



RH

remington

**Q3 2019 DOSM
CONFERENCE CALL**

FRIDAY, NOVEMBER 8, 2019



Friday, November 8, 2019

Q3 2019 Performance Metrics

Q3 2019 Bonus Summary

2019 Sales Council Presentation

Sales Organization Updates

Q3 2019 PERFORMANCE METRICS

SEPTEMBER 2019 BOOKING PERFORMANCE

- **Group Bookings**

- 83.9% - Month
- 84.7% - September YTD

- **IBT**

- 89.4% - Month
- 92.8% - September YTD

- **Catering**

- 90.3% - Month
- 94.5% - September YTD

- **Overall**

- 87.3% - Month
- 89.8% - September YTD

September Group Bookings

- **Top 10 Properties - 121% +**

- ALR-FLA-FWW-INC-ITM-MEM-OCY-PHA-STA-SLP

- **Bottom 10 Properties - 41% -**

- ANC-ANN-ASH-CCI-DES-DMS-HES-MIN-SCH-SND

- **Top 10 Properties - YTD 105% +**

- ALR-BVH-CLK-MEM-NCY-OCY-PHA-PHI-PRI-YVI

- **Bottom 10 Properties - YTD 56% -**

- ASH-ATI-DES-DUL-CBI-CCI-CSS-MIN-NRI-SCH

OCTOBER 2019 BOOKING PERFORMANCE

Group	Oct-19				
	Goal	Actual	% to Goal	STLY	STLY % To Goal
Room Nights	84,447	67,137	79.5%	71,887	79.3%
ADR	\$ 170.10	\$ 164.71	96.8%	\$ 158.57	97.6%
Revenue	\$ 14,364,429	\$ 11,058,294	77.0%	\$ 11,313,186	77.4%
IBT					
Room Nights	85,005	80,339	94.5%	80,616	96.5%
ADR	\$ 162.44	\$ 163.24	100.5%	\$ 155.78	98.6%
Revenue	\$ 13,808,231	\$ 13,114,286	95.0%	\$ 12,558,448	95.2%
Combined					
Room Nights	169,452	147,476	87.0%	152,503	87.9%
ADR	\$ 166.26	\$ 163.91	98.6%	\$ 156.53	99.6%
Revenue	\$ 28,172,660	\$ 24,172,580	85.8%	\$ 23,871,634	85.9%
Catering					
	\$ 7,363,080	\$ 6,578,355	89.3%	\$ 6,453,556	96.7%
YTD					
Group YTD	Goal	Actual	% to Goal	STLY	STLY % to Goal
Room Nights	828,451	705,780	85.2%	713,437	82.8%
ADR	\$ 167.99	\$ 165.37	98.4%	\$ 162.09	99.4%
Revenue	\$ 139,172,486	\$ 116,718,243	83.9%	\$ 115,639,099	82.2%
IBT YTD					
Room Nights	773,041	726,135	93.9%	712,820	93.0%
ADR	\$ 160.27	\$ 158.75	99.1%	\$ 154.88	97.9%
Revenue	\$ 123,892,642	\$ 115,275,809	93.0%	\$ 110,404,693	91.0%
Combined YTD					
Room Nights	1,601,492	1,431,915	89.4%	1,426,257	87.6%
ADR	\$ 164.26	\$ 162.02	98.6%	\$ 158.49	98.6%
Revenue	\$ 263,065,128	\$ 231,994,052	88.2%	\$ 226,043,792	90.0%
Catering YTD					
	\$ 72,335,109	\$ 67,949,299	93.9%	\$ 61,092,061	92.9%

GROUP PACE DETAILS FOR THE CURRENT YEAR - AS OF OCT 31, 2019

Group Pace Details for the Current Year - as of October 31, 2019							
Definite Revenues Only (x1000) - Change from Same Time Last Year							
63 Remington Managed Properties Included							
Name		Q1	Q2	Q3	Q4	Total	MoM Change
Chad Goodnough	(Marriott + CMH)	-245	-9	92	-1,316	-1,479	-159
Paula Zeller	(FS Marriott)	470	41	532	21	1,063	86
Tara Jordan	(SS Marriott)	-225	40	138	-186	-232	-322
Loretta Macke	(Starwood+Hyatt)	-685	-143	601	542	316	514
Shawn Anderson	(FS Hilton+HGI)	-439	-498	504	-192	-624	-135
Kristi Pearce	(SS Hilton)	-50	-78	2	-93	-220	-72
Nickole Valdov	(Embassy)	-112	10	-877	-345	-1,324	84
Jay Hubbs	(Indep/Luxury)	-11	-925	622	108	-206	183
Total Portfolio		-1,297	-1,561	1,613	-1,461	-2,706	180
Definite Rev. On Books % Change YoY		-3.7%	-3.7%	5.0%	-5.3%	-2.0%	0.2%
September 30, 2019 Report		-2.7%	-3.9%	4.4%	-7.5%	-2.2%	

GROUP PACE DETAILS FOR THE YEAR 2020 - AS OF OCT 31, 2019

Group Pace Details for the Year 2020 - as of October 31, 2019

Definite Revenues (x1000) - Change from Same Time Last Year

63 Remington Managed Properties Included

Name		Q1	Q2	Q3	Q4	Total	MoMChang
Chad Goodnough	(Marriott + CMH)	398	501	-1,010	155	44	152
Paula Zeller	(FS Marriott)	-90	-75	-121	136	-151	-49
Tara Jordan	(SS Marriott)	-74	-210	-145	-113	-542	3
Loretta Macke	(Starwood+Hyatt)	397	-648	-282	249	-283	900
Shawn Anderson	(FS Hilton+HGI)	504	505	87	-317	779	-368
Kristi Pearce	(SS Hilton)	24	-15	-11	-1	-3	-65
Nickole Valdov	(Embassy)	-17	51	-235	26	-175	55
Jay Hubbs	(Indep/Luxury)	283	-92	108	53	353	390
Total Portfolio		1,425	17	-1,608	187	21	1,019
Definite Rev. On Books % Change YoY		8.2%	0.1%	-14.0%	2.5%	0.0%	2.0%
September 30, 2019 Report		8.8%	2.4%	-22.0%	-5.0%	-2.0%	

Where passionate people
thrive

CROSSOVER



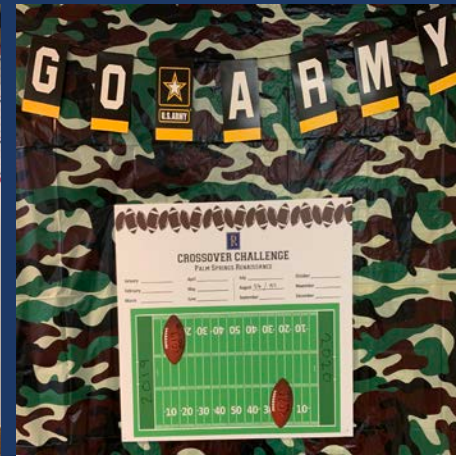
Hilton Costa Mesa



Annapolis Historic Inns



Princeton Westin



Palm Springs Renaissance



Santa Fe Hilton



Virginia Beach HGI



Boston Courtyard



Parsippany



La Posada Santa Fe



Philadelphia Embassy Suites

Q3 2019 LEAD CONVERSION

Q3 2019 LEAD FINDER

Property
DVP Sales
Owner / Type
Brand
System
Year
Period

of Leads

16,668

Def Conv % (REV)

11.3%

Room Nights

1.6M

TD % (REV)

