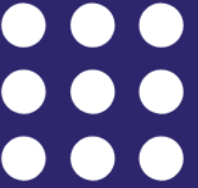


TUESDAY, FEBRUARY 11, 2020



# Q4 2019 DOSM CONFERENCE CALL





**Tuesday, February 11, 2020**

**Q4 2019 Performance Metrics**

**Q4 2019 Bonus Update**

**Sales Organization Updates**

**BT Best Practices**

# **Q4 2019 PERFORMANCE METRICS**

# DECEMBER 2019 BOOKING PERFORMANCE

- **Group Bookings**

- 77.2% - Month
- 81.7% - December YTD

- **IBT**

- 89.5% - Month
- 92.4% - December YTD

- **Catering**

- 66.2% - Month
- 90.2% - December YTD

- **Overall**

- 78.3% - Month
- 87.5% - December YTD

## December Group Bookings

- **Top 10 Properties - 139% +**

- ANS-DMS-DUL-FLA-FWA-LBV-MEM-INC-SCH-YBA

- **Bottom 10 Properties - 35% -**

- AES-AHG-ANN-MIN-MNH-NYM-OCY-PWE-SND-STA

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

- BVH-FLA-INC-MEM-NCY-OCY-PHA-PHI-PHL-PRI

- **Bottom 10 Properties - YTD 58% -**

- AES-AHG-ALH-BBH-CBI-CCI-CMH-DES-MIN-NOL

# JANUARY 2020 PRODUCTIVITY

Jan-20					
Group	Goal	Actual	% to Goal	STLY	STLY % To Goal
Room Nights	80,897	68,181	84.3%	73,448	90.1%
ADR	\$ 165.12	\$ 167.48	101.4%	\$ 152.86	94.7%
Revenue	\$ 13,546,177	\$ 11,495,159	84.9%	\$ 11,227,133	85.3%
<b>IBT</b>					
Room Nights	70,722	65,619	92.8%	68,182	100.8%
ADR	\$ 151.96	\$ 150.81	99.2%	\$ 151.08	99.7%
Revenue	\$ 10,686,294	\$ 9,895,866	92.6%	\$ 10,300,881	100.4%
<b>Combined</b>					
Room Nights	151,619	133,800	88.2%	141,630	94.9%
ADR	\$ 159.82	\$ 159.87	100.0%	\$ 152.00	97.1%
Revenue	\$ 24,232,471	\$ 21,391,025	88.3%	\$ 21,528,014	91.9%
<b>Catering</b>					
	\$ 7,313,734	\$ 6,990,263	95.6%	\$ 7,518,439	106.6%
YTD					
Group YTD	Goal	Actual	% to Goal	STLY	STLY % to Goal
Room Nights	80,897	68,181	84.3%	73,448	90.1%
ADR	\$ 165.12	\$ 167.48	101.4%	\$ 152.86	94.7%
Revenue	\$ 13,546,177	\$ 11,495,159	84.9%	\$ 11,227,133	85.3%
<b>IBT YTD</b>					
Room Nights	70,722	65,619	92.8%	68,182	100.8%
ADR	\$ 151.96	\$ 150.81	99.2%	\$ 151.08	99.7%
Revenue	\$ 10,686,294	\$ 9,895,866	92.6%	\$ 10,300,881	100.4%
<b>Combined YTD</b>					
Room Nights	151,619	133,800	88.2%	141,630	94.9%
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Revenue	\$ 24,232,471	\$ 21,391,025	88.3%	\$ 21,528,014	91.9%
<b>Catering YTD</b>					
	\$ 7,313,734	\$ 6,990,263	95.6%	\$ 7,518,439	106.6%

# JANUARY 2020 BOOKING PERFORMANCE

- **Group Bookings**
  - 84.1% - Month
- **IBT**
  - 92.4% - Month
- **Catering**
  - 95.5% - Month
- **Overall**
  - 84.1% - Month

## January Group Bookings

- **Top 10 Properties - 134% +**
  - BSS-BVH-FLA-LBV-NBH-VES-WCH-WCR-YBA-YVI
- **Bottom 10 Properties - 37% -**
  - BHG-CCI-DUL-MEM-MIN-MNH-NRI-OCY-PRI-WCY

# GROUP PACE DETAILS FOR THE CURRENT YEAR – JANUARY 31, 2020

Group Pace Details for the Current Year - as of January 31, 2020							
Definite Revenues Only (x1000) - Change from Same Time Last Year							
65 Remington Managed Properties Included							
Name		Q1	Q2	Q3	Q4	Total	MoM Change
LaDonna Gerhart	(Marriott + CMH)	-357	567	-628	-165	-584	41
Paula Zeller	(FS Marriott)	-261	-137	-255	-53	-706	-329
Tara Jordan	(SS Marriott)	34	-175	-99	-83	-322	7
Loretta Macke	(Starwood+Hyatt)	139	-182	-421	438	-26	168
Shawn Anderson	(FS Hilton+HGI)	151	533	-174	-155	355	119
Kristi Pearce	(SS Hilton)	2	31	-30	-37	-34	-28
Nickole Valdov	(Embassy)	-239	91	-240	9	-379	-62
Jay Hubbs	(Indep/Luxury)	312	106	237	-174	481	-28
<b>Total Portfolio</b>		<b>-219</b>	<b>833</b>	<b>-1,611</b>	<b>-219</b>	<b>-1,215</b>	<b>-112</b>
Definite Rev. On Books % Change YoY		<b>-0.8%</b>	<b>3.5%</b>	<b>-10.6%</b>	<b>-2.0%</b>	<b>-1.5%</b>	<b>0.1%</b>
December 31, 2020 Report		<b>-0.5%</b>	<b>4.5%</b>	<b>-12.3%</b>	<b>-2.3%</b>	<b>-1.6%</b>	

# GROUP PACE DETAILS FOR THE YEAR 2021 – as of JANUARY 31, 2020

Group Pace Details for the Year 2021 - as of January 31, 2020							
Definite Revenues (x1000) - Change from Same Time Last Year							
65 Remington Managed Properties Included							
Name		Q1	Q2	Q3	Q4	Total	MoMChang
LaDonna Gerhart	(Marriott + CMH)	-260	524	-570	396	90	0
Paula Zeller	(FS Marriott)	171	-94	293	-73	297	0
Tara Jordan	(SS Marriott)	13	-25	44	14	46	0
Loretta Macke	(Starwood+Hyatt)	-172	470	-213	-18	67	0
Shawn Anderson	(FS Hilton+HGI)	405	-240	420	-108	477	0
Kristi Pearce	(SS Hilton)	-63	15	4	18	-26	0
Nickole Valdov	(Embassy)	-282	66	-61	-65	-342	0
Jay Hubbs	(Indep/Luxury)	133	205	35	-153	220	0
<b>Total Portfolio</b>		<b>-55</b>	<b>920</b>	<b>-48</b>	<b>12</b>	<b>829</b>	<b>0</b>
<b>Definite Rev. On Books % Change YoY</b>		<b>-0.7%</b>	<b>12.8%</b>	<b>-1.1%</b>	<b>0.3%</b>	<b>3.5%</b>	<b>0</b>
<b>December 31, 2020 Report</b>		<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>



