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SpringHill Suites Chattanooga General Manager Honored for Hard Work and Dedication

Chattanooga, TN (August 2014) --In order to have employees be the best and provide outstanding customer service, each employee must be led by example. An effective manager cannot motivate others unless he or she is driven by self-motivation; it is a vital personal characteristic and a pivotal aspect needed to motivate those who work with you. Dwayne strongly exhibits self-motivation from the moment he steps foot inside the hotel and beyond.

Since entering the hospitality industry nearly 10 years ago, Dwayne quickly climbed the management ladder; going from Front Desk Associate to Front Desk Manager and finally to General Manager. After proving his management and operational skills at a sister property, Dwayne was given the opportunity to run the SpringHill Suites Chattanooga as General Manager in 2013. Quickly gaining knowledge of SpringHill Suites' brand requirements and guidelines, Dwayne has been able to boost SpringHill Chattanooga's ranking, revenue, and Guest Service Satisfaction scores all with the support of his staff.

Dwayne understands the hospitality industry can at times be demanding and stressful, and knows just how far a smile can go. Always brightening the room with his contagious grin, Dwayne takes it upon himself to make sure his employees enjoy a little laughter throughout their day. Dwayne has been known to dress in his Buddy the Elf costume, wear a wig in the office, and is always cracking jokes with his entire staff.

Good management is critical to the success of any business. Dwayne consistently exhibits strong leadership, communication, and problem solving skills. "Dwayne's hard work and dedication have not gone unnoticed," Mike DePrez, Regional Director of Operations, said. "He is the first one to arrive and the last to leave. His willingness to try new revenue strategies, ecommerce programs, and advertising ventures has proven successful. His employees speak highly of him and, and Dwayne is able to turn criticism into learning experiences to better operate his hotel."



For Dwayne's efforts and hard work, he was recently named as 3H Group's General Manager of the Year at the 2014 Manager's Conference in Chattanooga, TN. The same efforts put forth by the GM also won him the recognition of the Tennessee Hospitality & Tourism Associations' Stars of the Industry Award: General Manager of the Year for Small Property.

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