51.7%

Revenue

\$178.6M

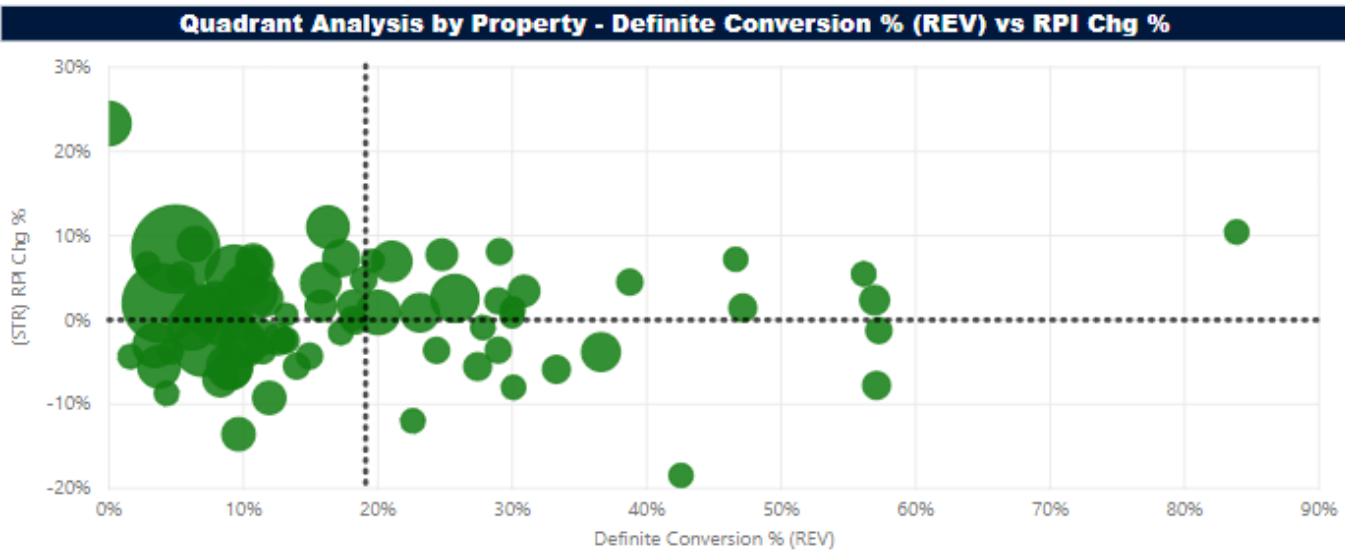
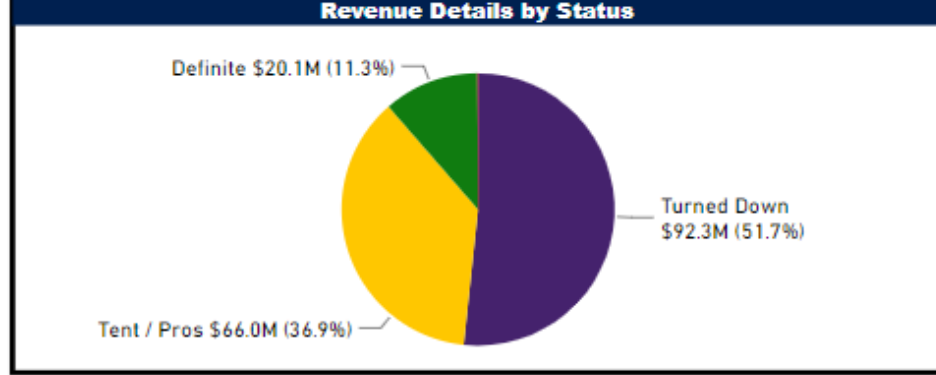
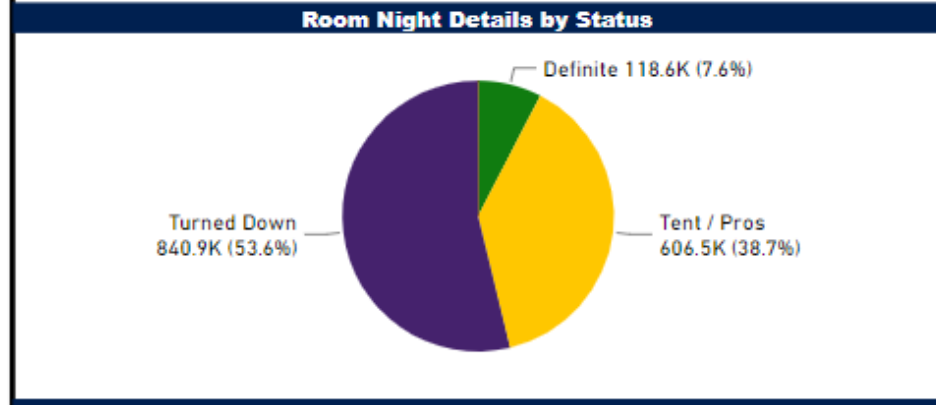
Canc. % (REV)

0.1%

Definite Conversion % (REV) by DVP

Owner / Type	Definite Conversion % (REV)
Kristi Pearce	23.4%
Jay Hubbs	20.2%
Nickole Valdov	14.0%
Paula Zeller	13.1%
Shawn Anderson	11.9%
Loretta Macke	10.8%
Tara Jordan	9.4%
Chad Goodnough	6.0%

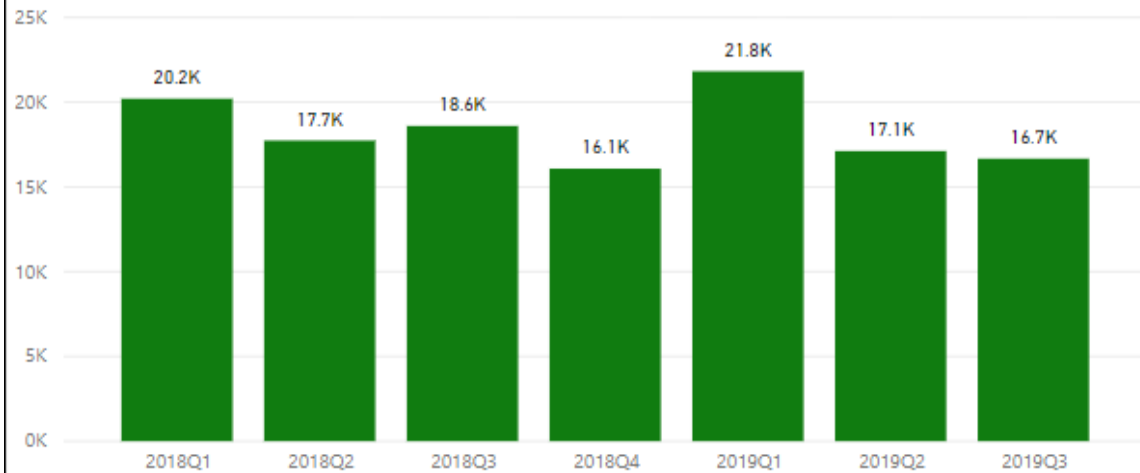
Status	# of Leads	%	Room Nights	%	Revenue	%
Definite	4,605	27.6%	119K	7.6%	\$20,103K	11.3%
Tent / Pros	4,520	27.1%	606K	38.7%	\$65,955K	36.9%
Turned Down	7,464	44.8%	841K	53.6%	\$92,278K	51.7%
Cancelled	79	0.5%	1K	0.1%	\$224K	0.1%
Total	16,668	100.0%	1567K	100.0%	\$178,559K	100.0%