# GROUP PACE DETAILS FOR THE YEAR 2022 – as of JANUARY 31, 2020

Group Pace Details for the Year 2022 - as of January 31, 2020							
Definite Revenues (x1000) - Change from Same Time Last Year							
65 Remington Managed Properties Included							
Name		Q1	Q2	Q3	Q4	Total	MoMChang
LaDonna Gerhart	(Marriott + CMH)	-364	842	-377	-983	-822	0
Paula Zeller	(FS Marriott)	125	-49	-111	78	43	0
Tara Jordan	(SS Marriott)	21	0	0	13	35	0
Loretta Macke	(Starwood+Hyatt)	116	-337	108	-52	-164	0
Shawn Anderson	(FS Hilton+HGI)	-957	130	348	-422	-900	0
Kristi Pearce	(SS Hilton)	8	16	0	0	24	0
Nickole Valdov	(Embassy)	101	-83	0	39	57	0
Jay Hubbs	(Indep/Luxury)	247	-153	0	-106	-12	0
<b>Total Portfolio</b>		<b>-702</b>	<b>366</b>	<b>-32</b>	<b>-1,432</b>	<b>-1,800</b>	<b>0</b>
<b>Definite Rev. On Books % Change YoY</b>		<b>-15.2%</b>	<b>12.3%</b>	<b>-2.0%</b>	<b>-50.0%</b>	<b>-14.9%</b>	<b>0</b>
<b>December 31, 2020 Report</b>		<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>	<b>0.0%</b>

# **CROSSOVER**

Where passionate people  
*thrive*

# CROSSOVER



**Hilton Costa Mesa**



**Annapolis Historic Inns**



**Princeton Westin**



**Santa Fe Hilton**



**Virginia Beach HGI**



**Boston Courtyard**



**Photo Caption**



**La Posada Santa Fe**



**Philadelphia Embassy Suites**



# CROSSOVER WINNERS

1<sup>ST</sup> PLACE



Atlanta  
Indigo

135.0%

**\$500**  
**Team Event**

2<sup>ND</sup> PLACE



Lake Buena  
Vista

120.7%

**\$250**  
**Team Event**

3<sup>RD</sup> PLACE



Chicago  
Silversmith

112.6%

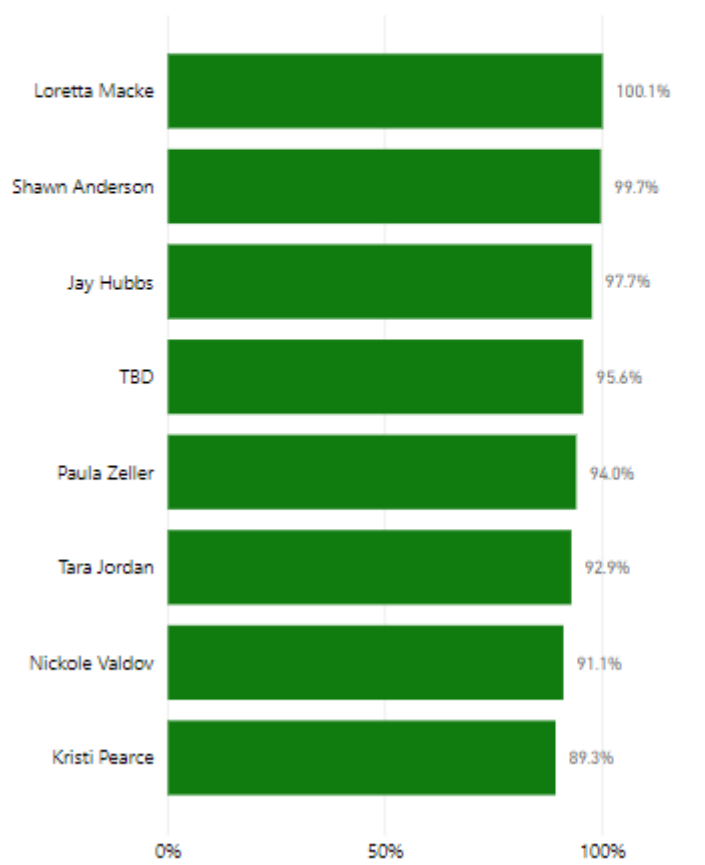
**\$250**  
**Team Event**

# 2019 CROSSOVER RESULTS

## OTB Crossover Tracking

Property:  Time Period:  As of Date:

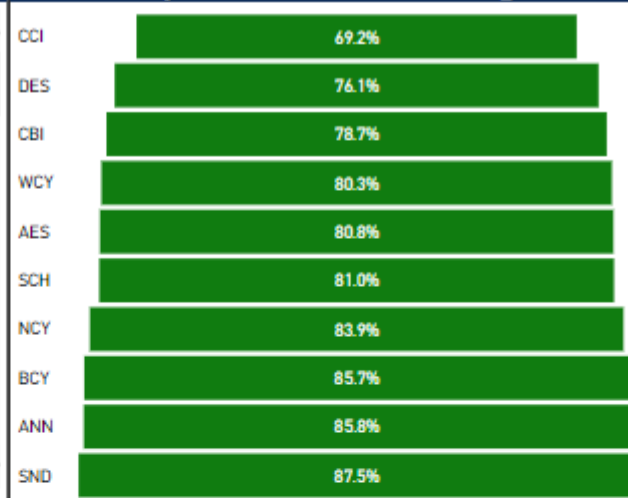
### 2020 Pace Crossover Results by Sales Division



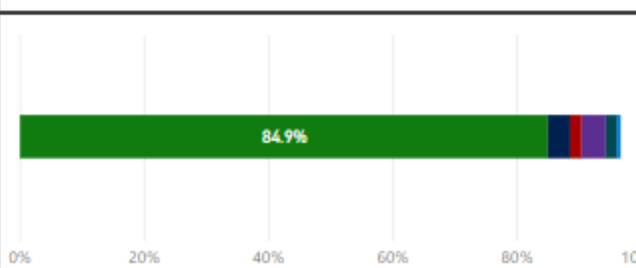
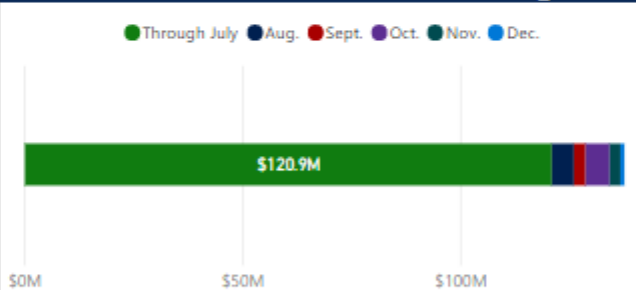
### Crossover Results by Property

