2019 LEAD FINDER – CANCELLATION

## 2019Q1 Cancellation Analysis by Source

Row Labels	# of New Leads	Total Lead Revenue	# of Cancellations	Cancellation Revenue	% Cancelled (#)	% Cancelled (\$)
Brand.com Offer	46	\$1,513,942	0	\$0	0.0%	0.0%
Business Development Mgr	5	\$79,347	0	\$0	0.0%	0.0%
Convention Bureau	502	\$13,637,165	2	\$12,133	0.4%	0.1%
CVent	4,839	\$108,223,454	21	\$192,257	0.4%	0.2%
C-Vent Group Offer	2	\$20,734	0	\$0	0.0%	0.0%
Direct Marketing	53	\$873,988	0	\$0	0.0%	0.0%
Direct Sales	943	\$7,808,720	11	\$13,146	1.2%	0.2%
E-Events	46	\$105,218	0	\$0	0.0%	0.0%
Electronic Intermediary	140	\$5,250,205	0	\$0	0.0%	0.0%
Email	751	\$15,951,566	4	\$41,651	0.5%	0.3%
E-Mail Blast	10	\$26,575	0	\$0	0.0%	0.0%
E-mail Group Offer	1	\$0	0	\$0	0.0%	0.0%
eProspecting Portal	1	\$25,940	0	\$0	0.0%	0.0%
First Qtr Sales Blitz	6	\$24,016	0	\$0	0.0%	0.0%
Fourth Qtr Sales Blitz	20	\$302,526	0	\$0	0.0%	0.0%
Franchise	41	\$1,839,452	0	\$0	0.0%	0.0%
GoThere Meetings	1	\$0	0	\$0	0.0%	0.0%
Historic Hotels of America	1	\$20,080	0	\$0	0.0%	0.0%
Hotel Planner	46	\$202,803	0	\$0	0.0%	0.0%
Inquiry	7,050	\$61,022,327	52	\$214,519	0.7%	0.4%
Internet Request	110	\$340,576	0	\$0	0.0%	0.0%
m.com_DE	2	\$400	0	\$0	0.0%	0.0%
m.com_Event	1,042	\$7,724,290	2	\$908	0.2%	0.0%
m.com_SGO	2	\$1,290	0	\$0	0.0%	0.0%
m.com_SGORO	4	\$7,989	2	\$5,760	50.0%	72.1%
m.com_Weddings	160	\$670,336	0	\$0	0.0%	0.0%
Marriott.com	8	\$13,497	0	\$0	0.0%	0.0%
National Sales Office	348	\$8,143,711	0	\$0	0.0%	0.0%
QuickGroupRoomsEvent_m.com_SGO	1	\$0	0	\$0	0.0%	0.0%
Reader Board	3	\$226,751	0	\$0	0.0%	0.0%
Referral	192	\$1,233,000	1	\$2,010	0.5%	0.2%
Repeat Business	858	\$5,373,130	10	\$25,928	1.2%	0.5%
Sales Specialist	3	\$34,121	0	\$0	0.0%	0.0%
Second Qtr Sales Blitz	1	\$0	0	\$0	0.0%	0.0%
Social Media	1	\$0	0	\$0	0.0%	0.0%
Solicitation	462	\$4,862,607	2	\$34,314	0.4%	0.7%
Starcite	167	\$3,591,756	1	\$99,541	0.6%	2.8%
Third Party	247	\$5,748,754	2	\$51,638	0.8%	0.9%
Trade Show	7	\$13,345	0	\$0	0.0%	0.0%
Walk In	84	\$324,949	0	\$0	0.0%	0.0%
Website	67	\$579,908	1	\$7,680	1.5%	1.3%
Wedding Wire	5	\$5,812	0	\$0	0.0%	0.0%
(blank)	4,424	\$39,697,689	32	\$269,788	0.7%	0.7%
<b>Grand Total</b>	<b>22,702</b>	<b>\$295,521,968</b>	<b>143</b>	<b>\$971,273</b>	<b>0.6%</b>	<b>0.3%</b>

# CANCELLATION PERCENTAGE



## HIGH VOLUME PROPERTIES WITH LOW DEFINITE CONVERSION PERCENTAGES

Property	Number of New Leads	(#) Definite Conversion %	(\$ ) Definite Conversion %	T3M OCC %	T3M ADR Index	T3M YoY RPI Chg %
BBH	864	9.7%	0.2%	82.1%	94.0	4.9%
AHG	666	9.3%	0.7%	81.4%	93.7	-8.6%
CMH	577	13.2%	0.7%	79.5%	93.2	2.1%
SAM	497	11.9%	1.3%	81.1%	77.9	-2.0%
SND	375	8.3%	3.9%	76.4%	92.6	-0.1%

# HIGH VOLUME PROPERTIES WITH HIGH TURN DOWN PERCENTAGES

Property	Number of New Leads	(#) Turndown %	(\$) Turndown %	T3M OCC %	T3M ADR Index	T3M YoY RPI Chg %
ITM	1226	65.2%	79.7%	73.9%	105.1	1.9%
BBH	864	78.7%	88.3%	82.1%	94.0	4.9%
FWW	694	65.4%	57.0%	81.2%	98.5	-2.2%
AHG	666	62.8%	68.0%	81.4%	93.7	-8.6%
SAM	497	68.8%	84.6%	81.1%	77.9	-2.0%

