

General Manager Brian Inman started working in the hotel industry when he was 8 years old. It's true! His family owned a hotel in Missouri called the Long Horn Hotel and Steakhouse. He was a busboy in the restaurant and wore a little black bowtie while cleaning tables. He worked at his family hotel until age 19 when he started as a bellman at a Sheraton hotel. Forty years later he is still in the hotel industry. He has a passion for hospitality and leads our team by example. Brian can regularly be seen helping guests with luggage, greeting them by name, and visiting with them. Last week a Diamond guest actually called the Hilton complaint line just to compliment Brian! Guest Cliff Green called to say that he has been staying at DoubleTree frequently for years. He said, "Brian is the GM, but very rarely do you see him tucked away in his office unless he has to be. You will find him consistently engaged with his staff and customers." Mr. Green went on to say that Brian is the "Best in Class" and goes way beyond what you would expect to provide an experience that makes him feel at home.

However, this nomination isn't being submitted because of how Brian excels with management of the hotel. It is being submitted because of how he takes care of the employees like he would his own family. It is being submitted because of his volunteer work in Springfield. It is being submitted because of Brian's big heart.

An example of Brian's big heart is when he helped a front desk agent who couldn't afford maternity clothes. Stacy Cardwell had just been promoted to Front Desk Supervisor when she found out she was unexpectedly pregnant. Finances were tight. When Stacy was 7 months pregnant Brian heard that she could not pay for maternity pants and was hooking her regular pants together with a hair tie. Brian told Stacy to go buy 3 new pants and bring him the receipt. Stacy said, "Something as small as work clothes that fit can make such a huge difference in someone's life in a time of need."

Just like he did with Stacy, Brian always makes sure his team has what they need. This summer a breakfast server, Thomas, had his bike stolen while at work. It was his only way of getting to work. Over the course of 2 days Brian and Stacy (yes, the Stacy from the story above) rallied together to get Thomas a bike. Stacy brought in an old bike that wasn't in good working condition. Brian then personally put new tubes in the tires and installed a new chain. Brian also bought a heavy duty lock so the new bike would not be stolen. When the bike was cleaned up and ready Brian asked Thomas to come to our morning stand up. The bike was hidden in Brian's office. Brian told Thomas that he was an important part of the team, and we take care of each other like family when things go wrong. Then he brought the bike out of his office. A surprised Thomas teared up (along with everyone else in the room).

This isn't the only time Brian has helped someone with a bike. In January Marine Rob Jones, a 28-year-old double amputee was riding his bike across the US for charity. Brian approved providing Rob a complimentary room so he didn't have to sleep in his truck. But Brian didn't stop there. He actually met Rob on the road and biked 20 miles with him! While riding he noticed Rob's bike was in bad shape. He called a local bike shop and asked if they would come tune up Rob's bike. The bike shop came and provided much needed repairs and advice for Rob on keeping his bike in good shape. A warm welcome was organized for Rob when he arrived at the hotel and Brian presented him with a bike jersey and had the hotel staff thank him for his service. After Rob left Springfield we told other Hilton hotels what had been done for Rob and they followed suit! In fact, months later DoubleTree became Rob's official corporate sponsor! You can see pictures of Rob and Brian, and read Rob's thank you on his Facebook page ("Rob Jones Journey" - Look for the 1/13/14 post, and the 4/3/14 post).

Another great quality is that Brian celebrates and thanks the team every day. Every time a guest mentions an employee by name Brian goes to their department and recognizes the employee in front of their peers. He even provides a certificate of thanks and a treat. There is no accomplishment too small for Brian to celebrate.

Every Wednesday Brian buys breakfast for the entire housekeeping team. He eats with them and celebrates SALT scores. Housekeeper Kimber Jones says, "Brian is the most compassionate person I've ever met. Giving back is what he is best at. It is an honor to be a part of his hotel family."

Brian is also highly involved in the CARE Committee. Under Brian's leadership DoubleTree won a Crystal Cookie award in 2011 and 2012. In 2013 the Environmental CARE award was won, along with Teaching Kids to Care.