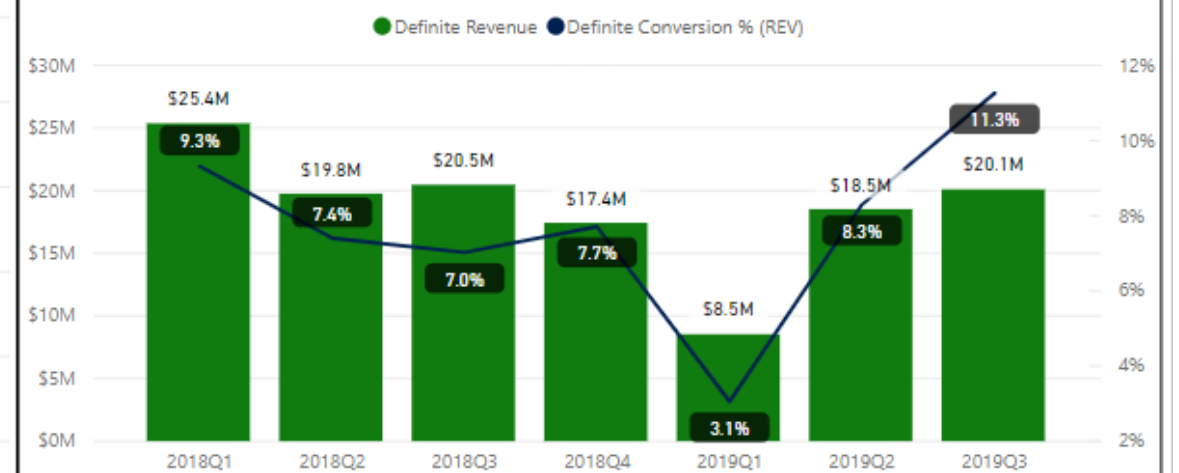
Q3 2019 LEAD FINDER TRENDS

Property
DVP Sales
Owner / Type
Brand
System
Year
Period

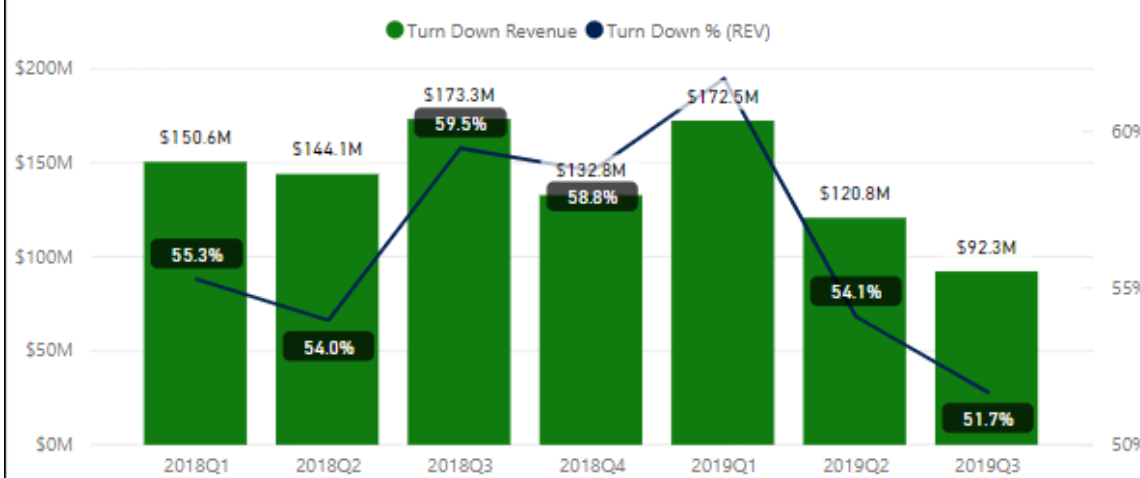
Number of New Leads by Period



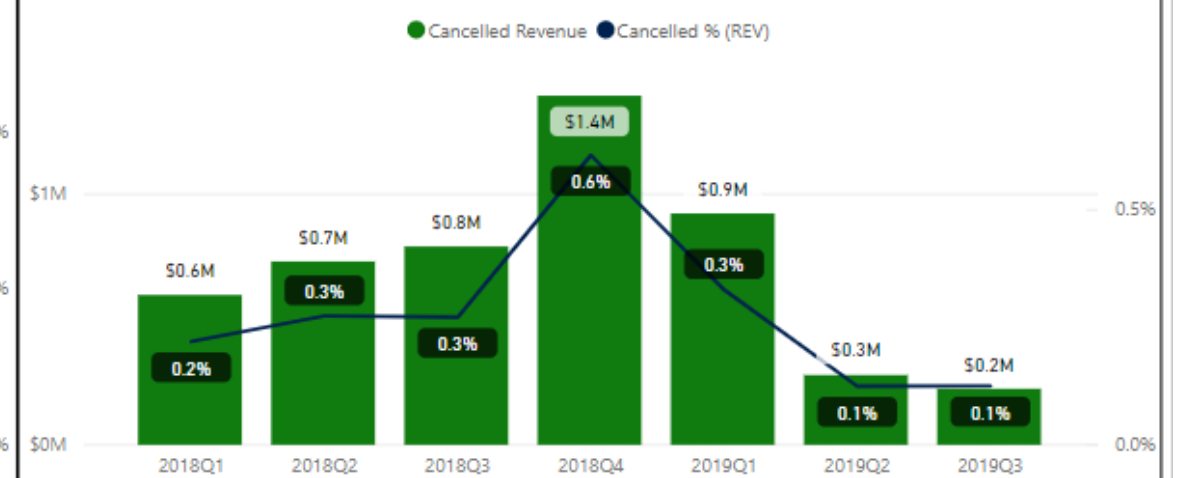
Definite Revenue and Definite Revenue Conversion % by Period