Property	OTB Revenue	Target Revenue	% of Target
ATI	\$499,045	\$369,766	135.0 %
LBV	\$897,680.5	\$743,549	120.7 %
CSS	\$1,013,110	\$900,000	112.6 %
OCY	\$476,271.65	\$436,921	109.0 %
INC	\$5,222,106.16	\$4,903,927	106.5 %
SLP	\$1,712,761.86	\$1,630,222	105.1 %
NOL	\$1,325,642	\$1,263,428	104.9 %
BUC	\$749,189.25	\$714,290	104.9 %
CLK	\$1,279,078.75	\$1,224,124	104.5 %
STP	\$5,840,492	\$5,623,759	103.9 %
<b>Total</b>	<b>\$137,544,386.47</b>	<b>\$142,320,773</b>	<b>96.6 %</b>

### Properties with Lowest % to Target



### OTB Trend - Revenue & Percent to Target



### Month over Month OTB Trend

Code	OTB Current Month	OTB Previous Month	OTB MoM Chg (\$)	OTB MoM Chg (%)
DES	\$451,084	\$463,040	(\$11,956)	-2.6 %
PHA	\$722,300	\$731,505	(\$9,205)	-1.3 %
NOL	\$1,325,642	\$1,339,216	(\$13,574)	-1.0 %
PWE	\$2,911,654	\$2,937,426	(\$25,772)	-0.9 %
ASH	\$2,020,464	\$2,036,205	(\$15,741)	-0.8 %
DUR	\$1,587,374	\$1,596,276	(\$8,902)	-0.6 %
ALR	\$2,318,148	\$2,327,343	(\$9,195)	-0.4 %
BBH	\$6,062,469	\$6,085,521	(\$23,052)	-0.4 %
PHL	\$3,790,050	\$3,803,155	(\$13,105)	-0.3 %
SLM	\$3,771,023	\$3,778,706	(\$7,683)	-0.2 %
<b>Total</b>	<b>\$137,544,386</b>	<b>\$136,573,160</b>	<b>\$971,226</b>	<b>0.7 %</b>

RI  
remington

*CLOSING THE  
GAP ON PAGE  
FOR 2020*

***MARCH MADNESS***

# MARCH MADNESS CONTEST

## QUALIFICATION

February 17, 2020 – March 31, 2020

Top 3 properties that make up ground for 2020 PACE for the month of March

## RESULTS

Results will be tracked and distributed electronically. More details to come

## PRIZE

1<sup>st</sup> Place – x2 Credit for bookings that fall within need periods (February 17, 2020 – March 31, 2020)

2<sup>nd</sup> Place – x1.5 Credit for bookings that fall within need periods (February 17, 2020 – March 31, 2020)

3<sup>rd</sup> Place – x1.25 Credit for bookings that fall within need periods (February 17, 2020 – March 31, 2020)

# **Q4 2019 LEAD CONVERSION**



# Q4 2019 LEAD FINDER

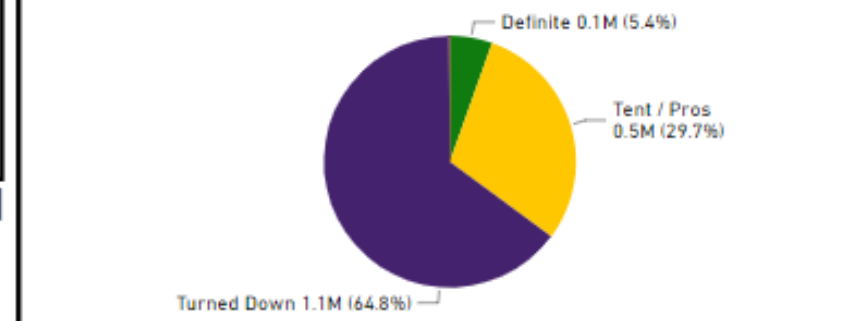
## Lead Finder Analysis - Summary

Property	DVP Sales	Owner / Type	Brand	System	Year	Period
All	All	All	All	All	2019	Q4

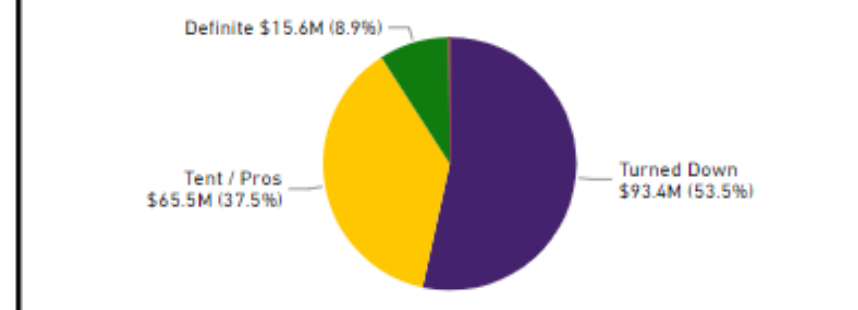
<b># of Leads</b> 15,166	<b>Def Conv % (REV)</b> 8.9%	<b>Definite Conversion % (REV) by DVP</b>	
<b>Room Nights</b> 1.7M	<b>TD % (REV)</b> 53.5%	Kristi Pearce	18.8%
<b>Revenue</b> \$174.8M	<b>Canc. % (REV)</b> 0.2%	Jay Hubbs	16.4%
		Nickole Valdov	15.4%
		Tara Jordan	13.6%
		Shawn Anderson	9.5%
		Paula Zeller	8.8%
		Loretta Macke	7.4%
		TBD	4.3%

Status	# of Leads	%	Room Nights	%	Revenue	%
Definite	3,659	24.1%	91K	5.4%	\$15,579K	8.9%
Tent / Pros	5,079	33.5%	498K	29.7%	\$65,477K	37.5%
Turned Down	6,383	42.1%	1087K	64.8%	\$93,439K	53.5%
Cancelled	45	0.3%	2K	0.1%	\$301K	0.2%
<b>Total</b>	<b>15,166</b>	<b>100.0%</b>	<b>1678K</b>	<b>100.0%</b>	<b>\$174,796K</b>	<b>100.0%</b>