In 2012 Brian came up with and implemented a day where 5% of our proceeds go directly to the Breast Cancer Foundation of the Ozarks. Brian provides pink shirts and wrist bands for all the staff. It is now a yearly event that everyone looks forward to! This year \$3,600 was donated.

In his free time Brian still helps others. When he isn't spending time with his wife and two daughters, he can either be found volunteering, or biking. He created and leads a bike team of 15 employees that ride weekly, and also participate in charity rides throughout the summer. This group of riders has raised over \$8,000 for charity this year alone! If someone does not have access to a bike he loans them his extra, or calls around to find them one. In fact, a server in our restaurant did not even know how to ride a bike, but wanted to learn so she could ride with the team in the MS 150 (150 mile ride to benefit Multiple Sclerosis). She learned to ride on an old bike that didn't fit. The day before the race Brian called a local bike shop to see if he could get her an appropriate bike for such a long ride. They agreed to loan her the bike, and she completed the 150 mile ride!

Crystal Webster, Executive Director of the Breast Cancer Foundation of the Ozarks has joined the bike team and says, "Brian spends much of his personal time coaching the riders to greater levels of proficiency. In the many years I have known Brian his team spirit is evident in every action and reflects across all of those in his employ at DoubleTree. Brian goes above and beyond to include those inside the organization along with community partners in teambuilding activities such as the cycling team and much more."

Crystal goes on to say, "Brian has been involved for many years with the Breast Cancer Foundation. It is a rare evening when he is not volunteering his time to make the Springfield community a better place to live and work."

Crystal is referring to, for example, when Brian spends a full day each year around Thanksgiving delivering Thanksgiving dinner to families affected by Multiple Sclerosis. Debbie Mellentine, Sr. Director of Volunteer Engagement with the Multiple Sclerosis Society says, "Brian is a true champion to the National MS Society since 2006. His reliability has always been something that we can depend on."

In addition to all that, Brian is the president of the Springfield Hotel Association, and on the board for MO State University, MS Society and Ozark Empire Fairgrounds.

On behalf of our entire team at DoubleTree Springfield, we believe Brian makes DoubleTree a better place to work by living by the Hilton Worldwide Values.

What were the results of these actions?

Did they impact SALT scores / company revenue, win new business, resolve a problem? Be specific.

Brian's commitment to personal service for our guest and employees impacts our SALT scores and revenue. In the nearly three years that Brian has been here he has led us to raise our ADR nearly \$11 with 83% occupancy, and still maintain a top 20 status in SALT.

Tim O'Reilly, CEO of our management company O'Reilly Hospitality Management says, "Brian is a true leader in every sense of the word, and inspires his team to reach for excellence daily as shown by their focus on and reputation for outstanding guest service as well as the financial performance of the hotel. Brian is one of the most important "go to" people in our company that I rely on heavily, and is a big part of the foundation of what makes DoubleTree by Hilton Springfield and O'Reilly Hospitality Management so successful."

Brian sees and brings out the best in everyone. He is always positive and upbeat. On behalf of our entire team, we believe Brian embodies what the Hilton CEO of Light and Warmth stands for.

However, you don't have to just take this nomination into consideration. Please visit our Facebook page to see Brian in action. (Search for DoubleTree by Hilton Springfield) Look for a post from 12/6/13 to see Brian scraping a guest's windshield in the snow.

Look for the post from 9/19/14. There is a picture of Brian, and the post says: "Have you seen this man at DoubleTree? Helping a guest with luggage, or cleaning the lobby? Well, he isn't a bellman or a housekeeper. He is our General Manager, Brian Inman. A guest recently called the Hilton complaint line just to compliment him on how he engages with guests."

The post has nearly 200 likes and 25 comments. The comments say things like, "Brian always goes above and beyond what is asked or expected." , "I had a privilege to work with Brian for many years and I have to say (now when I am my own boss) he was the best boss I have ever had." and, from Housekeeping Assistant Hannah, "I didn't think a boss like you actually existed. I am so blessed to be where I am and so thankful it's for a man like Brian Inman."