



## Awards Received by Tristar Hotel Group



**AAA Four Diamond Award** – The Radisson Fort McDowell Resort (Scottsdale, AZ), managed by **Tristar Hotel Group**, received this highly coveted designation for the third consecutive year – a trend that we intend to continue for many years to come.

**President's Award** - The President's Award was granted by Carlson Hotels to 80 of 204 Radisson properties in the Americas who excelled in property quality and cleanliness, property management, marketing and sales, leveraging the revenue generating tools of the brand, and delivering total guest satisfaction. This is the third consecutive year that the Radisson Fort McDowell property has been a President's Award recipient.



**White Glove Award** - This annual award was also presented by Carlson Hotels to select properties that achieved top scores on both guestroom and bathroom cleanliness, as voted on by guests. The Radisson Fort McDowell Resort & Casino was the **only** Radisson hotel in the Americas to receive this award this year. This is the second consecutive year the resort has been recognized with the White Glove Award.

**General Manager of the Year Nomination** - Radisson Fort McDowell Resort & Casino General Manager Greg Carrish (recruited and employed by Tristar Management Company) was one of only three individuals nominated for Carlson Hotel's General Manager of the Year Award.



**Newcomer of the Year Award** - The Holiday Inn Express Hotel & Suites of Bloomington, Indiana was recognized by InterContinental Hotel Group as the best addition to the Holiday Inn Express brand in North America.



**Renovation of the Year Award** - Awarded to the Radisson Hotel Bloomington, it was only given to three Carlson hotels in North America.

**Renovation of the Year Award** - The Comfort Inn Bloomington received this award from Choice Hotels for the Midwest region.

**Yes I Can! Award** - This is an internal recognition from Carlson Hotels, which acknowledges that all aspects of the *Yes I Can!* program are in place, and praises a Service Performance Index (SPI) in the top 25 percent of the brand. The Radisson Resort was one of only 41 recipients of the award.

**HSMAI – Arizona Chapter General Manager of the Year Award** - Greg Carrish of the Radisson Fort McDowell Resort was acknowledged as HSMAI's top general manager in Arizona based on his strength as a respected industry leader, the resort's contributions to the community, and support of his staff's involvement in HSMAI.



**Smart Meetings' Platinum Choice Award** - The Radisson Fort McDowell Resort was acknowledged as one of the top 100 properties and venues in the Western Region by this highly regarded industry publication.

**Experience AZ Editors Picks** - Only a handful of the more than 400 statewide hotels and resorts were considered to receive this designation. *Experience AZ* features the Radisson Resort property as a top pick for one of the great places to see, visit, or stay in Arizona. Incorporating reader feedback, as well as their own personal experiences, the publication's editorial team based their selections on customer service during the reservations process, website set-up and ease of use, and overall stay experience.

**Esprit Award** - Given annually to the top manager who establishes a high level of employee and guest engagement, and is recognized for excellence in guest service.



**Revenue Idol Award**- At a recent HSMAI Conference, Angie Belknap, director of revenue management, Radisson Ft. McDowell Resort & Casino, was awarded the first annual Revenue Idol Award, sponsored by TravelCLICK, developed to honor individuals who have advanced the revenue management profession.