Turn Down Revenue and Turn Down Revenue % by Period

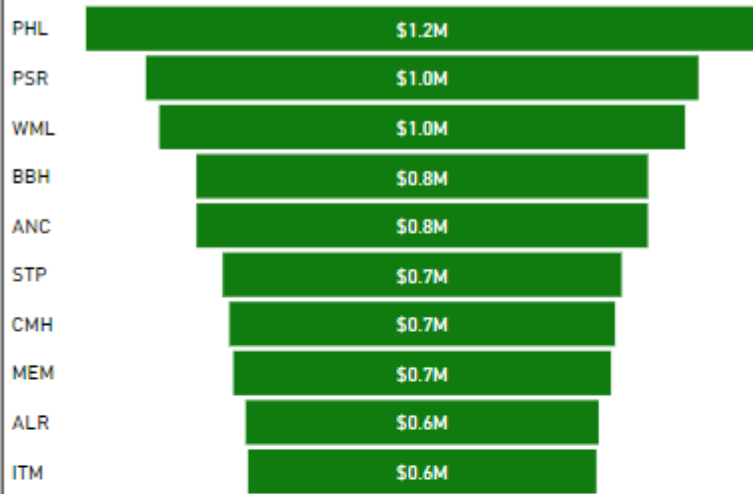


Cancelled Revenue and Cancelled Revenue % by Period

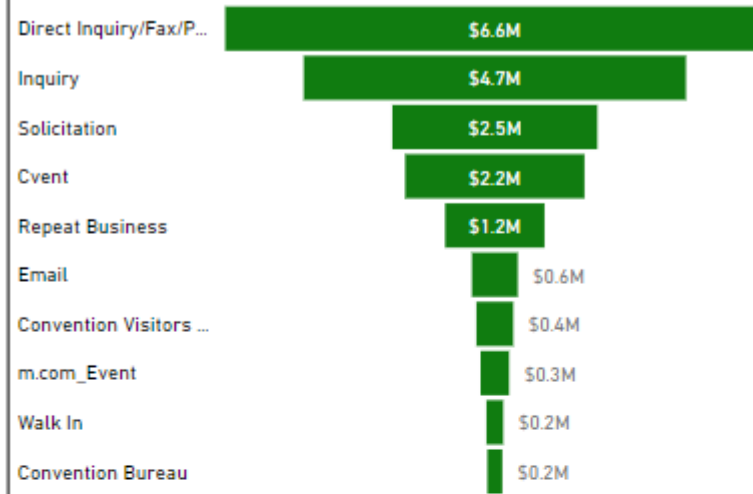


DEFINITE CONVERSION PERCENTAGE

Properties with Highest Definite Revenue



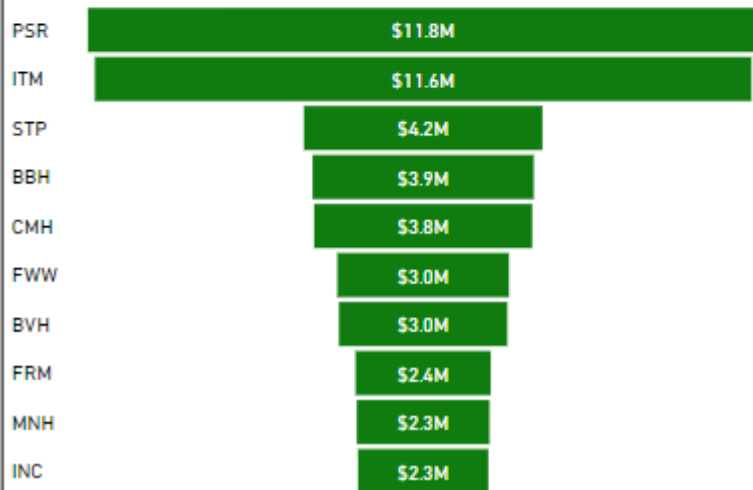
Sources with Highest Definite Revenue



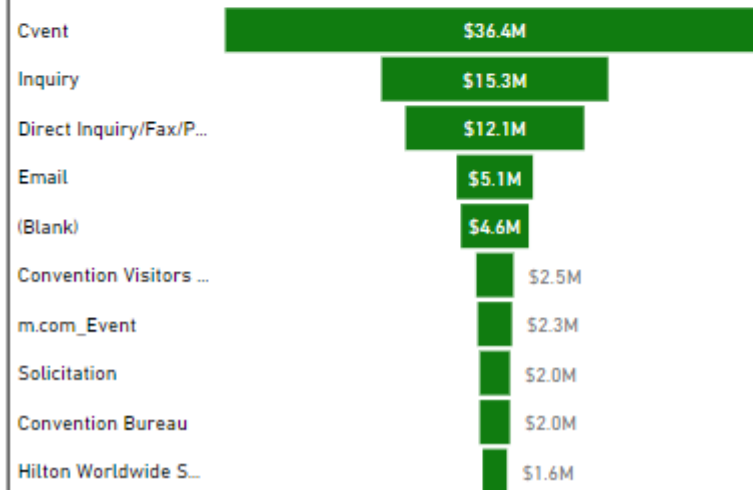
Reasons with Highest Turn Down Revenue



Properties with Highest Turn Down Revenue



Sources with Highest Turn Down Revenue



Reasons with Highest Cancelled Revenue



Q3 2019 CVENT PERFORMANMCE

CVENT Q3 2019 - YOY 2018/2019

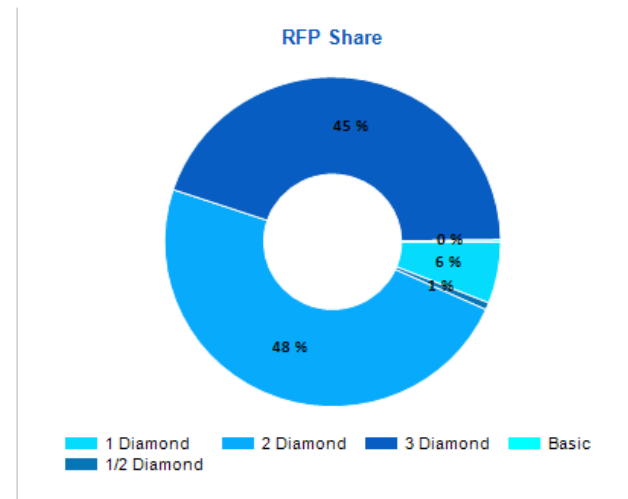
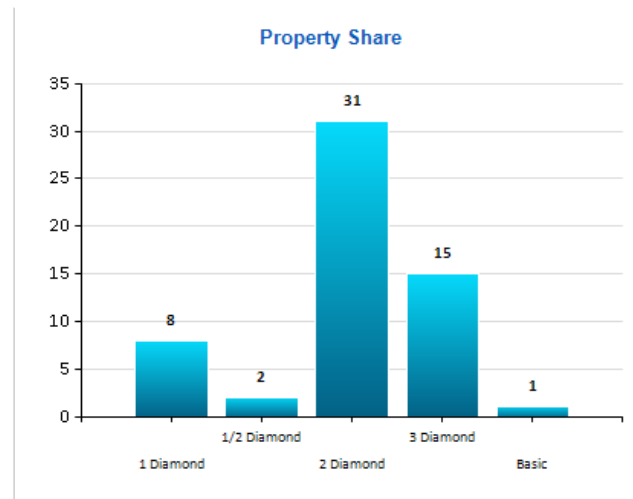


Custom Venues Performance Report(CSN,EMI,SRFP,WhiteLabel)



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
Jul-2019-Sep-2019	4,606	777,651	4,231	\$297,219,633	1,540	192	61	220	24,526	\$7,762,656	22	8884	\$3,225,396	8.9%
Jul-2018-Sep-2018	4,254	861,505	3,871	\$321,897,773	1,425	219	65	247	22,648	\$6,996,361	16	3795	\$722,420	11.2%
% Change YOY	8.3%	-9.7%	9.3%	-7.7%	8.1%	-12.3%	-6.2%	-10.9%	8.3%	11.0%	37.5%	134.1%	346.5%	-20.4%

CSN Listing Type	Number of Properties	Total RFPs	Average RFPs Per Property
1 Diamond	8	275	34
1/2 Diamond	2	32	16
2 Diamond	31	2,202	71
3 Diamond	15	2,088	139
Basic	1	9	9
Total	57	4,606	81



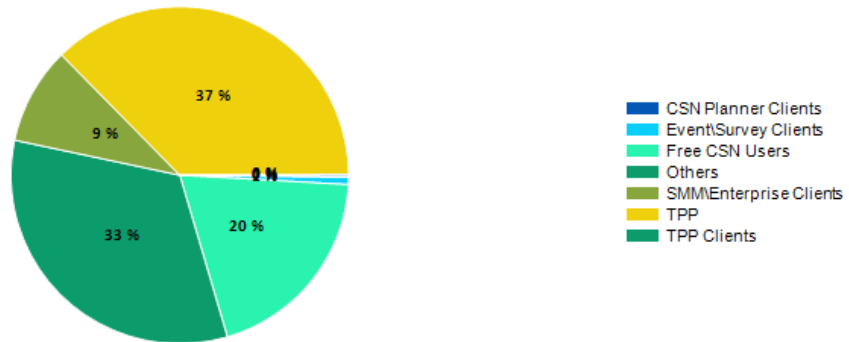
CSN Listing Type	Awarded RFPs	Multi Awarded RFPs
1 Diamond	11	0
1/2 Diamond	0	0
2 Diamond	108	9
3 Diamond	101	13
Basic	0	0
Total	220	22

