



# BMI BULLETIN

3rd Quarter 2019 Edition

## IS YOUR HOTEL READY FOR FALL AND WINTER?

- CLEAN OUT STORM DRAINS.
- HAVE ICE MELT ON HAND.
- DO TEAM MEMBERS WHO WORK OUTSIDE HAVE WHAT THEY NEED?
- OUTSIDE LIGHTS WORKING AND WELL LIT.
- ASK YOUR SALES TEAM FOR ICESCRAPERS FOR GUESTS.
- SHUTTLES WINTERIZED?
- CORRECT LANDSCAPE FOR THE COLDER MONTHS.

## SUMMER SURVIVORS!

Thank you to all our amazing team members for all their hard work and dedication they gave this summer 2019! It was not an easy one. With so many other hotel choices out there, guests were clearer now than ever on what they expected. Our hotels accepted the challenge and with the help of our committed team members, we delivered on our **Spirit of Hospitality**. **BMI appreciates each and every one of you. Thank you.**

## BMI UPDATE

Several BMI properties underwent major renovations and refreshes at the beginning of this year. We are happy to announce that those hotels are completed or very close to completion. Through the summer chaos these hotels were able to continue providing service and comfort to guests. Big shout out to our Bremerton team members at Hampton Inn & Suites and Fairfield Inn & Suites. Congratulations to our SeaTac hotels Holiday Inn Express & Suites and Fairfield Inn & Suites for completion of their major renovations. This summer was more hectic than ever, but your teams stayed strong and pulled through. Special high five to our Holiday Inn Express & Suites SeaTac for receiving some of the best guest scores this hotel has ever seen. As we complete projects, we begin new ones. This fall

our staple hotel Holiday Inn Express & Suites Seattle will start renovations to convert to a Fairfield Inn & Suites. This renovation will be one of the largest projects our team has taken on. Additionally, as we update and grow, BMI is looking to expand its reach. With the development of apartment homes in Bremerton, proposals pending to manage the Kitsap Conference Center, and new hotels on the horizon, there is no better time to be a **hotelier with heart** at BMI Hospitality.

## SCENE IS CHANGING

With summer winding down and the colder months rolling in, hotels must prepare to switch gears for our corporate travelers as less leisure stays will be entering the hotel. Now is the time to ensure that our hotels are prepared to deliver the expectations and experiences our corporate travelers demand. Quick and efficient interactions with our team members are crucial to their satisfaction. Seamless check-ins, accurate billing, clean rooms, and ready-to-go mornings are the minimum. Team members should have the tools and resources available to assist guests when needed. Everyone should feel empowered to right a wrong when guests have valid complaints. We should all be looking and listening for ways to improve not only our service, but our properties as well. With so many hotel options and less demand during this time of the year, our corporate guests will be selective with their stays. The scene is changing for some of our corporate travelers as some of them are wanting a bit more from their time away from home. Those corporate travelers are looking for opportunities to mix and mingle. Be sure your public spaces are clean and inviting to allow opportunities for our guests to feel welcome. Have information ready and available for quick and easy things to do in your area. For the corporate traveler, a positive experience with your hotel does not start when they check in, but rather when they book their room. Clear communication is most important to the business traveler, who is on the road most times than not. Making sure your hotel is accurately listed on all reservation portals is the first step to being the primary choice for accommodation needs. Let's show these valued guests that all BMI hotels are the perfect choice for their next home away from home.

## WORK HERE

BMI Hospitality prides itself on providing a place that people want to work, grow, and thrive. We offer competitive wages, full health benefits, ability for all team members to bonus, employee travel discounts at major hotel chains worldwide, and many opportunities for promotion. Being a place where people want to be is BMI's top priority for our guests and team members. See your GM about our referral program for new hires.

**THANK YOU TO ALL TEAM MEMBERS!**