

President's Welcome

It is with great pleasure that we are again publishing a newsletter for the employees and guests of the Hilton Akron/Fairlawn Hotel and Suites. We have so many impressive renovations and improvements on the property that are a result of innovative ideas and hard work from our dedicated Hilton team members.

These are just a few of our recent accomplishments:

- A complete remodel of the buffet in Beau's Grille. It is beautiful, functional and the customers love it.
- A new outdoor patio in the pool area will be open soon with waterfalls, fire pits and soft seating. The landscaping adds the final touch of a wonderful addition to the property.
- We are happy to become a pet-friendly property. We have created a welcoming program, which of course includes dog treats.



*Rennick Andreoli,
President of RDA Hotel
Management Company*

We are also pleased to announce the latest results from Hilton Hotel Worldwide ratings in customer satisfaction. The Hilton Akron/Fairlawn was rated 6th in the North and South Americas based on hotel loyalty, overall service and problem-free ratings. Congratulations to the entire Hilton team for a great accomplishment. Over 300 Hilton properties are evaluated for this "Voice of the Customer" honor. We are grateful to all of our loyal guests and meeting

planners for sharing your positive comments.

Please enjoy this first issue of Roomers that includes a recipe from the award-winning and very popular Beau's Grille, featured employees, our beautiful (and best kept secret) suites and much more. We look forward to serving every guest, every day.

Rennick Andreoli
President
RDA Hotel Management Company



Welcome to Roomers

First edition of our Hilton campus quarterly newsletter. Please submit ideas and comments. We look forward to keeping you informed of the latest RDA news.



Hilton Akron/Fairlawn and the newly renovated ballroom

In This Issue

- ◆ News
- ◆ From Beau's Kitchen
- ◆ Property Profiles
- ◆ In Our Community
- ◆ Featured Employee
- ◆ From Our Guest

Hilton News/Feature: *Our Master Suites*

Looking for room to spread out during your travel, the suites at the Hilton Akron/Fairlawn Hotel and Suites are the perfect choice. With over 520 square feet of living and sleeping space, our luxurious one-bedroom suites provide you with all the comforts of home. Each of our 32 stylish suites offers a separate living area with a queen size sleeper sofa, LCD televisions, large desk with ergonomic chair and an in-room safe large enough for your laptop. The oversized spa-like bathroom provides the ultimate in relaxation with a large walk-in shower, featuring the Hilton Serenity Bath Collection – the luxurious Peter Thomas Roth bath amenities. In all of our suites,

you'll enjoy such enticing extras as a microwave, refrigerator, coffee maker, iHome stereo with iPod docking station,



and complimentary high-speed internet access – both wired and wireless connections are available. Residing in our suites is a pleasure to be enjoyed, again and again.

The Hilton has recently added two new Jr. Suites, although slightly smaller than our Master Suites they still offer separate living and sleeping areas that can be closed off for privacy.

From Beau's Kitchen:

Lobster, Orange and Fennel Salad

Ingredients

6 pounds of cooked lobsters or 1 ½ to 2 pounds fresh lobster meat
 6 navel oranges
 2 T lemon juice
 1 T fennel seeds
 2 T chopped fresh tarragon
 1 ½ T Dijon mustard
 1 ½ t. freshly ground pepper
 1 T grated orange zest
 ½ t. salt, or to taste
 ½ cup extra virgin olive oil
 1-½ to 2 pounds fresh fennel bulbs, tops removed, cored. Slice bulbs in half and slice thinly
 1 pound jicama, peeled and cut into thin matchsticks
 1 large seedless cucumber, peeled, with middle scraped out and cut into thin matchsticks



Directions

Remove the cooked meat, keeping pieces large or chunky. Into a bowl juice 2 oranges, peel the remaining oranges with a knife, removing all the bitter white pith, cut between the segments and set aside. Crush the fennel seeds and add to orange juice with the lemon juice, tarragon, mustard, orange zest, pepper and salt. Whisk in the olive oil.

Add sugar and salt to taste.

You may add matchstick-cut red and yellow pepper.

Toss the lobster with part of the dressing and the remaining ingredients with the rest of the dressing. Mound the salad mix on a plate and top with lobster.

Property Profiles:

DoubleTree by Hilton

On April 1, 2015, the DoubleTree by Hilton Akron/Fairlawn celebrated their five-year anniversary by inviting customers to stop by for a warm signature chocolate chip cookie. Hotel guests and visitors were greeted in the lobby by our team members and enjoyed a festive atmosphere of balloons and a cake to mark the big day. Happy Anniversary!



From left, Mary Pinheiro, Human Resource Mgr., Susan Smith, Corporate Director of HR, Rennick Andreoli, President, Tim Winter, GM, Amy Grimm, Sales Manager and Marissa Morris, Front Office Mgr.