Q1 2019 PERFORMANCE

% of Turned Down RFPs

37.2%

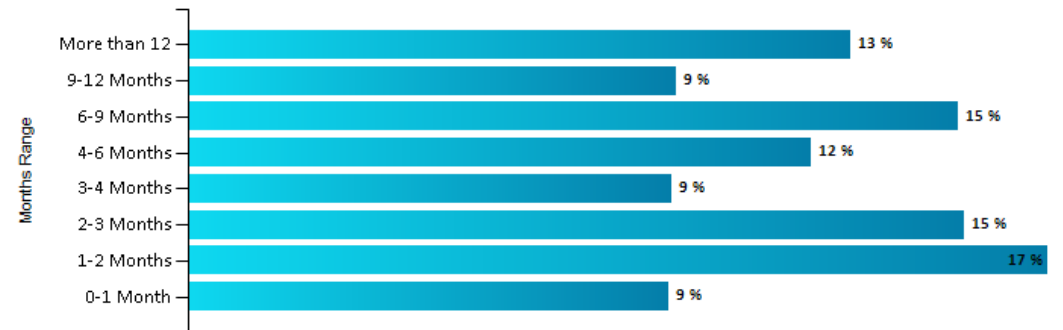
TPP Vs. Incremental Planner Share



% of Turned Down RFPs where Planner Dates were flexible

32.1%

Booking Window - Time Range



Response Rate

96.2%

Bid Rate

58.9%

Avg. Response Time

0 Day(s) 14 Hour(s) 58 Minute(s)

CVENT 2019 YTD - YOY 2018/2019

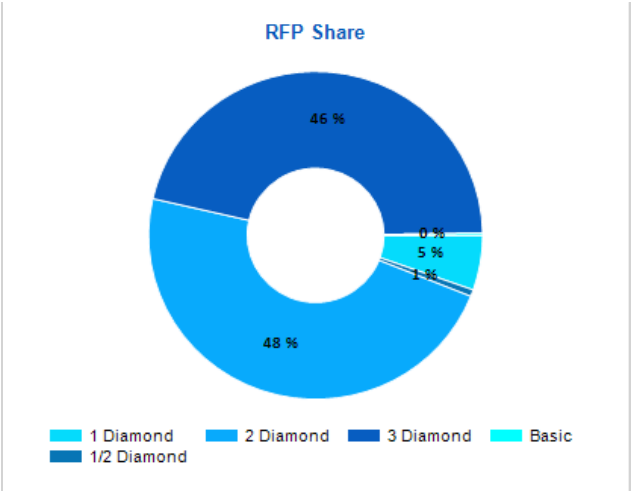
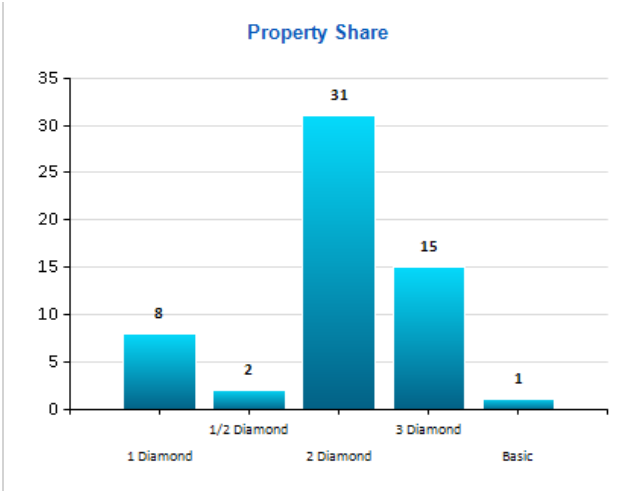


Custom Venues Performance Report(CSN,EMI,SRFP,WhiteLabel)



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
Jan-2019-Oct-2019	15,337	2,612,833	14,016	\$1,065,277,831	4,103	195	62	871	82,340	\$27,154,748	66	19269	\$5,790,842	10.4%
Jan-2018-Oct-2018	14,555	2,595,688	13,205	\$974,046,388	4,153	200	63	759	68,603	\$22,124,510	50	14868	\$4,966,021	10.3%
% Change YOY	5.4%	0.7%	6.1%	9.4%	-1.2%	-2.5%	-1.6%	14.8%	20.0%	22.7%	32.0%	29.6%	16.6%	0.9%

CSN Listing Type	Number of Properties	Total RFPs	Average RFPs Per Property
1 Diamond	8	828	104
1/2 Diamond	2	102	51
2 Diamond	31	7,290	235
3 Diamond	15	7,082	472
Basic	1	35	35
Total	57	15,337	269



CSN Listing Type	Awarded RFPs	Multi Awarded RFPs
1 Diamond	38	5
1/2 Diamond	10	2
2 Diamond	420	30
3 Diamond	403	29
Basic	0	0
Total	871	66

2019 YTD PERFORMANCE

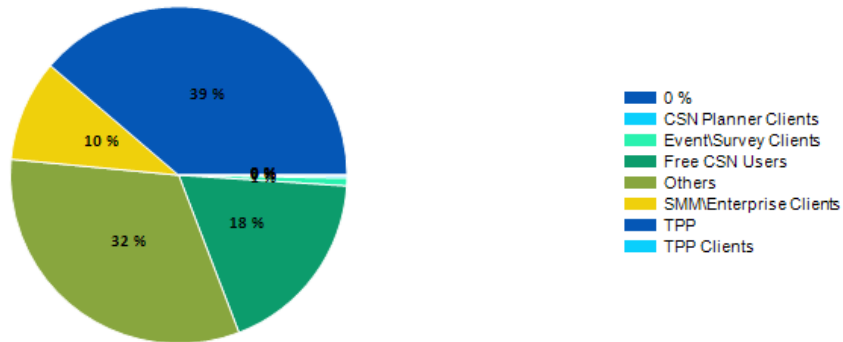
% of Turned Down RFPs

37.0%

% of Turned Down RFPs where Planner Dates were flexible

31.7%

TPP Vs. Incremental Planner Share



Booking Window - Time Range



Response Rate

96.7%

Avg. Response Time

0 Day(s) 15 Hour(s) 19 Minute(s)

Bid Rate

59.7%

EVENT PRODUCTIVITY HIGHLIGHTS

- 6.1% Increase in RFP Generation @ 14,016
- **9.4% Increase in Group Value – Remington Hospitality Hotels have now eclipsed >\$1B in group revenue sourced in 2019!**
- ~15% Increase in Awarded RFPs @ 871 RFPs awarded
- 20% Increase in Room Nights Awarded ~ 83,340 Room Nights awarded in 2019
- ~23% Increase in Overall Awarded Value @ \$27.1M in group revenue to the portfolio
- Remington Hospitality maintains a 10.4% conversion Ration YTD
- Remington Hospitality Runs at a 96.7% Response Rate and Averages ~15 Hours in Response Time YTD

Finally – The hotels listed in the chart have grown their YOY Awarded Value by >100%!



PROPERTY
Le Pavillon Hotel
Courtyard Wichita at Old Town
Residence Inn Phoenix Airport
Bardessono
Sheraton Indianapolis City Centre Hotel
Embassy Suites by Hilton Palm Beach Gardens PGA Boulevard
Embassy Suites by Hilton Dallas Near the Galleria
Hilton Tampa Airport Westshore
Melrose Georgetown Hotel
Embassy Suites by Hilton Austin Arboretum
Hilton Houston NASA Clear Lake
Hilton Parsippany