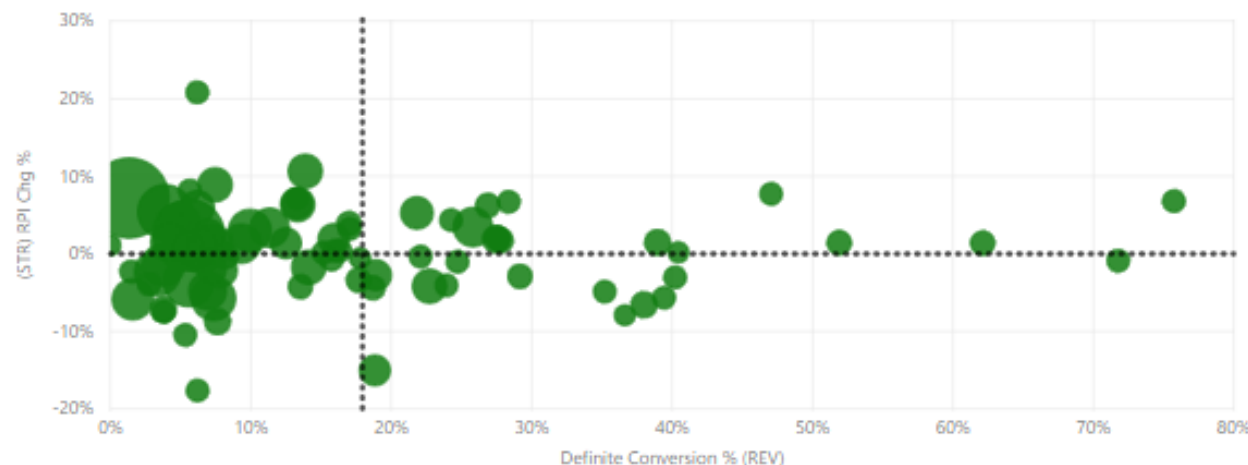
### Room Night Details by Status



### Revenue Details by Status



### Quadrant Analysis by Property - Definite Conversion % (REV) vs RPI Chg %

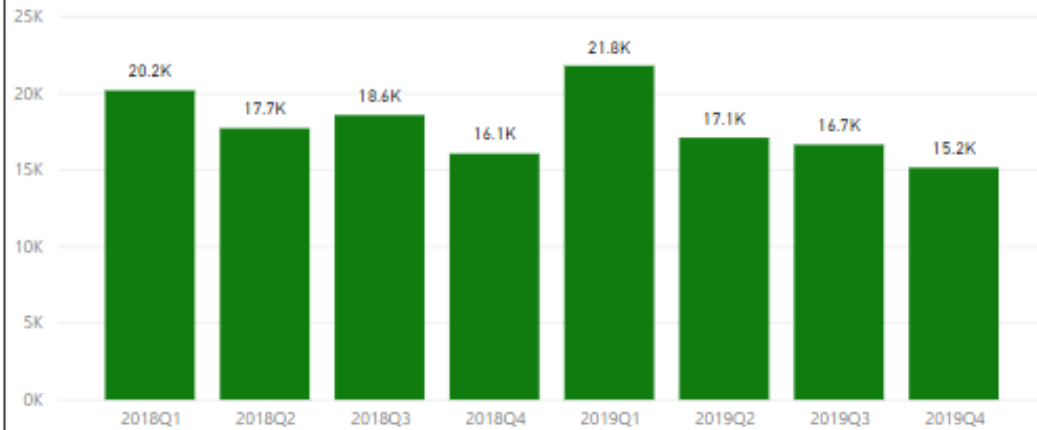


# Q4 2019 LEAD FINDER TRENDS

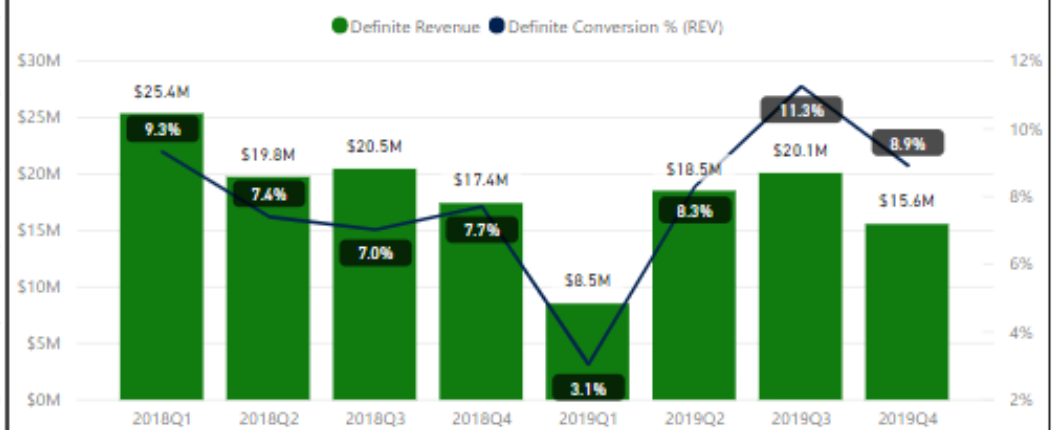
## Lead Finder Analysis - Trends

Property	DVP Sales	Owner / Type	Brand	System	Year	Period
All	All	All	All	All	2019	Q4

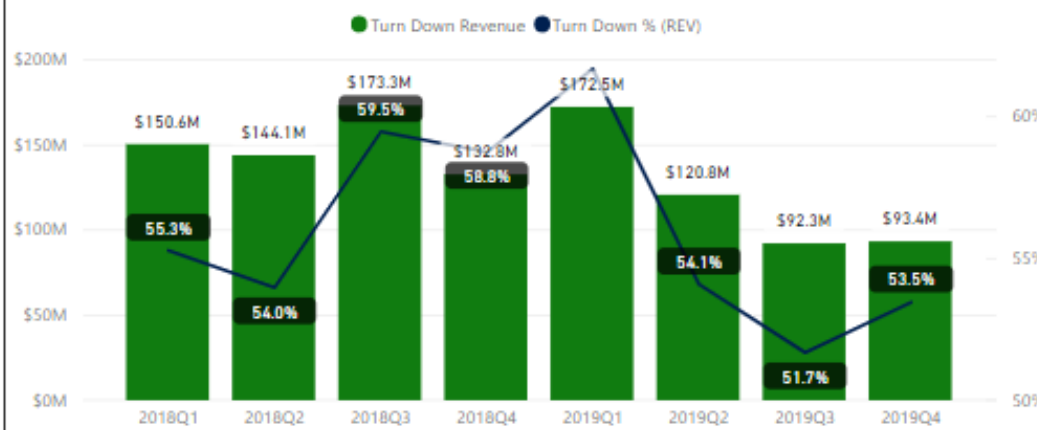
### Number of New Leads by Period



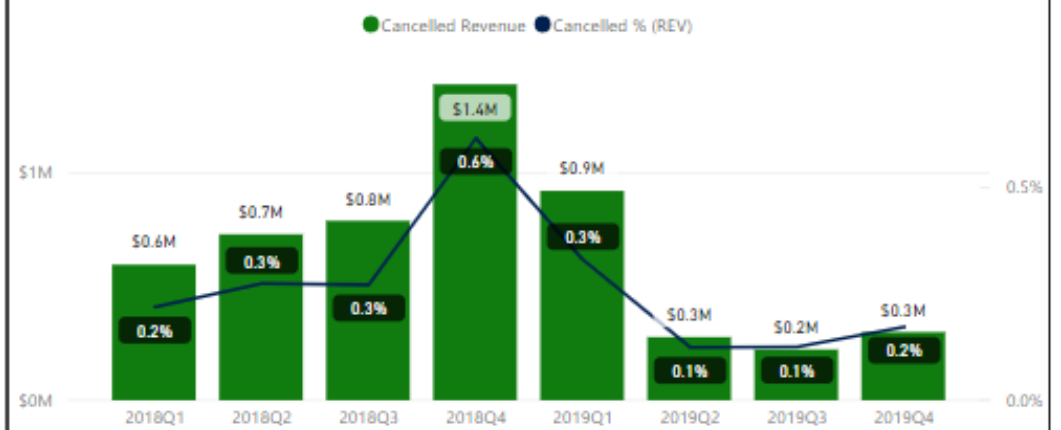
### Definite Revenue and Definite Revenue Conversion % by Period



