

# onPOST

For Guests and Employees of IHG Army Hotels

FALL 2011



## The PAL program adds some brand-new pals

It's official: Eleven more Army posts have just been added to the Privatization of Army Lodging (PAL) program, the joint effort by the US Army, InterContinental Hotels Group and Lend Lease (US) Public Partnerships to improve the on-post hotel experience for military travelers. This phase will add an estimated 5,000 guest rooms to the program, bringing the total room count to more than 8,000 rooms on 21 Army installations. With the addition of the new posts, roughly half of the on-post hotels at Army installations across the US are now operating as IHG Army Hotels.

Some of the changes will be visible right away. Complimentary breakfasts,

concierge services, weekly evening socials, courtesy shuttle services and IHG's award-winning Priority Club® Rewards program are being added immediately.

As in the first phase of the program, select hotels on several posts will be renovated to brand standards and will officially become Holiday Inn Express® hotels. And, in this phase, IHG's popular extended-stay Candlewood Suites® brand will be added to the portfolio.

Even the reservation process has had an upgrade. Accommodations at any IHG Army Hotels location can be booked through a centralized reservations system, either by calling

1-877-711-TEAM (8326) or by making online reservations at IHGArmyHotels.com.

We're delighted to welcome these additional locations to the IHG Army Hotels family. And we hope we'll have the chance to welcome you to one of them sometime soon.



Fort Buchanan



Fort Knox

**Where to find  
IHG Army Hotels,  
at 21 military posts  
across the US:**

**ALABAMA**  
Fort Rucker

**ALASKA**  
Fort Wainwright ★

**ARIZONA**  
Fort Huachuca ★  
Yuma Proving Ground

**GEORGIA**  
Fort Gordon ★

**HAWAII**  
Fort Shafter/Tripler  
Army Medical Center

**KANSAS**  
Fort Leavenworth  
Fort Riley

**KENTUCKY**  
Fort Campbell ★  
Fort Knox ★

**LOUISIANA**  
Fort Polk

**MISSOURI**  
Fort Leonard Wood ★

**NEW MEXICO**  
White Sands  
Missile Range ★

**NEW YORK**  
Fort Hamilton ★

**OKLAHOMA**  
Fort Sill

**PUERTO RICO**  
Fort Buchanan ★

**TEXAS**  
Fort Bliss ★  
Fort Hood  
Fort Sam Houston

**VIRGINIA/DC**  
Fort Belvoir ★  
Fort Myer

★ New on-post hotels

## Spotlight: Weekly socials

One evening a week, at every IHG Army Hotels location, guests and hotel team members gather for a free weekly social. For guests, it's a chance to relax after a long day, to get to know their fellow guests, and to visit with hotel team members one on one. For hotel teams, it's a chance to spend more time with guests in an informal setting and find out more about what's on their minds.

Besides, the food is great.

"The truth is, we like cooking for our guests," says GM Jody Sessions of IHG Army Hotels at Yuma Proving Ground. "We feel good giving them the opportunity to relax and unwind with each other after they've spent the day in intense training, and we get an immense amount of satisfaction out of seeing them enjoy the socials. It's a great way to show them that we appreciate their service to our country."

Shirley Dickson, General Manager of IHG Army Hotels at Fort Leavenworth, agrees. "The socials are a great way to unwind with the guests," she says.

"We're fortunate enough to have a great venue where we can play music and sing along. Sometimes we even catch our guests dancing. At a social event, our guests feel more comfortable opening up, whether it's to tell us how great we're doing or to let us know where we have opportunities to improve."

Fort Leavenworth concierge Stacey Pearson is also a regular at the weekly socials. "Because I work the evening shift," she says, "I see the guests more than any of the management staff. I enjoy pointing guests out to the management staff and letting them know who has a birthday, who needs get-well wishes, or who has special needs while they're staying with us."

Besides, did we mention that the food is great?