SHOP CALL RESULTS

SHOP CALL RESULTS DETAIL

Chad Goodnough - PHONE				Shop Date	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Follow-up	Total Score
2247	Hilton Boston Back Bay	B. Duca	A. Dumra	7/23/2019	100%	100%	107%	88%	58%	32%	100%	74%
2247	Hilton Boston Back Bay	B. Duca	Y. Gonzalez/C. Vi	3/12/2019	100%	100%	120%	81%		80%	123%	95%
2246	Hilton Costa Mesa	L. DiFrancesco	C. De la Isla	3/18/2019	50%	40%	60%	40%		80%	69%	60%
2295	Marriott DFW Airport	M. Sciarrino	B. Hampton	3/14/2019	100%	100%	100%	23%	7%	40%	54%	43%
2295	Marriott DFW Airport	M. Sciarrino	B. Hampton	7/11/2019	0%	100%	85%	14%	53%	52%	69%	52%
2270	Renaissance Palm Sprin	H. Lamb	K. Lynch	3/14/2019	0%	0%	7%	0%		0%	0%	1%
Region Average - PHONE				6	58%	73%	80%	41%	39%	47%	69%	54%
Chad Goodnough - INTERNET				Shop Date	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Follow-up	Total Score
2246	Hilton Costa Mesa	L. DiFrancesco	P. Adams	7/11/2019	100%	86%	33%	29%	35%	60%	100%	45%
2270	Renaissance Palm Sprin	H. Lamb	S. Somo	7/25/2019	100%	100%	100%	80%	100%	25%	80%	72%
Region Average - INTERNET				2	100%	88%	67%	55%	48%	43%	89%	57%
Kristi Pearce - PHONE				Shop Date	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Follow-up	Total Score
2280	Crow ne Plaza Annapolis	J. Jones	K. Knox	3/18/2019	100%	100%	87%	69%		72%	83%	76%
2229	Fairfield Inn & Suites Ken	C. Pattee	C. Pattee	3/18/2019	100%	100%	27%	50%		40%	58%	45%
2229	Fairfield Inn & Suites Ken	C. Pattee	C. Pattee	7/16/2019	100%		47%	64%	60%	48%	92%	60%
2281	Hampton Inn Columbus	A. Frase	A. Frase	3/14/2019	0%	100%	107%	104%	73%	80%	100%	93%
2281	Hampton Inn Columbus	A. Frase	A. Frase	7/16/2019	0%	100%	62%	71%	83%	72%	85%	75%
2242	Hampton Inn Law rencevil	K. Thomas	K. Johnson	7/23/2019	100%	100%	107%	85%	83%	68%	100%	86%
2242	Hampton Inn Law rencevil	K. Thomas	K. Thomas	3/12/2019	100%	100%	113%	100%		80%	123%	100%
2289	Hampton Inn Pittsburgh	A. Harkleroad	A. Harkleroad	7/23/2019	0%	100%	113%	100%	100%	100%	123%	105%
2289	Hampton Inn Pittsburgh	A. Harkleroad	A. Harkleroad	3/25/2019	0%	50%	13%	12%	33%	52%	100%	39%
2250	Hilton Garden Inn BWI Ai	J. Wemmer	J. Quinton	3/18/2019	0%	75%	54%	76%		32%	22%	51%
2250	Hilton Garden Inn BWI Ai	J. Wemmer	J. Quinton	7/15/2019	0%	100%	87%	89%	100%	100%	123%	98%
2252	Hilton Garden Inn Virgini	L. Parker	L. Baum	3/29/2019	0%	50%	67%	58%	20%	36%	100%	53%
2252	Hilton Garden Inn Virgini	L. Parker	L. Baum	7/23/2019	100%	100%	108%	89%	100%	60%	100%	87%
Region Average - PHONE				13	46%	90%	76%	74%	72%	65%	93%	74%
Kristi Pearce - INTERNET				Shop Date	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Follow-up	Total Score
2280	Crow ne Plaza Annapolis	J. Jones	S. Sass	7/10/2019	100%	100%	6%	54%	35%	80%	100%	52%
Region Average - INTERNET				1	100%	100%	6%	54%	35%	80%	100%	52%
Jay Hubbs - PHONE				Shop Date	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Follow-up	Total Score
2293	Bardessono Hotel and S	S. Leavitt	N. Ashley	3/12/2019	100%	100%	47%	46%	80%	80%	100%	69%
2201	Churchill Hotel Washingt	S. Barbee	B. Folks	3/12/2019	100%	100%	87%	64%	100%	80%	77%	80%
2214	Historic Inns of Annapolis	M. Vellon	M. Vellon	3/14/2019	50%	50%	73%	72%	20%	40%	115%	61%
2260	Lakew ay Resort Austin	L. Crow ell	B. Wilson	3/14/2019	0%	100%	77%	46%	73%	32%	85%	58%
2285	Le Pavilion New Orleans	C. Couvillion	A. Breaux	3/18/2019	0%	80%	92%	73%	53%	52%	108%	72%
2267	Melrose Hotel Washingto	M. Peppas	H. Hinton	3/13/2019	100%	100%	67%	46%	93%	36%	54%	56%
2241	One Ocean Resort Hotel	D. Keener	L. Harris/T. Carus	3/13/2019	100%	67%	120%	100%	92%	80%	115%	98%
2269	Pier House Key West	M. Hooks	K. Hanna	3/12/2019	0%	33%	13%	8%	25%	12%	8%	13%
2236	Silversmith Hotel and Sui	G. Tasyurek	A. Romeo	3/21/2019	50%	50%	113%	67%	100%	92%	100%	89%
2221	World Quest Orlando Re	J. Moquin	K. Jones	3/18/2019	100%	67%	67%	100%	67%	20%	67%	62%
Region Average - PHONE				10	60%	72%	75%	62%	70%	52%	83%	66%

SHOP CALL RESULTS DETAIL

Loretta Macke - PHONE				Shop Date	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Follow-up	Total Score
2256	Hilton Santa Fe	M. Edwards	M. O'Dowd	3/13/2019	100%	100%	73%	57%	80%	80%	123%	80%
2258	Hyatt Regency Long Isla	N. Wilson	B. Deluca	3/13/2019	100%	100%	80%	27%	73%	48%	92%	58%
2258	Hyatt Regency Long Isla	N. Wilson	H. Draskin	7/26/2019	0%	100%	62%	100%	75%	60%	92%	79%
2294	Indigo Atlanta Midtow n	Li Ou	L. Oh	3/14/2019	0%	25%	53%	20%		8%	30%	24%
2294	Indigo Atlanta Midtow n	Li Ou	L. Oh	7/11/2019	100%	100%	93%	89%	100%	80%	83%	89%
2297	La Posada De Santa Fe	K. Lepisto	A. Tiberi	3/15/2019	0%	25%	47%	52%	13%	32%	54%	39%
2297	La Posada De Santa Fe	K. Lepisto	A. Tiberi	3/15/2019	100%	67%	80%	52%	8%	32%	75%	49%
2282	Sheraton Ann Arbor	E. Smith	E. Smith	3/12/2019	0%	40%	40%	0%	0%	28%	8%	17%
2243	Sheraton Bucks County	C. Batten	C. Batten/D. Raitt	3/13/2019	100%	67%	120%	104%	67%	40%	69%	79%
2243	Sheraton Bucks County	C. Batten	C. Batten/D. Raitt	7/23/2019	100%	100%	60%	54%		28%	10%	42%
2268	Sheraton Indianapolis Cit	C. Celis-Schemidt	J. Bates	3/12/2019	0%	50%	60%	68%	33%	40%	69%	54%
2268	Sheraton Indianapolis Cit	C. Celis-Schemidt	J. Bates	7/25/2019	100%	100%	113%	92%	20%	40%	100%	72%
2208	Sheraton Minneapolis W	S. Ratliff	D. Achterkirk	3/12/2019	0%	25%	80%	88%	50%	32%	20%	56%
2240	Sheraton San Diego Miss	K. Miller	T. BaSilva	3/15/2019	100%	100%	87%	68%	67%	80%	92%	78%
2223	Westin Princeton	K. Hughes	S. Valentine	3/13/2019	50%	80%	108%	88%	93%	80%	123%	94%
2223	Westin Princeton	K. Hughes	S. Valentine	7/16/2019	50%	100%	73%	80%		40%	85%	68%
Region Average - PHONE				16	56%	67%	77%	65%	54%	47%	72%	61%

Loretta Macke - INTERNET				Shop Date	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Follow-up	Total Score
2256	Hilton Santa Fe	M. Edwards	M. O'Dowd	7/26/2019	100%	56%	65%	88%	58%	100%	100%	79%
2297	La Posada De Santa Fe	K. Lepisto	D. Esparza	7/26/2019	0%	22%	0%	8%	10%	5%	50%	9%
2279	Sheraton Anchorage	T. Wasson	M. Luch	7/18/2019	0%	22%	0%	44%	41%	25%	40%	28%
2282	Sheraton Ann Arbor	E. Smith	K. Nelson	7/26/2019	50%	100%	29%	75%		25%	100%	55%
2208	Sheraton Minneapolis W	S. Ratliff	S. Ratliff	7/16/2019	0%	56%	0%	29%	10%	80%	100%	37%
2240	Sheraton San Diego Miss	K. Miller	T. DaSilva	7/16/2019	0%	33%	0%	42%	50%	65%	80%	42%
Region Average - INTERNET				6	25%	48%	15%	48%	31%	50%	78%	41%

Paula Zeller - PHONE				Shop Date	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Follow-up	Total Score
2211	Marriott Beverly Hills	B. Kolmetz	K. Longley	4/17/2019	100%	100%	80%	54%	33%	72%	100%	67%
2220	Marriott Dallas Market Su	OPEN	S. Aqui	4/17/2019	100%	100%	127%	100%	100%	60%	115%	94%
2261	Marriott Durham	M. McHenry	K. Pine	4/17/2019	100%	100%	113%	100%	80%	100%	100%	99%
2262	Marriott Fremont	C. Rabano	K. Modi	4/24/2019	50%	100%	120%	88%	100%	100%	100%	100%
2263	Marriott Memphis East	N. Miller	P. Black	4/24/2019	0%	50%	53%	14%		32%	69%	38%
2264	Marriott Omaha	M. Bourque	S. McMormick	4/25/2019	100%	100%	40%	64%	0%	32%	75%	47%
2266	Marriott Sugar Land	A. Mirsky	H. Warren	4/17/2019	0%	60%	73%	56%	80%	80%	92%	73%
Region Average - PHONE				7	64%	82%	85%	69%	68%	68%	93%	75%