### Turn Down Revenue and Turn Down Revenue % by Period

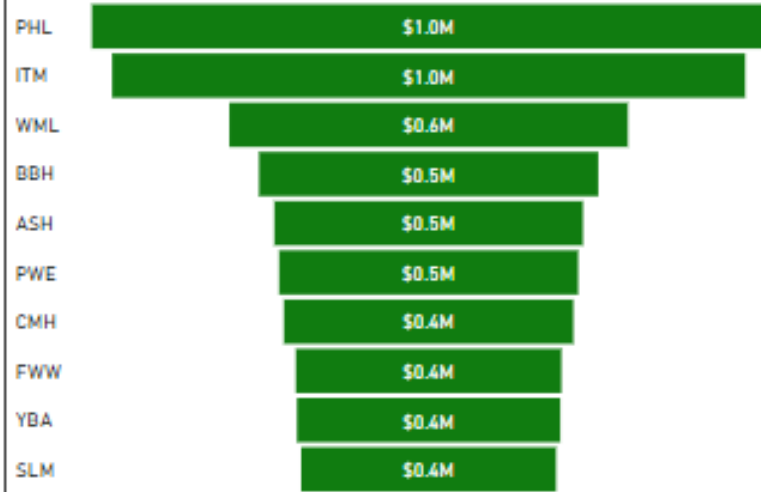


### Cancelled Revenue and Cancelled Revenue % by Period

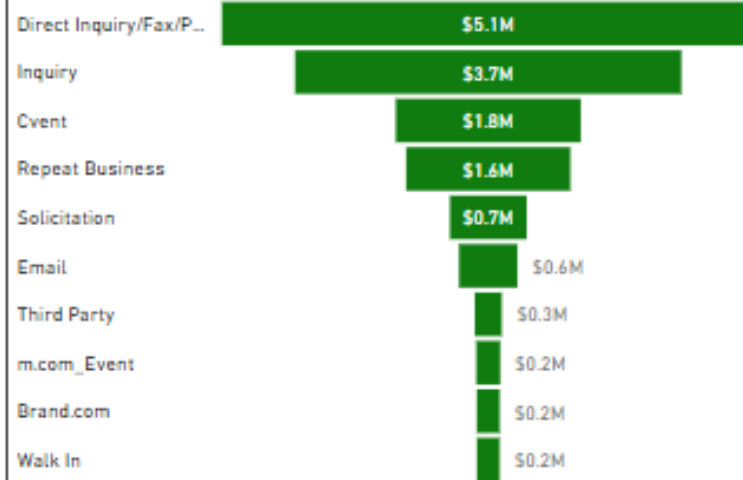


# CONVERSION PERCENTAGE

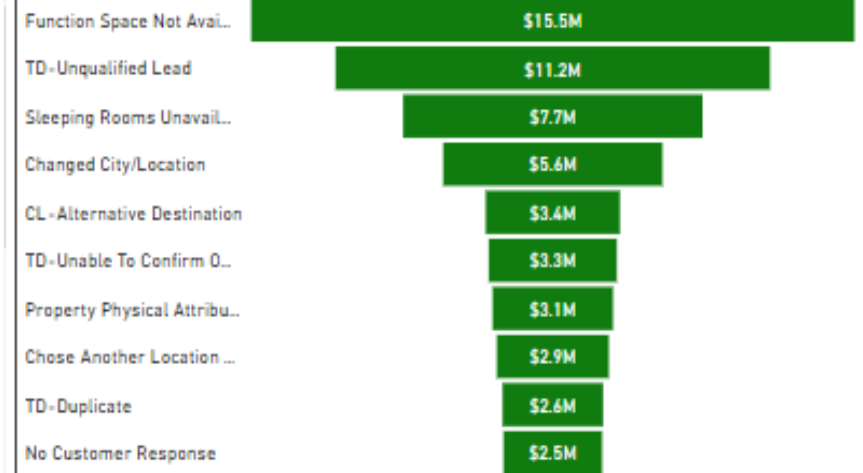
## Properties with Highest Definite Revenue



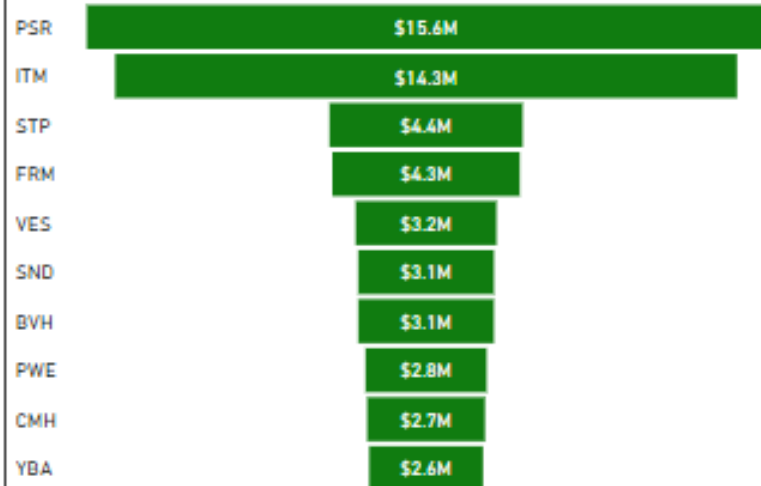
## Sources with Highest Definite Revenue



