

## MVP Stephanie Govia Keeps Reaching for Success



One of Stephanie Govia's favorite pop songs is "Reach" by Gloria Estefan. The song's lyrics include the lines, "I've tried my very best/I've put my spirit to the test."



Those lines perfectly describe Stephanie's approach to selling.

As DOS of Homewood Suites Houston-Northwest/CY-FAIR, TX, Stephanie has helped build her team's success with hard work and dedication.

But it hasn't always been easy. When Stephanie first came to her current hotel two years ago, business was very slow—too slow. Stephanie, her GM and the hotel owners were all worried.

"It was very frustrating in the very beginning because I wanted to fill the hotel with a better mix of business, and it was not going to happen overnight," Stephanie says. "I knew I had my work cut out for me."

Stephanie put her head down and went to work. She made more than a dozen cold calls every week. She asked current clients for referrals. She encouraged team members to get excited about iamsales. She contacted movers and shakers in the local business community and networked with them. Slowly, sales started to pick up. Then referrals started to pour in. Stephanie even needed to hire a sales coordinator.

"Now our sales department is in full swing, and we are extremely busy," she says.

In fact, now Stephanie has a wealth of stories that she can tell about how she and her team have successfully attracted new business or lured clients away from the competition by staying focused and reaching higher.

Just ask her about the time she inked a deal with a Chinese client for 14 rooms for a four-month stay at a daily rate \$30 above the competition's rate. She pulled out all the stops and showed the client why he should choose Homewood—the Welcome Home Reception, the grocery shopping service, the staff, the quality of the suites and public areas, and much more. The client agreed—and has become a repeat customer.

"This showed our team that it's not just about rate," says Stephanie. "It has to be more than that."

## Homewood Struts Its Stuff at Indy Trade Show

Three Homewood Suites properties combined efforts to participate in the ISES/Visir Indy trade show for the second year. Sponsored by the local convention and visitors' bureau, this particular trade show is called "Flaunt" and primarily draws catering and special event coordinators.

"We rallied our three Homewoods together again to present what each has to offer independently, as well as the value-added amenities that we all offer," says Linda Adams, DOS of Homewood Suites Indianapolis-Airport/Plainfield, IN.



*L to R Eugene Hilliard, GM, Homewood Suites Indianapolis-Downtown, IN, Holly Stauffer, GM, Homewood Suites Indianapolis Northwest, IN, Lewis the Duck-Erin Wentz, operations manager, Homewood Suites Indianapolis-Airport/Plainfield, IN, Linda Adams, DOS, Homewood Suites Indianapolis-Airport/Plainfield, IN, Angela Comer, DOS, Homewood Suites Indianapolis-Downtown, IN, and Rodney Barta, GM, Homewood Suites Indianapolis-Airport/Plainfield, IN*

The show has proven to be a great opportunity to (you knew it was coming) flaunt the Homewood brand to the community. And Lewis

the Duck put in an appearance, causing flocks of people to pull out their smartphones to get their photos snapped with him!

### ➔ SHARING THE COMFORTS OF HOME

## Palm Beach Gardens Teams Up with Local Temple to Help the Homeless

Homewood prides itself on being a "home away from home" for countless guests. Now one of our hotels is helping to provide the comforts of home to those who don't have a permanent home.

Homewood Suites Palm Beach Gardens, FL, has teamed up with its neighbor, Temple Judea, to provide comfort and support to homeless families who are trying to get back on their feet. Temple Judea hosts families several times each year, one week at a time, as part of an interfaith nonprofit partnership called The Family Promise Organization.

Homewood will pick up bed linens, launder them and drop them back off at the temple during the weeks that Temple Judea is hosting families in classrooms that have been converted to temporary bedrooms.

"We're looking forward to assisting those in our community who are in need," says Jason DeGrosso, sales and guest services manager. "This is just one opportunity to meet that need."

Thanks for enthusiastically reaching out to help the less fortunate, Homewood Suites Palm Beach Gardens team!