# MOST LIKELY REASONS FOR TURNED DOWN BUSINESS

Reason	Turn Down %
No Response From Client	8.6%
Selected Another Property	7.1%
Function Space Not Available	7.0%
Group Didn't Materialize	5.5%
Sleeping Rooms Unavailable	4.3%

## HIGH VOLUME PROPERTIES WITH HIGH CANCELLATION PERCENTAGES

Property	Number of New Leads	(#) Cancel %	(\$) Cancel %	T3M OCC %	T3M ADR Index	T3M YoY RPI Chg %
AHG	666	1.4%	1.4%	81.4%	93.7	-8.6%
MNH	664	0.9%	0.1%	78.2%	110.4	-7.2%
SAM	497	0.8%	0.2%	81.1%	77.9	-2.0%
OMM	435	1.1%	0.3%	53.0%	112.2	2.6%
NBH	352	2.6%	1.0%	73.1%	105.5	6.2%

## MOST LIKELY REASONS FOR CANCELLED BUSINESS

Reason	Cancellation %
Group Didn't Materialize	14.8%
Meeting Cancelled	13.4%
Cancelled/Postponed	12.7%
Duplicate Lead	12.7%
*NO REASON*	6.3%
Operator Error in Entry	4.9%
No Response From Client	4.2%



# **Q1 2019 CVENT PERFORMANCE**

# CVENT Q1 2019 - YOY 2018/2019

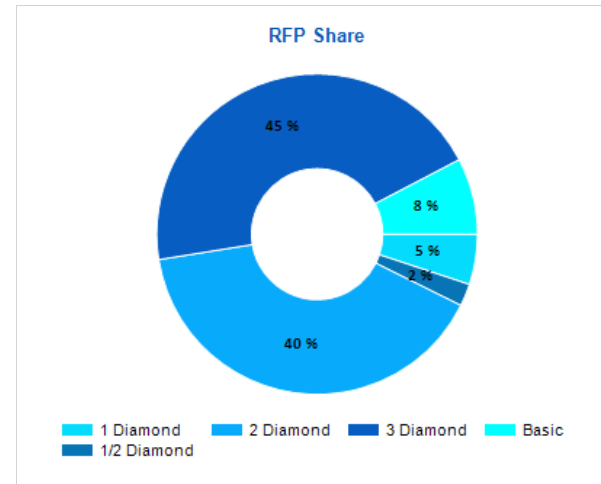
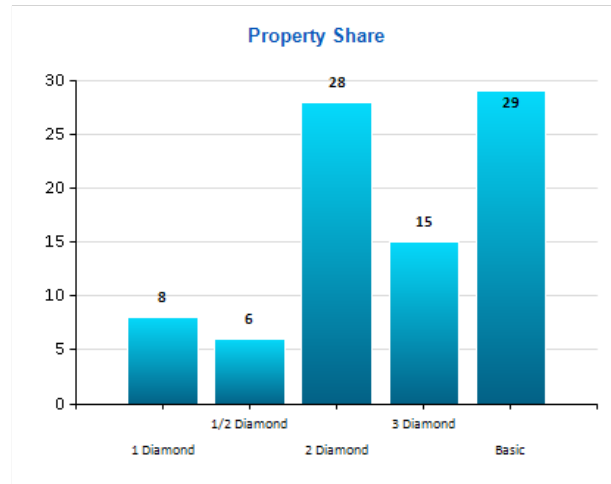


## Custom Venues Performance Report



Time Range	Total RFPs	Unique Room Nights	Unique RFPs	Unique RFP Value	Unique Planner Orgs	Average Total Room Nights	Average Peak Room Nights	Awarded RFPs	Awarded Total Room Nights	Awarded Total Value	Multi Awarded RFPs	Multi Awarded Total Room Nights	Multi Awarded Total Values	Conversion Rate	Award Rate
Jan-2019-Mar-2019	3,995	828,162	3,571	\$316,054,017	702	241	74	273	21,788	\$8,873,216	20	4292	\$2,191,067	12.4%	12.7%
Jan-2018-Mar-2018	3,813	691,965	3,402	\$256,943,877	624	210	67	213	20,920	\$6,907,552	14	2730	\$1,552,149	11.8%	14.3%
% Change YOY	4.8%	19.7%	5.0%	23.0%	12.5%	14.8%	10.4%	28.2%	4.1%	28.5%	42.9%	57.2%	41.2%	5.4%	-10.9%

Current Listing Type	Number of Properties	Total RFPs	Average RFPs Per Property
1 Diamond	8	203	25
1/2 Diamond	6	90	15
2 Diamond	28	1,603	57
3 Diamond	15	1,792	119
Basic	29	307	11
<b>Total</b>	<b>86</b>	<b>3,995</b>	<b>46</b>



Current Listing Type	Awarded RFPs	Multi Awarded RFPs
1 Diamond	6	1
1/2 Diamond	10	1
2 Diamond	119	6
3 Diamond	124	10
Basic	14	2
<b>Total</b>	<b>273</b>	<b>20</b>