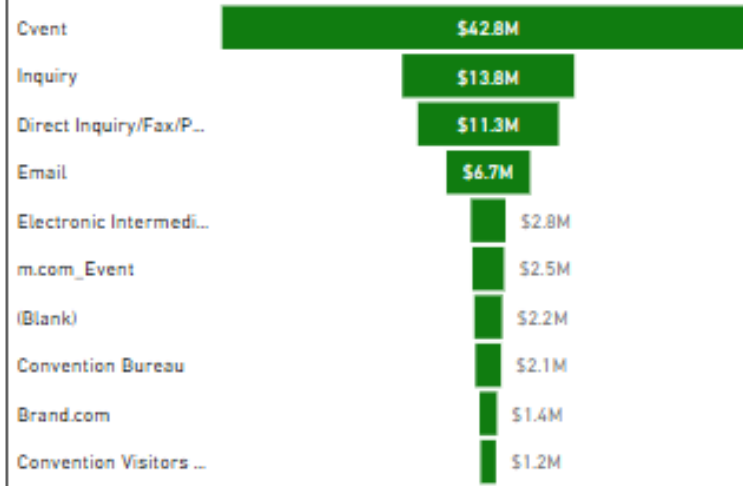
## Reasons with Highest Turn Down Revenue



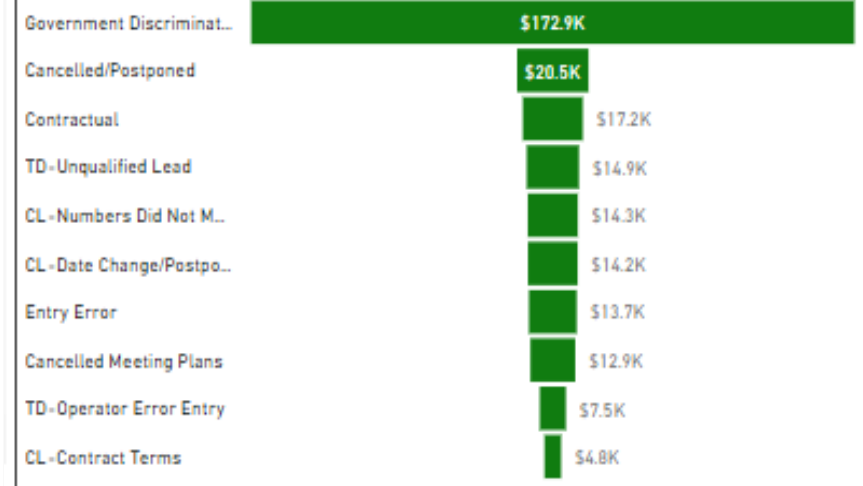
## Properties with Highest Turn Down Revenue



## Sources with Highest Turn Down Revenue



## Reasons with Highest Cancelled Revenue



# **Q4 2019 CVENT PERFORMANMCE**

# CVENT Q4 2019 - YOY 2018/2019

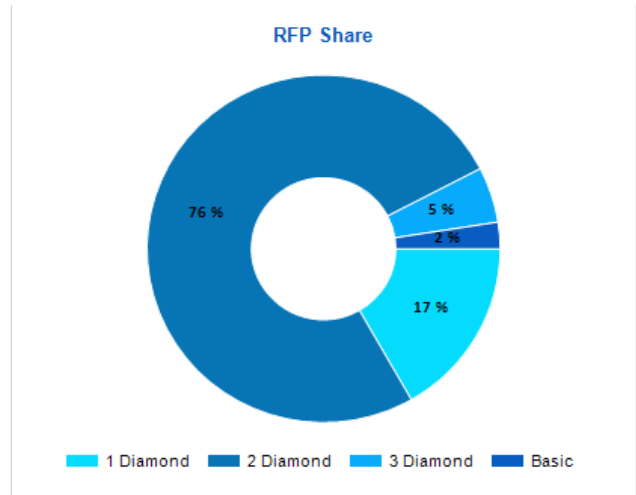
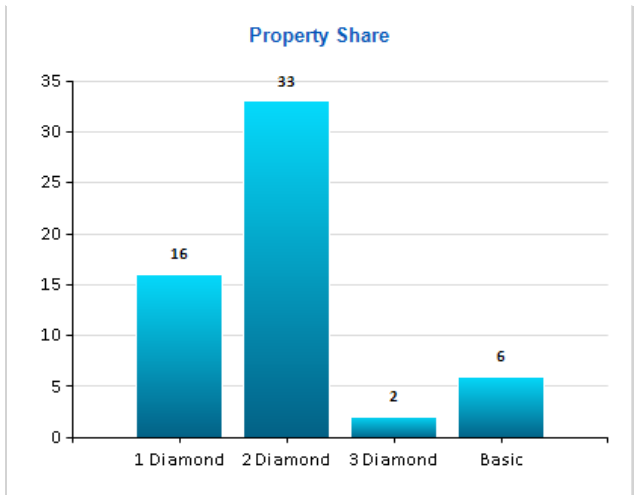


## Custom Venues Performance Report(CSN,EMI,SRFP,WhiteLabel)



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
Oct-2019-Dec-2019	4,227	850,540	3,835	\$322,860,547	1,428	226	68	210	15,837	\$4,667,456	17	3549	\$954,619	9.3%
Oct-2018-Dec-2018	3,979	681,037	3,571	\$286,037,532	1,341	194	61	221	19,258	\$5,837,510	23	4986	\$3,538,862	10.8%
% Change YOY	6.2%	24.9%	7.4%	12.9%	6.5%	16.5%	11.5%	-5.0%	-17.8%	-20.0%	-26.1%	-28.8%	-73.0%	-14.6%

CSN Listing Type	Number of Properties	Total RFPs	Average RFPs Per Property
1 Diamond	16	707	44
2 Diamond	33	3,197	97
3 Diamond	2	218	109
Basic	6	105	18
<b>Total</b>	<b>57</b>	<b>4,227</b>	<b>74</b>



CSN Listing Type	Awarded RFPs	Multi Awarded RFPs
1 Diamond	31	3
2 Diamond	163	12
3 Diamond	9	2
Basic	7	0
<b>Total</b>	<b>210</b>	<b>17</b>

