

S P R I N G 2 0 1 1

the

WNW Hospitality

Newsletter

Our Estate of Hotels

Best Western Roundhouse Suites: Boston

Best Western Seaport Inn Downtown: NYC

Holiday Inn Express Hotel: Hartford, CT

Best Western Woodbury Inn: New York

Holiday Inn: North Haven, CT

Executive Inn at Woodbury Hotel: New York

Best Western Black Rock Inn: Fairfield, CT

Best Western Fort Lee: New Jersey

Heritage Hotel Conference Center, Golf & SPA: Southbury, CT

What is happening in our neighborhoods

Southbury, CT: Memorial Day Family Picnic at Ballentine Park

Fort Lee, NJ: Smucker's Stars on Ice 25TH Anniversary Tour at the Izod Center

Fairfield, CT: Anders Osborne Concert, Band Together Concert, Tommy Castro Live, Ruthie Foster Live & New Riders of Purple Sage

NYC Downtown: 15th Native American Film Festival

North Haven, CT: Game Forum, Quinnipiac & Yale Graduation

Hartford, CT: Islamic Society of North America will be CT Convention Center.

Long Island: Telecare Golf Classic & Project Appleseed

Boston, MA: Come watch the Red Sox play at Fenway.

Spring Special

As a loyal customer and Friend to WNW Hospitality we are offering the following to you.

Stay at any of our Holiday Inn hotels and receive a bonus 1000 Priority Club Points. Stay at any of Best Western Properties and receive a bonus 1000 BW Rewards points. Stay at the Executive Inn Hotel and get your 2nd night at 50% off. Stay at the Heritage Hotel and Resort and receive a \$25.00 Resort Gift Card, which can be used to pay for your hotel bill.

Upon making your reservation mention "WNW NEWS" to get these offers.

This offer expires May 30th 2011 and not available with any other discounts or offers.

Talk To the President



As the President of our group of fine hotels I instill in our staff to do everything with the guest in mind.

Last year we took a look at our company values and worked with our associates to re-write them with the guest being our main focus.

It is truly our mission to ensure each guest is satisfied with their stay and receives legendary service.

At WNW each associate is held accountable to ensure they live up to our culture. We believe in hiring for attitude and training for skill.

We also empower each associate to handle any guest issues right there on the spot. Our managers are constantly challenged to take service and quality to the next level at our properties.

Our WNW Culture ensures that you will be satisfied with your stay at any of our hotels. We realize that our guests pay our paychecks and make our jobs possible. I may sign the checks but our guests are the ones that truly decide our future. We want to continue as a company to lead the industry in service and exceed your expectations.

Enjoy our newsletter and your next stay with us.

Have a great spring.

Regards,

Dave Dickinson, CHA
wnwpres@me.com

Our Values Our Culture

PROVIDING LEGENDARY SERVICE

Service, that is friendly, energetic, enthusiastic and memorable.

YES WE CAN

Own all situations, come up with solutions, do what it takes to make the guest happy.

WNW

W-Working as a team to stand out from our competitors.

N-Now! We operate with a sense of urgency and discipline.

W-Welcoming-Treating all associates and guest with welcoming and open minds

WOW

WOW our guests, our team members, and our shareholders. It is our ambition to make the guest say WOW. You make the difference in how our guest feels, do something special.

HOME AWAY FROM HOME

You are treated like you are home, with all the convenience you expect. You can relax and recharge, you are home and we got you covered.

HONESTY AND ACCOUNTABILITY INFLUENCE OUR ACTIONS

Honesty and accountability go hand in hand. If you are honest, then you will take steps for accountability and determine your own reward or punishment. If associates know they will be held accountable for their actions, they will be more apt to do the right thing, and honesty is always the right thing.

HAVE FUN AT WORK

Work Hard...Play Hard; we encourage our managers to create a work environment that makes the associate want to come to work.

EMPOWERED ASSOCIATES

Our team is encouraged to own all situations and make the guest happy.

DEVELOP GROWTH AS ASSOCIATES

As a team and as a property, we must grow the crop!