Fort Bliss



Fort Sill



Fort Sill



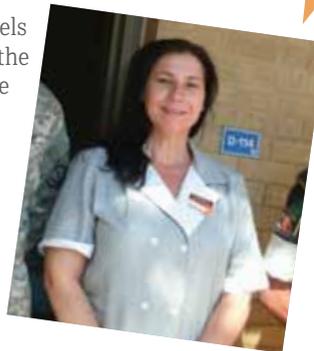
Fort Hood



## At Fort Sill, something else to celebrate

Celebrate Service Week is an occasion for celebration at IHG hotels around the world. It's a chance to recognize the commitment of the more than 330,000 IHG team members around the globe who are providing outstanding service to our guests. And, this year, IHG Army Hotels became part of the celebration – in a big way.

In 2011, more than 10,000 stories of great guest service were submitted to the Celebrate Service website. Of these, more than 1,600 were chosen to be entered into a random prize drawing. And one of the winners is: Room Attendant Manuela Lowe, of the IHG Army Hotels Holiday Inn Express at Fort Sill.



Manuela was recognized by her colleagues for treating two guests like her own family.

She attended to a guest who stayed at the hotel on extended business for about five months.

Whenever his wife came to stay for the weekends, Manuela always provided extra towels and special touches to the room. When the couple went through a family crisis, she took time to comfort them. According to the guest, her small gestures made a huge difference while he was away from home for such a long time.

"We are very proud of Manuela's accomplishment," says General Manager Gabriele Whitaker of IHG Army Hotels at Fort Sill. "This is a great recognition of how she takes care of our guests every day."

Manuela's prize is a trip to the 2012 Olympic Games in London. Well done, Manuela. You've earned it, just by being who you are. And we hope you enjoy every minute of it.



Arthur Holst  
VP, Operations  
IHG Army Hotels

## IHG: Creating Great Hotels Guests Love

On August 15, we celebrated the two-year anniversary of the PAL program with an important event: Just three days earlier, on August 12, eleven more Army posts had officially been added to the program.

It was the latest of many milestones. Since its inception in August 2009, the PAL program has opened the first branded hotel on a U.S. military installation, at Fort Polk, Louisiana, and the largest Holiday Inn Express in the world (by number of rooms), at Fort Sill, Oklahoma. And more than 150 million Priority Club® points have been awarded to guests of IHG Army Hotels.

The goal of the PAL program is to redefine on-post lodging and improve the quality of life for guests of these hotels. We're excited to be able to extend the unique IHG Army Hotels amenities and services to this new group of hotels. Complimentary breakfast, courtesy shuttle service, free weekly socials and free high-speed Internet have already been implemented. And in the coming months, owner Lend Lease and IHG will begin more extensive improvements. Check out the back page of this newsletter for more information.

We're proud to be a part of this effort. And proud to be able to offer the men and women of our military services the kind of on-post hospitality they deserve.

## Guest Profile: Paul Hogie

In October 2010, the Medical Evaluation Board referred Chief Warrant Officer II Paul Hogie, a 28-year Army veteran now planning his retirement, to IHG Army Hotels at Fort Riley. He and his wife Rebecca, his non-medical attendant, have been staying at the hotel ever since.

Paul and Rebecca, who live in South Dakota, are a long way from home. But Rebecca has nothing but good things to say about the IHG Army Hotels team. In particular, she singles out Jody, Kristina and Mary Ellen of the hotel housekeeping team for making her and Paul feel so comfortable and welcome. She also expresses appreciation for the hotel's maintenance team, who responded immediately and empathetically earlier this



year when the Hogies discovered, to their horror, that hornets were nesting in their guest room.

For the Hogies, the only other option for their extended stay would have been lodging in the Army barracks. They're especially relieved that IHG Army Hotels was there to offer them a more comfortable, and more welcoming, alternative.