# Q4 2019 PERFORMANCE

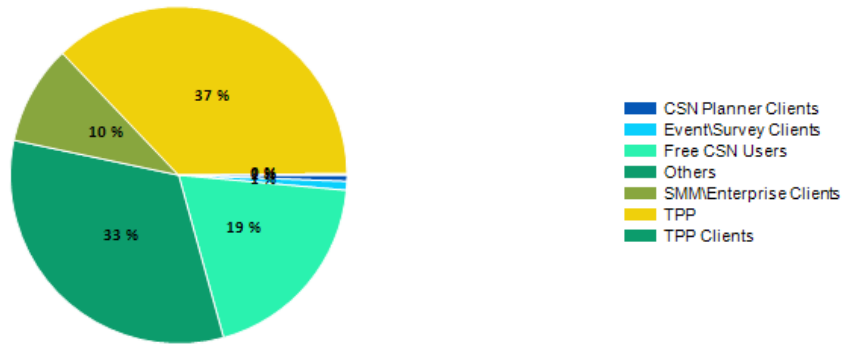
**% of Turned Down RFPs**

**37.8%**

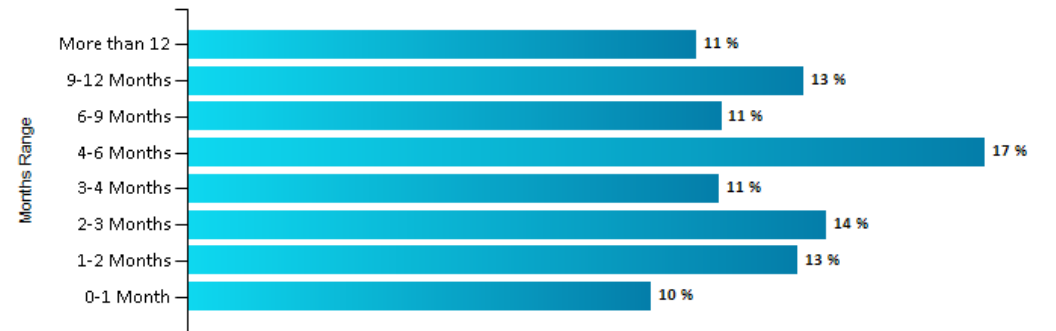
**% of Turned Down RFPs where Planner Dates were flexible**

**31.8%**

TPP Vs. Incremental Planner Share



Booking Window - Time Range



**Response Rate**

**96.0%**

**Avg. Response Time**

**19 Hours 45 Minutes**

**Bid Rate**

**58.2%**

# EVENT PRODUCTIVITY HIGHLIGHTS

## KEY HIGHLIGHTS INCLUDE:

(+25%) increase in Room Nights Sourced: 850,540

(+7.4%) increase in RFPs Sourced: 3,835

(+13%) increase in Total Group Value Sourced: \$322.8M

210 RFPs awarded in Q4 2020

Response Time Average of **19 Hours and 45 Minutes** w/ Bid Rate of **58%**

## PROPERTY HIGHLIGHTS: Q4 2019

- Largest Growth in RFP Volume: Historic Inns of Annapolis @ 27 RFPs received (+108%)
- Largest Growth in total room nights: Le Pavillon Hotel @ 138,787 Room Nights Received (+1156%)
- Largest Growth in Converted RFPs: Melrose Georgetown @ 8 RFPs converted (+300%)
- Largest Conversion Ratio: Sheraton Bucks County @ 44.4% in Q4 2019

# **Q4 2019 BONUS UPDATE**



# Q4 2019 BONUS SUMMARY

## Quarterly Summary 2019Q4

	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>	\$86,367,037	\$70,285,904	\$570,105	\$0	82.0%	22	38.6%	26	45.6%	36	63.2%	\$4,549	\$163,760
<b>LY</b>	\$75,937,341	\$67,191,015	\$942,861	\$0	89.7%	12	22.6%	22	41.5%	23	43.4%	\$5,215	\$119,943
<b>% Chg.</b>	13.7%	4.6%	-39.5%	0.0%	-8.6%	83.3%	70.5%	18.2%	9.9%	56.5%	45.5%	-12.8%	36.5%

	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>	\$57,376,198	\$45,500,139	\$491,069	-\$15,486	80.1%	46	39.7%	4	3.4%	\$4,057	\$29,750	\$186,632
<b>LY</b>	\$58,163,849	\$52,634,338	\$763,220	-\$135,993	91.6%	64	48.1%	11	8.3%	\$4,098	\$46,250	\$262,248
<b>% Chg.</b>	-1.4%	-13.6%	-35.7%	-88.6%	-12.5%	-28.1%	-17.6%	-63.6%	-58.3%	-1.0%	-35.7%	-28.8%

	RASH RPI (YTD)	
	Variance To Goal	Variance to Last Year
<b>CY</b>	-2.6%	0.3%
<b>LY</b>	-3.4%	-0.2%
<b>Chg.</b>	0.8%	0.5%

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

	VP/DOS & Area Sales Managers			
	# of Eligible Employees	% of Eligible Employees	Average Payout	Total Bonus Paid
<b>CY</b>	7	87.5%	\$2,619	\$18,336
<b>LY</b>	5	62.5%	\$2,693	\$13,466
<b>% Chg.</b>	40.0%	40.0%	-2.7%	36.2%

	Booked Breakdown by Segment			
	Group	IBT	Catering	Total
<b>CY</b>	\$28,298,458	\$29,660,733	\$17,177,081	\$75,136,272
<b>% to Goal</b>	72.6%	90.9%	78.6%	80.4%
<b>LY</b>	\$32,249,487	\$29,622,104	\$17,269,692	\$79,141,283
<b>% to Goal</b>	81.8%	92.7%	89.1%	87.2%
<b>% Chg.</b>	-12.3%	0.1%	-0.5%	-5.1%

	Consumed Breakdown by Segment			
	Group	IBT	Catering	Total
<b>CY</b>	\$29,321,170	\$29,660,733	\$15,369,512	\$74,351,415
<b>LY</b>	\$31,459,439	\$29,622,104	\$15,686,678	\$76,768,221
<b>% Chg.</b>	-6.8%	0.1%	-2.0%	-3.1%

\*SAME STORE

## Q4 2019 BONUS QUALIFICATION STATISTICS

- 24% of people who made bonus achieved all 3 months. 87% achieved at least 2 months.
- 95% of people who achieved at least 2 months qualified for bonus.
- 11% of people who only achieved 1 month qualified for bonus.
- Of the above 11%, no one qualified by achieving the last month only.

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

- 50% of people who made bonus achieved > 80% all 3 months. 98% achieved > 80% at least 2 months.
- 75% of people who achieved > 80% at least 2 months qualified for bonus.

# 2020 PLANNING

## 2020 DOS BONUS PLAN

### Previous Plan

50%/50% RPI & Bookings

### New Plan

50% Bookings

50% Positive PACE movement for 2020 & 2021

## SALES GOALS

- Projected Completion – End of February
- Goals for February + 2%
- 2020 Goals will start March 1, 2020

### Strategy

Factors we are considering when setting 2020 Goals

- Starting with Optimum Mix
- Historical Crossover
- Historical Bookings
- Growth Factor