# Q1 2019 PERFORMANCE

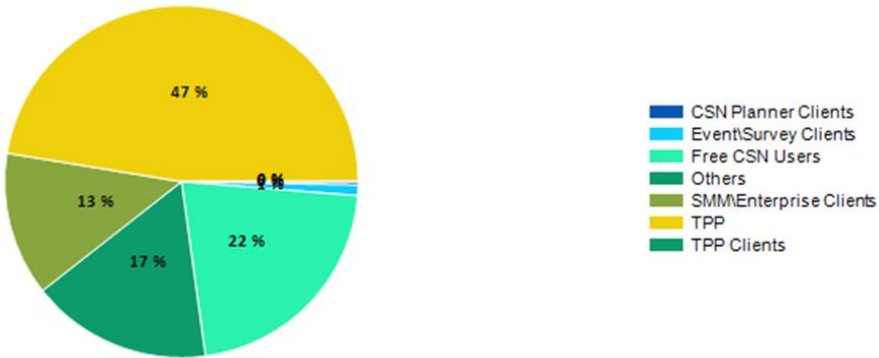
% of Turned Down RFPs

38.5%

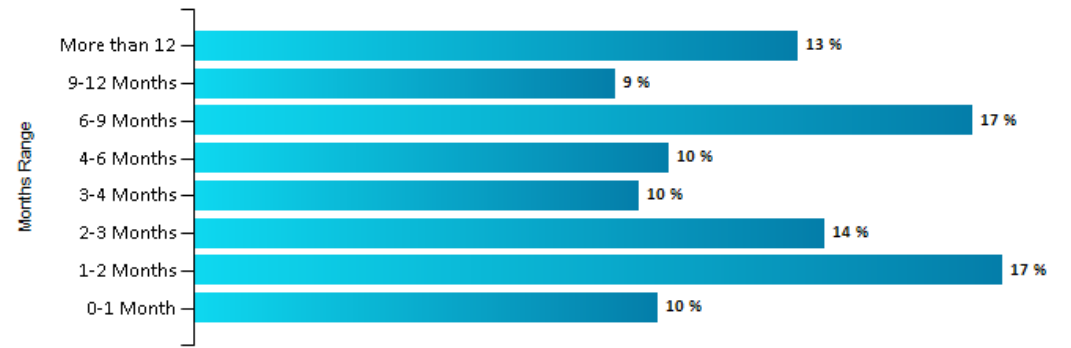
% of Turned Down RFPs where Planner Dates were flexible

29.2%

TPP Vs. Incremental Planner Share



Booking Window - Time Range



Response Rate

98.2%

Avg. Response Time

1 Day(s) 23 Hour(s) 25 Minute(s)

Bid Rate

59.7%

# CVENT 2019 YTD - YOY 2018/2019

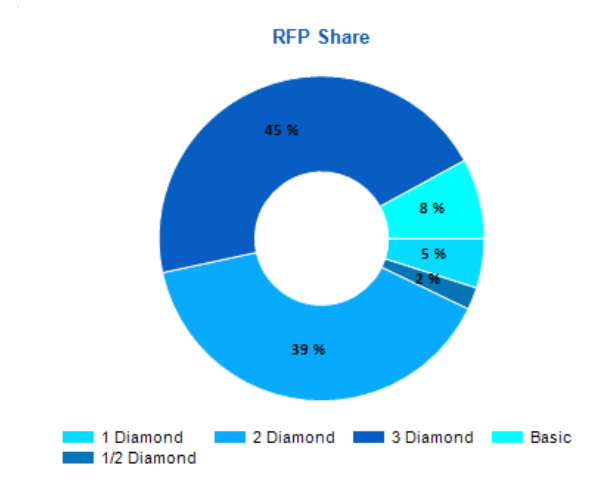
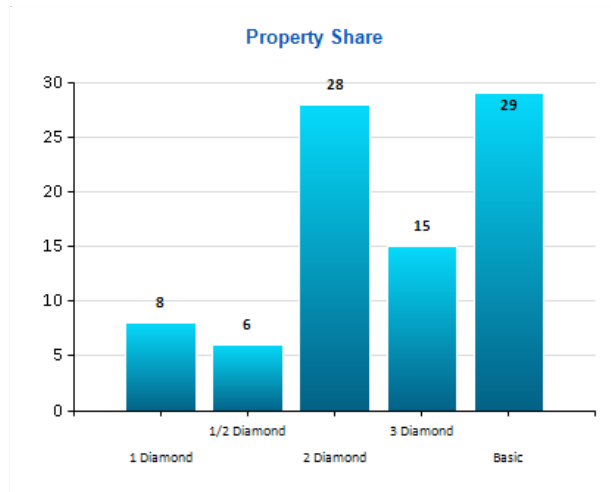


## Custom Venues Performance Report



Time Range	Total RFPs	Unique Room Nights	Unique RFPs	Unique RFP Value	Unique Planner Orgs	Average Total Room Nights	Average Peak Room Nights	Awarded RFPs	Awarded Total Room Nights	Awarded Total Value	Multi Awarded RFPs	Multi Awarded Total Room Nights	Multi Awarded Total Values	Conversion Rate	Award Rate
Jan-2019-Apr-2019	5,327	1,136,057	4,757	\$451,138,512	825	248	74	353	31,762	\$11,853,339	33	5048	\$2,778,147	12.2%	12.4%
Jan-2018-Apr-2018	4,918	928,826	4,373	\$335,831,801	740	216	69	274	26,128	\$8,473,893	19	4214	\$1,960,663	11.6%	12.9%
% Change YOY	8.3%	22.3%	8.8%	34.3%	11.5%	14.8%	7.2%	28.8%	21.6%	39.9%	73.7%	19.8%	41.7%	4.8%	-4.1%

