



**HOSPITALITY
MANAGEMENT**

BMI BULLETIN

1st Quarter Edition 2018

HOSPITALITY HIGH FIVES

Special recognition for team members that had outstanding performance in 2017.

Hampton Inn & Suites SeaTac

GM: Yoshi Takaba

81.70% end of the year Guest Satisfaction score

HK: Marissa Piol

86.20% end of the year housekeeping score.

Staybridge & Suites Fremont

GM: Blanca Salgado

88.96% end of the year Guest Satisfaction Score

Holiday Inn Express & Suites SeaTac

HK: Kyung Ji

93% end of the year housekeeping score.

Holiday Inn Express & Suites Kona

GM: Mark Takahashi

20% revenue growth year over year

Hampton Inn & Suites Bremerton

GM: Michelle Tomlinson

12% revenue growth year over year

Bernardita Pineda 15 yrs & Monica Sisi 10 yrs working with BMI both committed to providing excellence.

NEW HOTELS OPENED 2017!

Aloft SeaTac GM Danielle Whitaker

Hampton Inn & Suites Leavenworth

HOW BMI ALL STARTED BY HAN KIM

Q: How did you get involved with hotels?

A: My parents bought a 7-unit motel in SeaTac with the investment from my aunt when I was in high school and I worked there during the summer.

Q: What was your first role in the hotel industry, and what do you remember about doing that job?

A: I used to work at the front desk, clean rooms and do laundry. It was an adventure for me. I never seen anything like it as a new immigrant. The motel had a manager's apartment unit that was part of the front desk. Hard to imagine these settings now. My mother had a great idea of selling that room, and then we had 8 rooms to sell!

Q: What does Hospitality mean to you?

A: Our idea of hospitality is laid out in our "The Spirit of Hospitality" statement. We are stress reducers for travelers, not because we get paid for it, but because we are good people.

We are committed to creating companies that are both a great place to work and provide exceptional guest experiences!

WHAT IT IS TODAY

We currently manage 15 hotel properties representing four of the major brands in the hospitality world; Hilton, IHG, Marriott, and Starwood.

SPIRIT OF HOSPITALITY

As we continue to grow, BMI Hospitality Management remains committed to promoting our Spirit of Hospitality. We know that our hotel is not our guests' ultimate destination. We are here to help our guests relax after a hectic day, to create a comfort zone for them and help our guests prepare for their journey ahead. The key to our success lies with our team members! Being the best in our industry depends on the united efforts of the many people working both directly with our guests and behind the scenes to create an unforgettable stay. We are committed to creating companies that are both a great place to work and provide exceptional guest experiences!

RIISING TRENDS IN TRAVEL AND TOURISM FOR 2018

































What being a BMI team member is all about!

Last year's 'bleisure' trend (mixing business with leisure); business travelers have the freedom to extend professional business stays by a couple extra days or even weeks for personal trips, which is why the trend really took off.

Many hotels will focus on creating large communal spaces designated to hang out in and mingle, similar to a hostel concept. These open lounge areas will be the focus point for social travelers who are looking for the comfort and privacy of a hotel, as well as the additional benefit of meeting new people and networking.

Investing in new technology will be a major priority for hotels. Many hotels will dedicate higher budgets to improve Wi-Fi. Hotels will be investing in things such as artificial intelligence, automated check in and check out and mobile applications that cater to guests' needs inside and outside of the hotel.

To see full article, click [here](#).

  <p>Seattle City Center</p>	  <p>Seattle Downtown</p>	  <p>Seattle Fremont</p>	  <p>Everett</p>	  <p>Leavenworth</p>
  <p>Sea-Tac Airport</p>	  <p>Sea-Tac Airport</p>	  <p>Airport/28th Ave</p>	  <p>Sea-Tac Airport</p>	  <p>Tacoma Downtown</p>
  <p>Bremerton</p>	  <p>Bremerton</p>	  <p>Olympia</p>	  <p>Olympia</p>	  <p>Kona, HI</p>