# **SALES ORGANIZATION**

# PROMOTIONS, NEW HIRES, AND OPEN POSITIONS

## Promotions

- Tonya Emmons – Ft. Worth Hilton/Ashton

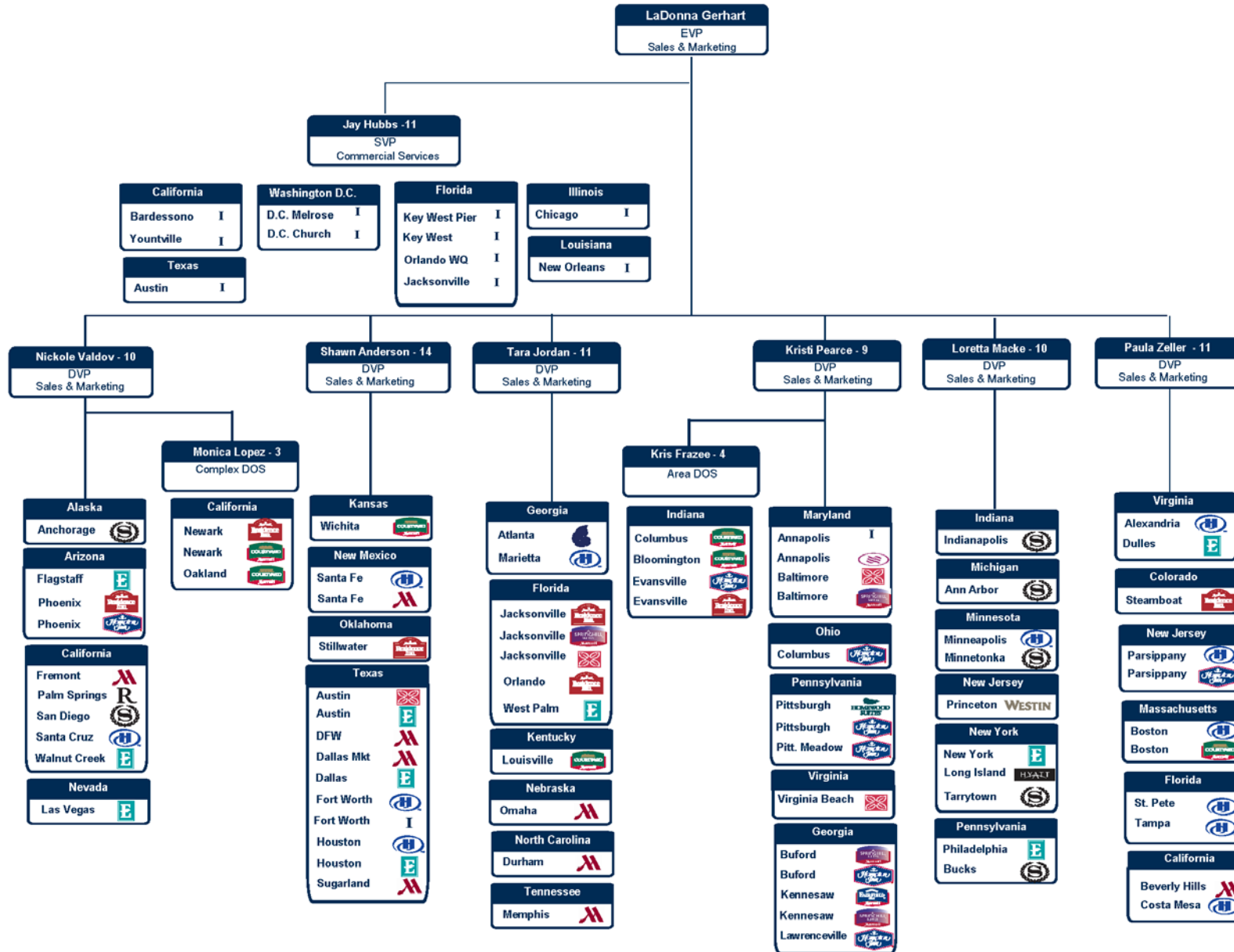
## New Hires

- Michelle Hooks - Key West
- Dennis Nemchek - Sheraton Tarrytown
- Natalie Laster – Dallas Marriott Suites
- Greg Espinoza – Flagstaff
- Lexi Hernandez – Pittsburgh Homewood Suites/Hampton Inn

## Open Positions

- Phoenix Hampton Inn/Residence Inn
- Hilton Santa Cruz

# SALES ORGANIZATION CHART



**SALES LEADER OF THE YEAR**

# SALES LEADER OF THE YEAR

SELECT SERVICE

**Monica Lopez**

Oakland Courtyard/Newark Courtyard/Residence Inn

**Li Ou**

Atlanta Midtown Indigo

**Lori Parker**

Virginia Beach Hilton Garden Inn

**Shannon Fisher**

Jacksonville Hilton Garden Inn/SpringHill Suites/Residence Inn



# SALES LEADER OF THE YEAR

FULL SERVICE

**Bonnie Taylor**

Tampa Westshore Hilton

**Martin McHenry**

Durham Marriott

**Mark Dickerson**

Parsippany Hilton/Hampton Inn

**Matt Sciarrino**

DFW Airport Marriott

**Kristin Lepisto**

La Posada de Santa Fe a Tribute Hotel

**Zulma Diaz**

St. Petersburg Bayfront Hilton



**PINNACLE**

# DECEMBER 2019 PINNACLE

## SALES MANAGERS

Employee	Property	Bookings % of Goal	Ranking
Rebecca Inderhees	ALR	165.7%	1
Ashley Neubert	LIH	152.8%	2
Shawna Valentine	PWE	150.1%	3
Daniel Nicoletti	PHI	146.6%	4
Phyllis Black	MEM	142.4%	5
Stacy Holder	DMS	134.9%	6
Laura Daywalt	HEI/REI	134.8%	7
Holly Maldonado	ITM	131.8%	8
Angad Dumra	BBH	131.1%	9
Gene Schroeder	STP	123.2%	10
Glenda Wilson	INC	123.0%	11
Jason Mattern	ANS	122.9%	12
Annie Rathore	FRM	121.7%	13
Angela Gonzalez	PBF	119.3%	14
Cindy Viana	BBH	118.2%	15
Josue Reyes	TWH	116.0%	16
Trey Caruso	JCK	115.4%	17
Rachel Barreto	FRM	115.3%	18
Jeanna Conner-Bates	INC	115.1%	19
Nicho Ashley	YBA/YVI	114.9%	20
Ashley Gehringer	DUR	114.8%	21
Luana Calloway	STP	114.6%	22
Daniel Koziol	OMM	110.5%	23
Michelle Cho	BVH	109.6%	24
David Bremer	PSR	106.1%	25

## DIRECTOR OF SALES

Employee	Property	Bookings % of Goal	RPI vs Goal	Ranking
Akbar Solanki	LBV	132.0%	1.5%	1
Martin McHenry	DUR	115.0%	4.6%	2
Lori Parker	VBH	109.8%	1.0%	3
Ammara Jafri	DUL	106.1%	5.8%	4
Joy Wemmer	BHG/BSS	103.1%	7.2%	5

## DIRECTOR OF CARERING

Employee	Property	Bookings % of Goal	Ranking
Kerry Kasper	OMM	133.2%	1

## CATERING SALES MANAGERS

Employee	Property	Bookings % of Goal	Ranking
Anna Borrego	SCH	182.1%	1
Deborah Williams	TWH	170.9%	2
Joy Garcia	FWW	140.5%	3
Alexa Hayward	NBH	130.3%	4

# 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

**JOE WATSON**

**Regional Director of Business Travel  
Sales Council – Training & Referral Sub-Group**

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*Thank You*

RI  
remington