Current Listing Type	Number of Properties	Total RFPs	Average RFPs Per Property
1 Diamond	8	263	33
1/2 Diamond	6	118	20
2 Diamond	28	2,102	75
3 Diamond	15	2,419	161
Basic	29	425	15
<b>Total</b>	<b>86</b>	<b>5,327</b>	<b>62</b>



Current Listing Type	Awarded RFPs	Multi Awarded RFPs
1 Diamond	10	2
1/2 Diamond	10	3
2 Diamond	157	10
3 Diamond	161	12
Basic	15	6
<b>Total</b>	<b>353</b>	<b>33</b>

# 2019 PERFORMANCE

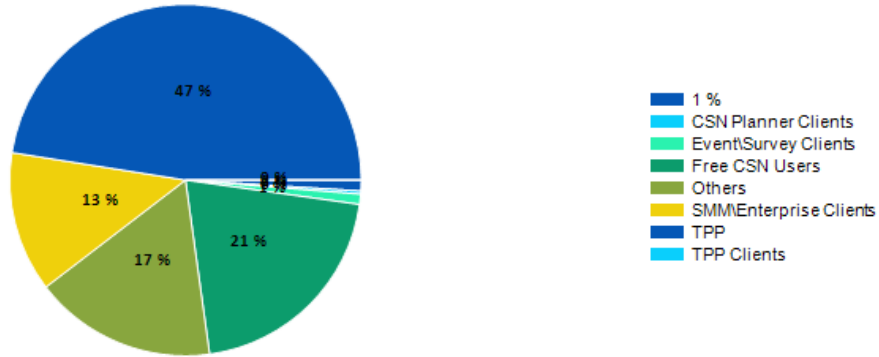
**% of Turned Down RFPs**

**37.8%**

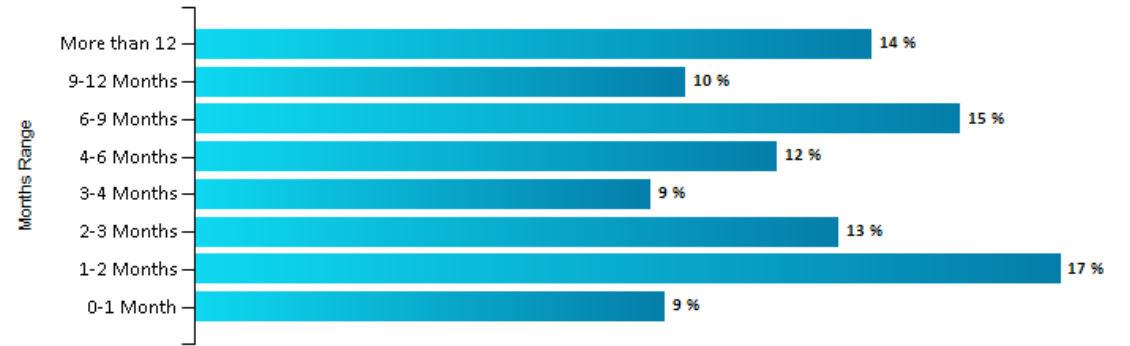
**% of Turned Down RFPs where Planner Dates were flexible**

**30.5%**

TPP Vs. Incremental Planner Share



Booking Window - Time Range



**Response Rate**

**97.8%**

**Avg. Response Time**

**1 Day(s) 21 Hour(s) 2 Minute(s)**

**Bid Rate**

**60.0%**

## CVENT PRODUCTIVITY HIGHLIGHTS

- 16.3% increase YoY in individual room nights sourced to your hotels
- 8.7% increase in UNIQUE RFPS sourced to your portfolio thru April 2019 @ 4,443 RFPS YTD
- 28% increase in Total Group Value Sourced to your hotels at >\$414M in group leads in 2019
- 9% increase in Planner Orgs sourcing to your portfolio – more than 794 planner orgs have found your hotels in 2019
- 20.4% increase in AWARDED Room Nights in 2019 @ ~31,000 this year
- 39% increase in AWARDED Value at >\$11.7M in winnings this year: Hilton Boston Back Bay comes in #1- 4 months into the year at >\$2.6M in awarded value with the Renaissance Palm Springs coming in at #2 with ~\$1.4M in awarded group leads 4 months into the year.