LEAD BY INTERACTING AND WALKING AROUND

Rule # 1: Our managers must be in front of the guests and associates. Communication on all levels improves overall guest satisfaction.

BE DIFFERENT

Be the first, be unique and stand out. Think outside the box and make a lasting impression on our guest.

HIRING-HIRE FOR ATTITUDE-TRAIN FOR SKILL

Skills can be taught but attitude is everything.

MENTORING-TRAINING-ADVANCEMENT

It's like seeing a very small flicker of light, (the employee) over time, became a ray (advanced employee) from the sun (WNW) that nourishes the earth (our guest).

STRIVE TO IMPROVE QUALITY OF LIFE

We care about our team's well being and their families. A happy associate is a productive associate.

QUALITY- WNW IS KNOWN FOR

Taking care of every detail. Strive for high guest satisfaction. This is done by inspecting to get what the guest expects.

WNW Food Corner



Down-Towner

Named for the Seaport Inn Downtown

Fill a highball glass with crushed ice half way. Add one shot of Tequila and the fill almost to the top with Grapefruit juice. Add a teaspoon of Sugar and then a dash of Salt. Stir the contents and enjoy the trip downtown.

New York Steak With Fresh Herb Butter and Topped with Grilled Fennel Salad

Recipe provided by Chef William Schwalm of the Heritage Hotel

Herb Butter

4 roasted garlic cloves
 1 ½ tablespoon of paprika
 ½ cup of butter at room temperature
 1 tablespoon of chopped parsley
 1 tablespoon of mince white onion
 1 tablespoon of chopped basil
 ½ tablespoon of chopped lemon grass
 Combine all the above ingredients in a medium

bowl. Mix well and set a side

Grilled Fennel Salad

4 fennel bulbs, remove top and slice into ½ inch rings
 4 black plums cut in half and pit removed
 Extra virgin olive oil
 Salt and pepper
 ½ garlic stuffed olive
 ¼ bunch fresh basil

On a sheet tray, lay out plums and fennel, drizzle oil and dust with salt and pepper.
 Place fennel on grill and grill for 5 minutes on each side.
 Place plums cut side down on grill. Grill for 4-5 minutes
 In a medium bowl, add the grilled fennel, lemon juice, coriander, garlic olives, olive oil, salt and pepper to taste and the grilled plums cut in to quarters. Lightly toss and side a side.



Steak

4 New York steaks, 10 oz each
 Extra virgin olive oil
 Salt and pepper to taste

Place the New York on a sheet pan, drizzle with olive oil, dusty with salt and pepper.
 Place New York on grill and cook for about 7 minutes on each side for medium-rare
 Place the cooked New York Steak on a nice platter. Spread Herb Butter on the New York Steak, and then top with the Grilled Fennel

WNW Hospitality Group

WNW started when partners Jeffrey Novick, David Werber, and Martin Werber converted a vintage Victorian schoolhouse into the Best Western City View Inn. Since then, the company has been dedicated to establishing quality hotels and great service. WNW continually upgrades its rooms and public areas to insure that we are on the leading edge of convenience and comfort. Whether traveling for business or pleasure, our guests know that WNW is dedicated to providing an experience of comfort and convenience. Our ideal locations, affordable rates and impeccable service combine to offer a perfect choice for the business or leisure traveler. The returning guest is our corporate reward.

WNW Hospitality's commitment to quality is evident from the moment you enter any of our fine hotels. The caliber of our properties has been recognized both for architectural excellence and by the hospitality industry for the accommodations and service we provide.

Among our awards are the Best of the Best Award, Best Western Chairman's

Congratulations!

Best Western Roundhouse for being awarded the Best Western International Director's Award.

Best Western Fort Lee for being awarded the Best Western International Chairman's Award.

Best Western Woodbury for being awarded the Best Western International Chairman's Award.

Heritage Hotel and Conference Center for being awarded the Elite Gold Certification from Elite Magazine International.

Kathleen Waldman of the Heritage Hotel for Winning Leader of the Month

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