

**Buena Park *Business of the Year* Awards
Nomination
Holiday Inn Buena Park
www.hibuenapark.com**

The Holiday Inn Buena Park is deserving of the award of business of the year. The hotel has long been considered the meeting place for the community and it continues to provide a place and a face for Buena Park.

The Staff of the Holiday Inn Buena Park has built a reputation of reliability and service that is unsurpassed in the area. Through active involvement in various associations both in the city and in the county, the hotel's management team maintains a touch on the pulse of the community.

This year the hotel has been at the forefront of the global brand re-launch of the Holiday Inn Brand. This has entailed an acceleration of improvements throughout the property culminating on the installation of new property signage and building lighting. The feel of excitement that the new lighting and signage inspires is in keeping with the image Buena Park is striving for in the entertainment corridor.

Service has not been forgotten; the team at the Holiday Inn Buena Park embraced the "Stay Real" culture rolled out by Intercontinental Hotels. It is an emphasis on excellence by providing for our guests service from the heart. All of the employees of the hotel invested two hours a week over a five week period participating in the launching of the Stay Real Culture. The service culture training was facilitated by managers and supervisors both in English and in Spanish. Guest service surveys scores show that service at the hotel has improved dramatically. In fact, as of the end of April, service at the Holiday Inn Buena Park is the most improved in the region among Holiday Inns.

In summary, the civic contributions of the hotel and its' employees, the investment of the ownership on many property improvements and the resurgence of a culture of excellence by providing Stay Real service, make the Holiday Inn Buena Park the best candidate for Business of the Year 2009.

The Holiday Inn Buena Park is involved in many community charities and events including but not limited to the following:

Silverado Days Chili Cook-off	Contest entry and booth
Taste of Buena Park	Silent Auction and Committee participation
Boys and Girls Club Thanksgiving Dinner	Dinner and service for kids, 13 years
Chamber Mixer with Police Association	Cosponsors
Boys & Girls Club Silent Auction	Participation and support
Boys and Girls Club Golf Tournament	Sponsorship
Relay for Life	Participation and Sponsor of Breakfast

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The Holiday Inn Buena Park provides in-kind donations to many groups and charities including but not limited to the following:

Boys and 'Girls Club
Cypress College Foundations
Hi Tops Language Development Center
Special Olympics
City of Buena Park – Parks and Entertainment department
Soroptimist International of Buena Park
Guadalupe Church
Many schools in the local community and the state

The Holiday Inn Buena Park represents itself and the community in the following institutions:

Buena Park Chamber of Commerce
Buena Park Visitor and Convention Office
Anaheim/Orange County Visitors and Convention and Bureau
California Hotel and Lodging Association
Hotel Sales and Marketing International
Society of Government Meeting Planners
Meeting Planers International
California Society of Association Executives
National Tour and Travel Association
American Bus Association
Group Leaders of America
Student Youth Travel Association
Society of Human Resource Managers
Travel International Association
California Travel Association
Reunion Friendly Network

Respectfully Submitted – June 1, 2009 – Dennis Fyda