# **Q1 2019 SHOP CALL RESULTS**

# Q1 2019 SHOP CALL RESULTS DETAIL

## Shop Score Detail Comparisons by Skill Sales Person Detail YTD through March, 2019 PHONE Shop Calls

Chad Goodnough		# of Shops	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objections	Attempt to Close	Follow-up	Total Score	Last year Same
2212	Courtyard Newark	1	100%	100%	93%	100%	67%	100%	100%	94%	96%
2213	Courtyard Oakland Airport	1	50%	50%	100%	88%	67%	52%	100%	77%	
2247	Hilton Boston Back Bay	1	100%	100%	120%	81%		80%	123%	95%	65%
2246	Hilton Costa Mesa	1	50%	40%	60%	40%		80%	69%	60%	66%
2295	Marriott DFW Airport	1	100%	100%	100%	23%	7%	40%	54%	43%	79%
2270	Renaissance Palm Springs Hotel	1	0%	0%	7%	0%		0%	0%	1%	83%
2275	Residence Inn Newark	1	100%	100%	127%	104%		80%	100%	100%	84%
<b>Region Totals</b>		7	71%	63%	87%	62%	45%	62%	82%	68%	75%
Kristi Pearce		# of Shops	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objections	Attempt to Close	Follow-up	Total Score	Last year Same
2203	Courtyard Columbus	1	100%	67%	40%	28%	53%	68%	69%	51%	
2280	Crowne Plaza Annapolis	1	100%	100%	87%	69%		72%	83%	76%	71%
2229	Fairfield Inn & Suites Kennesaw	1	100%	100%	27%	50%		40%	58%	45%	
2281	Hampton Inn Columbus Easton	1	0%	100%	107%	104%	73%	80%	100%	93%	84%
2242	Hampton Inn Lawrenceville	1	100%	100%	113%	100%		80%	123%	100%	94%
2289	Hampton Inn Pittsburgh Waterfront	1	0%	50%	13%	12%	33%	52%	100%	39%	
2250	Hilton Garden Inn BWI Airport	1	0%	75%	54%	76%		32%	22%	51%	62%
2252	Hilton Garden Inn Virginia Beach	1	0%	50%	67%	58%	20%	36%	100%	53%	70%
<b>Region Totals</b>		8	50%	76%	64%	61%	45%	58%	85%	63%	76%
Kevin Ruhman		# of Shops	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objections	Attempt to Close	Follow-up	Total Score	Last year Same
2293	Bardessono Hotel and Spa	1	100%	100%	47%	46%	80%	80%	100%	69%	65%
2201	Churchill Hotel Washington DC	1	100%	100%	87%	64%	100%	80%	77%	80%	51%
2214	Historic Inns of Annapolis	1	50%	50%	73%	72%	20%	40%	115%	61%	43%
2260	Lakeway Resort Austin	1	0%	100%	77%	46%	73%	32%	85%	58%	33%
2285	Le Pavilion New Orleans	1	0%	80%	92%	73%	53%	52%	108%	72%	31%
2267	Melrose Hotel Washington DC	1	100%	100%	67%	46%	93%	36%	54%	56%	67%
2241	One Ocean Resort Hotel and Spa	1	100%	67%	120%	100%	92%	80%	115%	98%	63%
2269	Pier House Key West	1	0%	33%	13%	8%	25%	12%	8%	13%	59%
2236	Silversmith Hotel and Suites Chicago	1	50%	50%	113%	67%	100%	92%	100%	89%	76%
2221	World Quest Orlando Resort	1	100%	67%	67%	100%	67%	20%	67%	62%	58%
<b>Region Totals</b>		10	60%	72%	75%	62%	70%	52%	83%	66%	52%
Loretta Macke		# of Shops	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objections	Attempt to Close	Follow-up	Total Score	Last year Same
2256	Hilton Santa Fe	1	100%	100%	73%	57%	80%	80%	123%	80%	61%
2258	Hyatt Regency Long Island	1	100%	100%	80%	27%	73%	48%	92%	58%	46%
2294	Indigo Atlanta Midtown	1	0%	25%	53%	20%		8%	30%	24%	35%
2297	La Posada De Santa Fe	1	0%	25%	47%	52%	13%	32%	54%	39%	
2279	Sheraton Anchorage	1	100%	67%	80%	52%	8%	32%	75%	49%	
2282	Sheraton Ann Arbor	1	0%	40%	40%	0%	0%	28%	8%	17%	49%
2243	Sheraton Bucks County	1	100%	67%	120%	104%	67%	40%	69%	79%	44%
2268	Sheraton Indianapolis City Center	1	0%	50%	60%	68%	33%	40%	69%	54%	66%
2208	Sheraton Minneapolis West	1	0%	25%	80%	88%	50%	32%	20%	56%	60%
2240	Sheraton San Diego Mission Valley	1	100%	100%	87%	68%	67%	80%	92%	78%	53%
2223	Westin Princeton	1	50%	80%	108%	88%	93%	80%	123%	94%	54%
<b>Region Totals</b>		11	50%	55%	75%	57%	50%	45%	70%	58%	54%