## From the Owner/Developer's Desk:

This summer, Lend Lease proudly welcomed 11 additional installations, and nearly 5,000 rooms, to their growing Privatization of Army Lodging (PAL) portfolio.

Guests staying at the newly branded IHG Army Hotels are witnessing a transformation with new and improved services, amenities and immediate improvements to enhance comfort including:

- New Fresh Bedding and Linens
- New Flat-Panel TVs
- New Showerheads
- New Shower Curtains and Curved Shower Rods

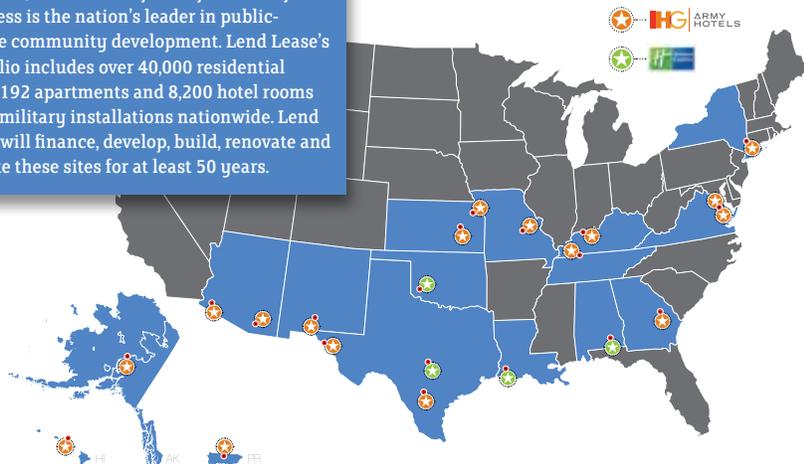


But the transformation doesn't stop there. Significant upgrades and renovations are on the way for all 11 installations, such as:

- Renovated Guest Rooms
- New Front Desk Check-Ins
- Renovated Great Room and Breakfast Areas
- 24-hour Sweet Shops
- Guest Laundry Facilities
- Business Centers
- Fitness Centers
- New Carpet, Paint and Window Treatments
- Contemporary Lighting and Furnishings
- BBQ Areas



In the US, Lend Lease's public partnership business is the nation's leader in public-private community development. Lend Lease's portfolio includes over 40,000 residential units, 192 apartments and 8,200 hotel rooms on 36 military installations nationwide. Lend Lease will finance, develop, build, renovate and operate these sites for at least 50 years.



[www.lendlease.com](http://www.lendlease.com)

## Eleven new installations added to Lend Lease's military hotel portfolio

Fort Belvoir, VA	(526 rooms)
Fort Bliss, TX	(517 rooms)
Fort Buchanan, Puerto Rico	(75 rooms)
Fort Campbell, KY	(217 rooms)
Fort Gordon, GA	(737 rooms)
Fort Hamilton, NY	(46 rooms)
Fort Huachuca, AZ	(271 rooms)
Fort Knox, KY	(609 rooms)
Fort Leonard Wood, MO	(1,653 rooms)
Fort Wainwright, AK	(90 rooms)
White Sands Missile Range, NM	(64 rooms)

## Sustainability Update

Throughout the delivery of the Army's lodging privatization program, Lend Lease maintains its strong commitment to sustainability, a core value of the company. Aggressive conservation initiatives are in place across the portfolio, and the results continue to provide resources for the local community, while improving the overall quality of stay for all guests.

- Lend Lease employees across the country recently participated in a donation drive to raise funds for the Fisher House Foundation. The campaign was called Miles Drive for the Fisher House, and encouraged Lend Lease employees to donate unused airline miles to the Fisher House Foundation. For every mile donated, the Lend Lease (US) Community Fund, a nonprofit 501 c3, donated \$.50.
- In total, Lend Lease employees raised over 85,000 miles and with the Lend Lease (US) Community Fund, \$13,000 for the Fisher House Foundation.