In Our Community:

Rennick Andreoli: 47th Bert A. Polsky Humanitarian Award Recipient

Congratulations to Rennick Andreoli, President of RDA Hotel Management Company, recipient of the 47th Bert A. Polsky Award. Each year the Akron Community Foundation presents the



Polsky Humanitarian Award to the individual who best exemplifies Bert Polsky's selfless

dedication to humanitarian causes in Akron. Bert Polsky was the president of the former Polsky's Department Store. Each year a committee of past honorees reviews nominations from the community using the following criteria:

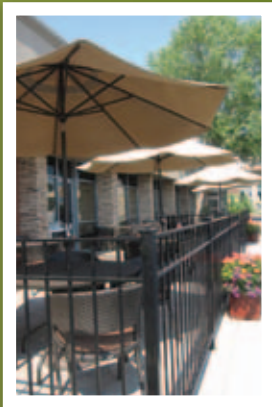
- Exceptional volunteer service and commitment to the Greater Akron community

- Tireless efforts to improve the community's quality of life
- Outstanding personal commitment that inspires others
- Leadership and local community service that goes well beyond professional or employment responsibilities.

Mr. Andreoli received the award by exceeding all of the criteria above. He created two scholarships at the University of Akron to help hospitality management students pursue a career in this industry. He is well-known for his charitable work that ranges from health care to education. His efforts on a recent Akron Rotary Camp campaign helped raise more than \$3.5 million to renovate the camp which serves children with special needs and their families. Our employees volunteered to renovate

seven camp cabins and built a home for Habitat for Humanity. Mr. Andreoli has served on many boards and foundations, all with the goal of helping others in the community.

As for the night of the Polsky Award, Mr. Andreoli surpassed all expectations by giving each of the 500 guests in attendance an envelope containing \$20 and asked them to pay it forward by selecting one of three charities listed on the envelope, or by writing in a fourth, to receive the money. By the end of the magical evening, over \$20,000 had been collected for many wonderful organizations. Our employees celebrated his accomplishment by surprising him with a congratulatory video and presented him with a book of hundreds of handwritten notes.



The hotel restaurant, Café Bricco, has given the hotel guests and the local community another reason to celebrate by continuing

its partnership with the DoubleTree by Hilton. David Glenny, the owner of several Bricco restaurants, stated that "Bricco is very pleased about continuing our partnership with RDA Management and the DoubleTree by Hilton. It will provide us with an opportunity to continue to grow our presence with both hotel guests and locals, providing a unique local dining experience you can't get at most hotels."

RDA Featured Employee:

Colleen Iacianci

Social Media Manager

Colleen Iacianci has been in hospitality for 10 years with experience in catering, restaurants, customer service, social media optimization, social network administration, and online reputation management.

She earned a Bachelor's Degree in Culinary Management from the Art Institute of Pittsburgh in 2008 and is currently a Hospitality and Tourism graduate student at Kent State University with a 2015 graduation date. She has studied tourism abroad in Fiji, Australia, New Zealand, and Uganda.

Colleen is a member of the Hospitality Sales and Marketing Association International (HSMIAI) and the American Advertising Federation. She enjoys volunteering with Stewart's Caring Place.



Thank You: Comments from our Guests

"Will Return"

I just returned from a long weekend stay at the Hilton Akron Fairlawn Hotel in Ohio. I was very happy with the accommodations - clean, attractive and comfortable. Enjoyed the cuisinart coffee system in the room as well as the bottled water in the refrigerator for use in the brewer. Well Done! Looking forward to a return trip in the fall. Reservations already confirmed!

—Lynne A., Poolesville, United States

"Great Hotel"

I would highly recommend this hotel. The room service was fast and the food was high quality and delicious. The staff was courteous and very accommodating. The room was clean and neat and the complimentary wifi was fast and efficient. I will definitely stay here again.

—At D., Akron, United States

"Third time was still a charm...."

This is our third stay here and it was as wonderful as before! Suite was beautiful, spacious and the bathroom is just like a spa! Being a Hilton member, we were given 2 free breakfasts and the buffet was excellent. Hotel is quiet, upscale and right across the street from a great mall.

—Dawn & Tim, Heath, OH

"Hilton Akron-Fairlawn"

I have been staying at this hotel for business for the past 9 years and they have never disappointed me. Comfortable beds, friendly staff and an amazing on site restaurant. I recommend it, should you be in the area.

—Lee K, Whittier, United States

"Very good hotel and staff"

The Hotel is well appointed and is very comfortable to stay in. The restaurant and staff make it an enjoyable stay. I am a Hilton Honors guest, and feel that this Hotel represents the best in travel accommodations. When in this area, I make it a point to stay at one of the two Hilton's in this area.

—Thomas G, Greensburg, PA

"Best Hotel in the Akron/Fairlawn Ohio Area"

I have stayed in this hotel for the past 15 years for personal use as well as for board and committee meetings, conferences and strategic planning retreats. It is the best the Akron/Fairlawn area has to offer and it does it right. The management, staff, facilities and feeling of being welcome are all excellent. I definitely recommend this hotel for anyone staying in the area.

—edwardlm2015



Akron's Premier
Hotel Management Group

RDA HOTEL MANAGEMENT COMPANY