# Q1 2019 SHOP CALL RESULTS DETAIL

Paula Zeller		# of Shops	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objections	Attempt to Close	Follow-up	Total Score	Last year Same
2211	Marriott Beverly Hills	1	100%	100%	80%	54%	33%	72%	100%	67%	51%
2220	Marriott Dallas Market Suites	1	100%	100%	127%	100%	100%	60%	115%	94%	68%
2261	Marriott Durham	1	100%	100%	113%	100%	80%	100%	100%	99%	92%
2262	Marriott Fremont	1	50%	100%	120%	88%	100%	100%	100%	100%	42%
2263	Marriott Memphis East	1	0%	50%	53%	14%		32%	69%	38%	49%
2264	Marriott Omaha	1	100%	100%	40%	64%	0%	32%	75%	47%	52%
2266	Marriott Sugar Land	1	0%	60%	73%	56%	80%	80%	92%	73%	56%
<b>Region Totals</b>		7	64%	82%	85%	69%	68%	68%	93%	75%	57%
Shawn Anderson		# of Shops	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objections	Attempt to Close	Follow-up	Total Score	Last year Same
2248	Hilton Fort Worth	1	100%	100%	60%	81%	56%	32%	77%	60%	86%
2210	Hilton Houston NASA	1	100%	100%	67%	52%	80%	80%	123%	78%	74%
2253	Hilton Marietta Conference Center	1	100%	100%	53%	12%	50%	32%	123%	47%	61%
2254	Hilton Minneapolis St. Paul Airport	1	100%	100%	47%	12%	0%	32%	69%	31%	72%
2255	Hilton Parsippany	1	0%	100%	47%	13%	7%	40%	100%	40%	77%
2207	Hilton St. Petersburg	1	0%	100%	85%	92%	67%	80%	92%	84%	30%
2257	Hilton Tampa Westshore	1	50%	100%	80%	84%	47%	40%	85%	67%	83%
<b>Region Totals</b>		7	64%	100%	62%	49%	44%	48%	96%	58%	71%
Tara Jordan		# of Shops	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objections	Attempt to Close	Follow-up	Total Score	Last year Same
2202	Courtyard Bloomington	1	0%	67%	93%	96%	50%	28%	80%	67%	54%
2283	Courtyard Boston - Bedford Billerica	1	0%	100%	127%	104%	100%	100%	92%	104%	97%
2206	Courtyard Louisville	1	50%	50%	40%	5%		28%	10%	23%	84%
2217	Courtyard Savannah	1	100%	100%	100%	88%		80%	100%	90%	90%
2291	Courtyard Wichita Old Town	1	100%	100%	73%	81%		80%	125%	87%	
2245	Residence Inn Lake Buena Vista	1	100%	67%	47%	72%	13%	40%	77%	51%	47%
2277	Residence Inn Phoenix Airport	1	100%	100%	67%	85%	13%	92%	100%	75%	70%
<b>Region Totals</b>		7	64%	82%	78%	79%	44%	64%	86%	72%	75%
Nickole Valdov		# of Shops	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objections	Attempt to Close	Follow-up	Total Score	Last year Same
2215	Embassy Suites Austin	1	100%	100%	80%	5%	27%	52%	62%	44%	57%
2219	Embassy Suites Dallas Galleria	1	100%	100%	33%	12%		52%	83%	42%	63%
2222	Embassy Suites Dulles	1	100%	100%	87%	105%	83%	52%	75%	80%	58%
2224	Embassy Suites Flagstaff	1	0%	50%	53%	72%		28%	62%	52%	72%
2225	Embassy Suites Houston Galleria	1	50%	100%	47%	78%	20%	52%	100%	61%	41%
2209	Embassy Suites Las Vegas	1	50%	100%	27%	13%	60%	52%	92%	47%	68%
2226	Embassy Suites Philadelphia Airport	1	100%	67%	107%	85%	60%	52%	123%	80%	88%
2228	Embassy Suites Walnut Creek	1	0%	50%	120%	100%	100%	100%	100%	101%	81%
2205	Embassy Suites West Palm Beach	1	0%	50%	127%	100%	87%	80%	100%	95%	90%
2292	Hilton Garden Inn Wisconsin	1	100%	100%	27%	10%	58%	32%	22%	30%	69%
<b>Region Totals</b>		10	60%	77%	71%	60%	58%	55%	84%	64%	69%
<b>Remington Hotels Average</b>		67	60%	74%	74%	62%	55%	56%	84%	65%	65%

# Q1 2019 SHOP CALL REGIONAL RESULTS

Shop Score Detail Comparisons by Skill Regional through Q1 2019									
VP of Sales	# of Shops	Reach factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objections	Attempt to Close	Follow-up	Total Score
Chad Goodnough	7	71%	63%	87%	62%	45%	62%	82%	68%
Kristi Pearce	8	50%	76%	64%	61%	45%	58%	85%	63%
Kevin Ruhman	10	60%	72%	75%	62%	70%	52%	83%	66%
Loretta Macke	11	50%	55%	75%	57%	50%	45%	70%	58%
Paula Zeller	7	64%	82%	85%	69%	68%	68%	93%	75%
Shawn Anderson	7	64%	100%	62%	49%	44%	48%	96%	58%
Tara Jordan	7	64%	82%	78%	79%	44%	64%	86%	72%
Nickole Valdov	10	60%	77%	71%	60%	58%	55%	84%	64%
Remington Hotels Average	67	60%	74%	74%	62%	55%	56%	84%	65%

# **Q1 2019 SALES BONUS**

# Q1 2019 SALES BONUS SUMMARY

## Quarterly Summary 2019Q1

	Directors of Sales												
	Goal Totals	Actual Totals	Credit Memo Totals	Adjustment Totals	% to Goal	# of Eligible Employees (Bookings)	% of Eligible Employees (Bookings)	# of Eligible Employees (RPI)	% of Eligible Employees (RPI)	# of Eligible Employees (Total)	% of Eligible Employees (Total)	Average Payout	Total Bonus Paid
<b>CY</b>	\$88,307,667	\$82,310,971	\$213,297	\$0	93.5%	28	48.3%	26	44.8%	39	67.2%	\$4,170	\$162,630
<b>LY</b>	\$86,441,694	\$79,411,442	\$601,368	\$0	92.6%	16	28.1%	30	52.6%	31	54.4%	\$4,060	\$125,872
<b>% Chg.</b>	2.2%	3.7%	-64.5%	0.0%	0.9%	75.0%	71.8%	-13.3%	-14.8%	25.8%	23.6%	2.7%	29.2%

	Sales Managers											
	Goal Totals	Actual Totals	Credit Memo Totals	Adjustment Totals	% to Goal	# of Eligible Employees (QTD)	% of Eligible Employees (QTD)	# of Eligible Employees (BONUS+)	% of Eligible Employees (BONUS+)	Avg. Current Bonus	Cumulative Deferred B+	Bonus Paid (excl B+)
<b>CY</b>	\$57,828,745	\$56,632,571	-\$5,827	-\$37,804	97.9%	81	62.8%	7	5.4%	\$4,027	\$7,500	\$326,190
<b>LY</b>	\$51,622,033	\$51,860,254	\$342,371	-\$42,104	101.0%	73	63.5%	11	9.6%	\$4,137	\$10,500	\$301,998
<b>% Chg.</b>	12.0%	9.2%	-101.7%	-10.2%	-3.1%	11.0%	-1.1%	-36.4%	-43.5%	-2.7%	-28.6%	8.0%

\*CY Deferred Bonus Includes Bonus Plus Deferrals. LY Does Not.