SHOP CALL RESULTS DETAIL

Shawn Anderson - PHONE				Shop Date	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Follow-up	Total Score
2248	Hilton Fort Worth	OPEN	Emmons/Turner	7/23/2019	100%	67%	93%	74%	100%	60%	100%	78%
2248	Hilton Fort Worth	OPEN	N. Vera	3/13/2019	100%	100%	60%	81%	56%	32%	77%	60%
2249	Hilton Garden Inn Austin	C. Toy	K. Whitaker	7/19/2019	0%	100%	67%	60%	100%	80%	123%	82%
2210	Hilton Houston NASA	M. Mintz	G. Melancon	7/22/2019	0%	25%	107%	71%	80%	80%	50%	76%
2210	Hilton Houston NASA	M. Mintz	R. Rodriguez	3/13/2019	100%	100%	67%	52%	80%	80%	123%	78%
2253	Hilton Marietta Conferenc	J. Miller	C. Willis	3/14/2019	100%	100%	53%	12%	50%	32%	123%	47%
2254	Hilton Minneapolis St. Pa	J. Rose	L. Zupancic	7/22/2019	50%	100%	62%	32%	100%	40%	92%	59%
2254	Hilton Minneapolis St. Pa	J. Rose	L. Zupancic	3/15/2019	100%	100%	47%	12%	0%	32%	69%	31%
2255	Hilton Parsippany	M. Dickerson	A. White	3/15/2019	0%	100%	47%	13%	7%	40%	100%	40%
2207	Hilton St. Petersburg	Z. Diaz	L. Lopez	3/15/2019	0%	100%	85%	92%	67%	80%	92%	84%
2207	Hilton St. Petersburg	Z. Diaz	L. Paladino-Callo	7/26/2019	0%	100%	47%	0%		8%	56%	23%
2257	Hilton Tampa Westshore	B. Taylor	A. Fish	3/15/2019	50%	100%	80%	84%	47%	40%	85%	67%
Region Average - PHONE				12	50%	90%	68%	48%	62%	50%	93%	61%
Shawn Anderson - INTERNET				Shop Date	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Follow-up	Total Score
2253	Hilton Marietta Conferenc	J. Miller	C. Willis	7/26/2019	0%	33%	0%	54%		25%	75%	32%
2255	Hilton Parsippany	M. Dickerson	N. Podell	7/22/2019	0%	33%	0%	42%	75%	25%	80%	38%
2257	Hilton Tampa Westshore	B. Taylor	N. Leheta	7/25/2019	100%	86%	95%	100%	100%	100%	100%	98%
Region Average - INTERNET				3	33%	48%	33%	65%	88%	50%	86%	58%
Tara Jordan - PHONE				Shop Date	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Follow-up	Total Score
2202	Courtyard Bloomington	K. Scott	C. Smith	3/15/2019	0%	67%	93%	96%	50%	28%	80%	67%
2283	Courtyard Boston - Bedfo	K. Frazee	K. Frazee	3/15/2019	0%	100%	127%	104%	100%	100%	92%	104%
2283	Courtyard Boston - Bedfo	K. Frazee	K. Machado	7/17/2019	50%	100%	53%	56%	80%	32%	77%	58%
2206	Courtyard Louisville	B. Williams	J. Carlton	3/15/2019	50%	50%	40%	5%		28%	10%	23%
2206	Courtyard Louisville	B. Williams	P. Wathen	7/17/2019	50%	100%	40%	12%		68%	54%	45%
2291	Courtyard Wichita Old To	J. Johnson	C. Coffman	7/18/2019	0%	75%	27%	40%	27%	72%	92%	53%
2291	Courtyard Wichita Old To	J. Johnson	J. Johnson	3/13/2019	100%	100%	73%	81%		80%	125%	87%
2273	Residence Inn Evansville	L. Dayw alt	L. Dayw alt	7/22/2019	0%	100%	60%	92%	60%	76%	85%	77%
2245	Residence Inn Lake Bue	A. Solanki	A. Solanki	7/22/2019	0%	100%	67%	65%	80%	60%	100%	72%
2245	Residence Inn Lake Bue	A. Solanki	M. Tillman	3/12/2019	100%	67%	47%	72%	13%	40%	77%	51%
2277	Residence Inn Phoenix A	Z. Ybarra	Z. Ybarra	3/15/2019	100%	100%	67%	85%	13%	92%	100%	75%
2277	Residence Inn Phoenix A	Z. Ybarra	Z. Ybarra	7/16/2019	0%	50%	53%	57%		32%	20%	43%
2290	Residence Inn Stillw ater	G. Short	G. Short	7/22/2019	100%	100%	67%	60%	100%	80%	100%	76%
2212	Courtyard New ark	M. Lopez	M. Lopez	3/14/2019	100%	100%	93%	100%	67%	100%	100%	94%
2213	Courtyard Oakland Airpor	M. Lopez	C. Campos	3/13/2019	50%	50%	100%	88%	67%	52%	100%	77%
2275	Residence Inn New ark	M. Lopez	M. Lopez	3/31/2019	100%	100%	127%	104%		80%	100%	100%
2275	Residence Inn New ark	M. Lopez	M. Lopez	7/22/2019	50%	50%	47%	60%	80%	36%	92%	59%
2203	Courtyard Columbus	OPEN	R. Fink	3/15/2019	100%	67%	40%	28%	53%	68%	69%	51%
2203	Courtyard Columbus	OPEN	R. Fink	7/17/2019	100%	100%	113%	81%		60%	67%	79%
2274	Residence Inn Jacksonvil	S. Fisher	S. Fisher	7/16/2019	100%	100%	93%	78%	60%	80%	100%	81%
Region Average - PHONE				20	58%	84%	71%	68%	61%	63%	82%	69%

SHOP CALL RESULTS DETAIL

Nickole Valdov - PHONE				Shop Date	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Follow-up	Total Score
2215	Embassy Suites Austin	S. Smith	S. Smith	7/16/2019	0%	50%	40%	4%	47%	60%	100%	46%
2215	Embassy Suites Austin	S. Smith	S. Smith	3/13/2019	100%	100%	80%	5%	27%	52%	62%	44%
2219	Embassy Suites Dallas	D. Malone	A. Armstrong	3/18/2019	100%	100%	33%	12%		52%	83%	42%
2222	Embassy Suites Dulles	A. Jafri	N. Mendoza	3/14/2019	100%	100%	87%	105%	83%	52%	75%	80%
2224	Embassy Suites Flagstaf	OPEN	K. Smith	7/26/2019	0%	100%	107%	104%	75%	28%	92%	79%
2224	Embassy Suites Flagstaf	OPEN	K. Smith	3/18/2019	0%	50%	53%	72%		28%	62%	52%
2225	Embassy Suites Houston	M. Willingham	K. VanDebrook	3/15/2019	50%	100%	47%	78%	20%	52%	100%	61%
2225	Embassy Suites Houston	M. Willingham	K. VanDebrook	7/12/2019	100%	100%	113%	69%		72%	100%	84%
2209	Embassy Suites Las Veg	J. Baranda	E. Kangas	3/14/2019	50%	100%	27%	13%	60%	52%	92%	47%
2226	Embassy Suites Philadel	A. Cole	A. Barshay	3/14/2019	100%	67%	107%	85%	60%	52%	123%	80%
2228	Embassy Suites Walnut	D. Burri	D. Burri	3/18/2019	0%	50%	120%	100%	100%	100%	100%	101%
2228	Embassy Suites Walnut	D. Burri	K. Jensen	7/16/2019	50%	100%	107%	73%	67%	80%	123%	87%
2205	Embassy Suites West Pa	L. Goldstein	A. Gonzalez	7/24/2019	0%	75%	46%	12%	60%	56%	85%	48%
2205	Embassy Suites West Pa	L. Goldstein	J. Garrett	3/14/2019	0%	50%	127%	100%	87%	80%	100%	95%
2298	Hilton Santa Cruz Scotts	C. Harty	A. Borrego	7/30/2019	100%	100%	46%	14%	0%	12%	69%	26%
Region Average - PHONE				18	53%	79%	73%	56%	56%	54%	88%	63%
Nickole Valdov - INTERNET				Shop Date	Reach Factor (info only)	Greeting	Qualification of Needs	Presentation	Handling Objection	Attempt to Close	Follow-up	Total Score
2219	Embassy Suites Dallas G	D. Malone	L. VanHemel	7/25/2019	0%	33%	0%	21%	59%	15%	50%	25%
2222	Embassy Suites Dulles A	A. Jafri	K. Morris	7/18/2019	100%	89%	50%	63%	100%	85%	100%	73%
2209	Embassy Suites Las Veg	J. Baranda	E. Kangas	7/24/2019	0%	33%	0%	8%		0%	75%	11%
2226	Embassy Suites Philadel	A. Cole	D. Nicoletti	7/26/2019	100%	100%	61%	75%	75%	85%	100%	78%
Region Average - INTERNET				4	50%	64%	27%	41%	71%	46%	82%	48%
Remington Hotels Average - PHONE				103	55%	79%	75%	62%	61%	56%	85%	66%
Remington Hotels Average - INTERNET				16	47%	58%	28%	51%	52%	50%	83%	48%