	RASH RPI (YTD)	
	Variance To Goal	Variance to Last Year
<b>CY</b>	-3.4%	-0.2%
<b>LY</b>	-5.2%	-0.2%
<b>Chg.</b>	1.8%	0.0%

\*Excludes JRI

	VP/DOS & Area Sales Managers			
	# of Eligible Employees	% of Eligible Employees	Average Payout	Total Bonus Paid
<b>CY</b>	4	57.1%	\$1,889	\$7,555
<b>LY</b>	9	81.8%	\$2,328	\$20,955
<b>% Chg.</b>	-55.6%	-30.1%	-18.9%	-63.9%

	Booked Breakdown by Segment			
	Group	IBT	Catering	Total
<b>CY</b>	\$35,866,374	\$32,339,500	\$21,504,389	\$89,710,263
<b>% to Goal</b>	86.8%	95.4%	100.0%	92.7%
<b>LY</b>	\$33,539,932	\$31,212,724	\$17,775,611	\$82,528,267
<b>% to Goal</b>	86.0%	93.0%	97.3%	90.9%
<b>% Chg.</b>	6.9%	3.6%	21.0%	8.7%

	Consumed Breakdown by Segment			
	Group	IBT	Catering	Total
<b>CY</b>	\$35,403,557	\$32,339,500	\$19,579,592	\$87,322,649
<b>LY</b>	\$36,032,092	\$31,212,724	\$19,189,453	\$86,434,270
<b>% Chg.</b>	-1.7%	3.6%	2.0%	1.0%

## Q1 2019 SALES BONUS QUALIFICATION STATISTICS

- 32% of people who made bonus achieved all 3 months. 84% achieved at least 2 months.
- 93% of people who achieved at least 2 months qualified for bonus.
- 16% of people who only achieved 1 month qualified for bonus.
- Of the above 16%, 77% qualified by achieving the last month only (~12% of total).

### **Additional Notes at 80% achievement:**

- 62% of people who made bonus achieved > 80% all 3 months. 95% achieved > 80% at least 2 months.
- 84% of people who achieved > 80% at least 2 months qualified for bonus.

# PROGRAM UPDATES

## 12 WAVES TOTAL WAVES 1-4 COMPLETE

See Michael Cole's email subject **Delphi Conversion PLEASE READ!**

Prior to conversion please insure that all merge documents you do not use are deleted out of the system. Please insure that all your meeting space is loaded into your current Delphi and has the current/correct names, sizes etc..... We are only pulling five years' worth of data so if you want any additional information please start printing it off now.

During the migration there is a period of up to 10 days where you will be "dark" with Delphi. By "dark" that means you will still have access to your current Delphi (Delphi 2013) but you will have to record everything you do in Delphi as you will have to replicate it again in the new Delphi.FDC once it is up and running.

Delphi will still have full functionality i.e. BEO's, Banquet Checks, RFP inbox, Meeting Broker, Merge Documents, etc.... but once Amadeus does their data extract we go to manual recording as they will not do a second.

You will need to download all the merge documents you want to recreate in FDC (leave them in word so that you do not have to retype the entire document) and have them ready for the training so you can recreate and upload them in the new platform.

There will be on site training provided by an Amadeus instructor at your hotel (or the assigned Remington hotel in your area). During the days of training you will be working in the new Delphi.FDC org and training live. Laptop computers will be provided for the training. There is only one class at a time so you will rotate your teams in and out of training so they still have time to record the backlog, answer calls and e-mails, etc...



## 72 ENROLLED REMINGTON PROPERTIES

For over a decade, ZoomInfo has helped companies achieve their most important objective: profitable growth. Backed by the world's most comprehensive B2B database, their platform puts sales and marketing professionals in position to identify, connect, and engage with qualified prospects.



### Identify qualified accounts & contacts

Quickly build targeted lists of accounts and contacts based on firmographic, demographic & technographic attributes



### Connect to your Total Addressable Market

Get continuously verified contact information- like direct dial phone numbers & emails addresses - essential to driving ROI



### Personalize your campaigns

Access full background information on contacts, enabling relevant conversations with qualified prospects





## 44 ENROLLED REMINGTON PROPERTIES

Sertifi is the leader in Frictionless Business, with innovative solutions for modernizing the last mile of the sales process. Sertifi offers the fastest and most secure way to close business, from eSignatures to online payment capture. Thousands of companies around the world trust Sertifi to close more deals faster, recognize revenue quickly, enhance security and compliance, and go completely paperless.

### **SERTIFI FOR SALESFORCE BENEFITS**

- Get Contracts Signed 90% Faster
- Automate Business Processes
- Get Paid Faster
- Recognize Revenue Faster
- Enhance PCI Compliance
- Increase Close Rates
- Improve Worker Productivity
- Go Paperless & Impress Customers with a Digital Experience

# **2019 SALES CALENDAR**

# 2019 TRAINING CALENDAR

Month	Training Topic	Dates	Location / Leader
<b>MAY</b>	2019Q1 DOSM Update Training Webinar	5/10 5/13	<b>Conference Call-Gerhart/SVPs/DVPs</b> <b>Conference Call- Michael Cole/SVPs/DVPs</b>
<b>JUNE</b>	Training Webinar Pinnacle 2 – IBT	6/17 6/18 – 6/20	<b>Conference Call- Michael Cole/SVPs/DVPs</b> <b>TBD</b>
<b>JULY</b>	Training Webinar	7/22	<b>Conference Call- Michael Cole/SVPs/DVPs</b>
<b>AUGUST</b>	2019Q2 DOSM Update Training Webinar DOS Leadership Training	8/2 8/19 8/20 – 8/22	<b>Conference Call-Gerhart/SVPs/DVPs</b> <b>Conference Call- Michael Cole/SVPs/DVPs</b> <b>TBD</b>
<b>SEPTEMBER</b>	Training Webinar Pinnacle 1 Training	9/9 9/17 – 9/19	<b>Conference Call- Michael Cole/SVPs/DVPs</b> <b>TBD</b>
<b>OCTOBER</b>	Training Webinar 2019Q3 DOSM Update	10/14 10/25	<b>Conference Call- Michael Cole/SVPs/DVPs</b> <b>Conference Call-Gerhart/SVPs/DVPs</b>
<b>NOVEMBER</b>	Pinnacle Incentive Trip Training Webinar	TBD 11/11	<b>TBD</b> <b>Conference Call- Michael Cole/SVPs/DVPs</b>
<b>DECEMBER</b>	Training Webinar	12/5	<b>Conference Call- Michael Cole/SVPs/DVPs</b>

# **2019 SALES COUNCIL**

## 2019 SALES COUNCIL

	<b>First</b>	<b>Last</b>	<b>Position</b>	<b>Property</b>
<b>1</b>	Kris	Frazee	Director of Sales	Boston Courtyard
<b>2</b>	Charlotte	Gallagher	Group Sales Manager	Jacksonville One Ocean
<b>3</b>	Brielle	DeLuca	Corporate Group Sales Manager	Long Island Hyatt
<b>4</b>	Gail	Melancon	Corporate Group Sales Manager	Hilton NASA Clear Lake
<b>5</b>	Monica	Lopez	Complex Director of Sales	Newark Courtyard/Residence Inn
<b>6</b>	John	Hansen	Group Sales Manager	Palm Springs Renaissance
<b>7</b>	Gene	Schroeder	Senior Sales Manager	St. Petersburg Hilton
<b>8</b>	Teresa	Wasson	Director of Sales	Anchorage Sheraton
<b>9</b>	Lisa	Crowell	Director of Sales	Austin Lakeway Resort & Spa
<b>10</b>	Ashley	Gehringer	Group Sales Manager	Durham Marriott - RTP
<b>11</b>	Joe	Watson	IBT Sales Manager	Indianapolis Sheraton City Centre
<b>12</b>	Klara	Goldstein	Group Sales Manager	West Palm Beach Embassy Suites
<b>13</b>	Danielle	Seaman	Group Sales Manager	Philadelphia Embassy Suites
<b>14</b>	Bonnie	Taylor	Director of Sales	Tampa Westshore Hilton
<b>15</b>	Jovana	Johnson	Director of Sales	Wichita Courtyard at Old Town

# **SALES ORGANIZATION**

# PROMOTIONS, NEW HIRES, AND OPEN POSITIONS

## Returning Engagement

- Mike Edwards – Santa Fe Hilton

## Promotion

- Jaime Jones – Annapolis Crowne Plaza

## New Hires

- Brianna Williams – Louisville Courtyard
- Akbar Solanki – Lake Buena Vista Residence Inn
- Laura Daywalt – Evansville Hampton Inn & Residence Inn
- Michelle Bourque – Omaha Marriott

## Open Positions

# PINNACLE QUALIFICATION



# 2019 PINNACLE CRITERIA

2019 PINNACLE CRITERIA		
POSITIONS	PLAN YEAR	PINNACLE
Director of Sales	10/1/2018 to 9/30/2019	1. Top 5 DOS qualify
Director of Marketing		2. Must achieve min 100% of team booking goal
Multi-Property DOS		3. Must have positive RPI YOY for TTM
		4. Must be employed by October 1, 2018
Assistant DOS	10/1/2018 to 9/30/2019	1. Top 25 ADOS & Sales Managers qualify for trip
		2. Must achieve min 100% of individual booking goal
		3. Must be employed by October 1, 2018
Sales Manager	10/1/2018 to 9/30/2019	1. Top 25 ADOS & Sales Managers qualify for trip
Multi-Property Sales Manager		2. Must achieve min 100% of individual booking goal
		3. Must be employed by October 1, 2018
Area Sales Manager	10/1/2018 to 9/30/2019	1. Top 25 ADOS & Sales Managers qualify for trip
		2. Must achieve min 100% of individual booking goal
		3. Must be employed by October 1, 2018
Director of Catering	1/1/2019 to 9/30/2019	1. Top DOC & Top 4 Catering Sales Managers qualify
Catering Sales Managers		2. Top achieving booking performance (% to goal)
		3. Must be employed by January 1, 2019

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*Thank You*