Q3 2019 SALES BONUS

Q3 2019 SALES BONUS SUMMARY

Quarterly Summary 2019Q3

	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
CY	\$91,244,165	\$79,762,018	\$607,852	\$0	88.1%	22	40.0%	33	60.0%	38	69.1%	\$4,609	\$175,125
LY	\$84,933,546	\$73,635,261	\$439,628	\$0	87.2%	7	13.5%	21	40.4%	21	40.4%	\$4,515	\$94,812
% Chg.	7.4%	8.3%	38.3%	0.0%	1.0%	214.3%	197.1%	57.1%	48.6%	81.0%	71.1%	2.1%	84.7%

	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+)
CY	\$57,931,629	\$53,190,121	\$430,848	-\$33,700	92.5%	58	51.3%	9	8.0%	\$4,325	\$29,250	\$250,837
LY	\$54,819,796	\$51,120,622	\$71,977	-\$158,260	93.1%	61	51.3%	9	7.6%	\$4,391	\$19,000	\$267,832
% Chg.	5.7%	4.0%	498.6%	-78.7%	-0.6%	-4.9%	0.1%	0.0%	5.3%	-1.5%	53.9%	-6.3%

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

	RASH RPI (YTD)	
	Variance To Goal	Variance to Last Year
CY	-3.4%	-0.2%
LY	-3.6%	-0.1%
Chg.	0.2%	-0.1%

*Excludes JRI

	VP/DOS & Area Sales Managers			
	# of Eligible Employees	% of Eligible Employees	Average Payout	Total Bonus Paid
CY	4	66.7%	\$2,199	\$8,797
LY	7	77.8%	\$2,682	\$18,771
% Chg.	-42.9%	-14.3%	-18.0%	-53.1%

	Booked Breakdown by Segment			
	Group	IBT	Catering	Total
CY	\$36,034,423	\$34,815,779	\$19,955,848	\$90,806,050
% to Goal	84.9%	92.7%	91.5%	89.2%
LY	\$34,120,574	\$33,486,914	\$18,811,445	\$86,418,933
% to Goal	79.4%	87.9%	95.5%	85.8%
% Chg.	5.6%	4.0%	6.1%	5.1%

	Consumed Breakdown by Segment			
	Group	IBT	Catering	Total
CY	\$40,991,457	\$34,815,779	\$15,571,056	\$91,378,292
LY	\$42,709,119	\$33,486,914	\$16,041,021	\$92,237,054
% Chg.	-4.0%	4.0%	-2.9%	-0.9%

Q3 2019 SALES BONUS QUALIFICATION STATISTICS

Notes:

- 29% of people who made a bonus achieved all 3 months. 81% achieved at least 2 months.
- 92% of people who achieved at least 2 months qualified for a bonus.
- 19% of people who only achieved 1 month qualified for a bonus.
- Of the above 19%, 36% qualified by achieving the last month only (~7% of total).

Additional Notes at 80% achievement:

- 45% of people who made a bonus achieved > 80% all 3 months. 90% achieved > 80% at least 2 months.
- 81% of people who achieved > 80% at least 2 months qualified for a bonus.

SALES ORGANIZATION

PROMOTIONS, NEW HIRES, AND OPEN POSITIONS

Promotions

- Kristin Scott – ASM Bloomington & Columbus Courtyard

New Hires

- Michelle Hooks – Key West
- Jessica Walters – Hilton Alexandria
- Gulcin Tasyurek – Chicago Silversmith
- Derina Malone – Dallas Embassy Suites
- Brendon Duca – Boston Back Bay Hilton
- Chris Couvillion – New Orleans Le Pavillon

Open Positions

- Embassy Suites Flagstaff

PINNACLE INCENTIVE TRIP



PINNACLE CLASS OF

2019

2019 PINNACLE WINNERS

SALES MANAGERS

Employee	Property	Bookings % of Goal	Ranking
Oswaldo Contreras	AHG	158.6%	1
Alicia Williams	MEM	153.3%	2
Alicia Fish	TWH	148.8%	3
Kristen Longley	BVH	141.9%	4
Lydia Lopez	STP	139.1%	5
Nadine Leheta	TWH	137.5%	6
Shawna Valentine	PWE	134.1%	7
Angad Dumra	BBH	133.0%	8
Rebecca Inderhees	ALR	131.9%	9
Misty Dahlstrom	ANC	130.6%	10
Kristina Mitchell	STP	128.3%	11
Hannah Freda	YBA/YVI	128.3%	12
Michelle Cho	BVH	127.9%	13
Corina De La Isla	CMH	127.4%	14
Brielle DeLuca	LIH	126.3%	15
Ashley Gehringer	DUR	126.1%	16
Ella Savon	WML	126.0%	17
Josue Reyes	TWH	124.6%	18
Annie Rathore	FRM	124.3%	19
Ashley Feldman	LIH	118.9%	20
Christopher Chamoun	WML/WCH	118.2%	21
Amber Harkleroad	PHS/PMH/PTH	118.1%	22
Holly Maldonado	ITM	117.9%	23
Leigh Harris	JCK	117.4%	24
Trey Caruso	JCK	115.6%	25

DIRECTORS OF SALES

Employee	Property	Bookings % of Goal	Ranking
Bonnie Taylor	TWH		1
Lori Parker	VBH		2
Zulma Diaz	STP		3
Heather Lamb	PSR		4
Durham Marriott	DUR		5

DIRECTOR OF CATERING

Employee	Property	Bookings % of Goal	Ranking
Joseph P. McDonough	PSR	140.8%	1

CATERING SALES MANAGERS

Employee	Property	Bookings % of Goal	Ranking
Corryne Rich	TWH	189.1%	1
Katie Zimmerman	STP	137.5%	2
Danielle Payne	WCR	123.6%	3
Brian Tanaka	BVH	115.7%	4





2019
Pinnacle
Santa Fe



St. Petersburg Hilton
Zulma Diaz
Lydia Lopez
Kristina Mitchell
Katie Zimmerman



Annie Rathore
Fremont Marriott



I am thrilled to announce the 2019 Director of Sales and Divisional Vice President of Sales Pinnacle Trip Winners.....

Director of Sales

1. Bonnie Taylor-Tampa Westshore Hilton
2. Lori Parker-Virginia Beach Hilton Garden Inn
3. Zulma Diaz-St. Petersburg Hilton

Heather Lamb
Palm Springs Renaissance

#Remingtonhotels
#pinnacleclub2019
#roomtothrive



Rebecca Inderhees
Austin Lakeway Resort

2020 PINNACLE CRITERIA

2020 PINNACLE CRITERIA		
POSITIONS	PLAN YEAR	PINNACLE
Director of Sales	10/1/2019 to 9/30/2020	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, 2019
Assistant DOS	10/1/2019 to 9/30/2020	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, 2019
Sales Manager	10/1/2019 to 9/30/2020	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, 2019
Area Sales Manager	10/1/2019 to 9/30/2020	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, 2019
Director of Catering	10/1/2019 to 9/30/2020	1. Top DOC & Top 4 Catering Sales Managers qualify
Catering Sales Managers		2. Top achieving booking performance (% to goal)
		3. Must be employed by October 1, 2019

Thank You

RI
remington