



**Alaska Hotel & Lodging Association honors six  
ARAMARK & Doyon/ARAMARK team members at Annual Stars of Industry event  
McKinley Chalet Resorts wins Property of the Year**

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Anchorage, Alaska (March 12, 2010) > Six members of the ARAMARK Parks and Destinations and Doyon/ARAMARK Joint Venture team, along with McKinley Chalet Resorts, were recognized by the Alaska Hotel and Lodging Association's Stars of the Industry Awards held February 27 in Anchorage. The program recognizes exceptional service and achievements in the hospitality industry. The awards honor star performers who have demonstrated outstanding accomplishments and celebrate employees and hotel properties that best symbolize the highest quality of service in the industry.

“On behalf of Doyon Limited and ARAMARK, we are extremely proud of these six professionals and the entire team at McKinley Chalet Resort,” said Bob Concienne, vice president of Alaska Operations for ARAMARK Parks and Destinations. “I’m especially happy that so many of our operations in Alaska were represented by the winners. It shows our collective commitment to excellence and reflects outstanding work on the part of all of our managers and associates.”

**Bill Silas** has been a dishwasher at the Morino Grill Restaurant in the Denali National Park Visitor Center Campus for the past three years. Bill is a Doyon shareholder who hails from Eagle Village, Alaska. For his outstanding work ethic and commitment to the team's success, Bill was awarded "Food and Beverage, Other, Employee of the Year." In accepting his award he noted that "Life itself cannot give me joy. It can just give me time and space – it's up to me to live it."

Bill's manager, John Kenny, noted in nominating him that "Bill seems to be everywhere at once taking care of 'his' dish room and 'his' dining room. Bill truly takes ownership in his job to a new level."

**John Allen** is a bus driver in the Doyon/ARAMARK Joint Venture, taking visitors who are the trip of their lifetime into Denali National Park – something he's done every summer for the past 25 years. For the outstanding work that he does making sure that everyone riding his bus gets that experience, John was awarded "Guest Services Employee of the Year."

This comment from a guest describes perfectly why John so richly deserved this award: "We really liked our bus driver Dr. John Allen. We were so impressed with his knowledge and humor. His 25 years with the company is very impressive and the fact that he shares his knowledge was an absolute delight. My six year old son learned a lot and so did the rest of our family. John was able to relate stories that even I could relate to and I was born and raised in AK. His knowledge of the park and its animals was a special treat. We felt as if we totally lucked out."

**Adam Ashley** is food and beverage manager at McKinley Chalet Resort, and this season was his first in that position. He oversees four areas of the operation: the Nenana View Bar and Grille, a fine dining restaurant, the Courtyard Café, a casual buffet restaurant; the “Alaska Cabin Nite Dinner Theater; and most importantly to the staff, the employee dining hall. For his passionate commitment to customer service, and creating an exceptional experience for the guest, Adam was awarded “Food and Beverage Manager of the Year.”

According to his General Manager, Craig Pester, “with his even temperament, ability to motivate and continual focus on the goal Adam was able to produce one of the best seasons I have seen in my four years at the Chalets: he reduced turnover by 15%, increased customer service scores by 11%, reduced cost of goods by 2%, and with 25% less revenue due to the economic downturn was able to bring the same amount of profit as we had in prior years.”

**Sarah Rash** is retail operations manager for ARAMARK Parks and Destinations Alaska. She is instrumental in hiring, training, ordering product, supporting managers, working with vendors, and insures that we meet all our corporate retail goals. She has a calm, systematic approach to everything that she does. She's organized, thorough, and uses sound business judgment. Sarah is able to juggle quite a few balls at one time and never drops the ball. She is a creative problem solver, not afraid to suggest things that are a little "outside the box" if she thinks it will improve the operation. For all of this, and

the high regard that is shown to her by the retail staff, managers and hourly employees, Sarah was awarded “Guest Services Manager of the Year.”

Sarah was nominated by Karen Weiner, Director of Retail Operations, who noted that Sarah’s approach to work extends to her relationship with her fellow employees. “Sarah is the first to volunteer for anything and everything in the employee community. She shovels snow, serves food, decorates for events, organizes transportation to events, and helps raise money for a variety of fundraisers. Sarah has brought employees to the clinic on her own time. She has loaned coworkers her car so they can get to the doctor or dentist in Fairbanks, she's driven people to and from the airport countless times, baby-sits, dog sits, loans money, and is an all around team player who takes a sincere interest in her coworkers.”

**Michael Brink** is employee housing manager for McKinley Chalet Resorts, which makes him the first ambassador for the more than 300 seasonal employees that come to reside on the McKinley Chalet property. They check in with HR, fill out all their paperwork, and then get assigned their room by Mike and typically escorted there by him. Well before this, Mike has already planned for their arrival. His constant attention to detail in room repairs and upgrades has given Mike a sense of pride for the property that few can match. This season, even in the face of stringent economic and cost-cutting moves, Mike was able to prep all the rooms and have them ready to go for all incoming staff which is why he was awarded “Housekeeping Manager of the Year.”

According to his manager, “Mike takes pride in making sure first time employees to Denali are greeted well and have a ready room. It’s the type of customer service that we sometimes take for granted. It might not create revenue, but we know it saves us money. Many see his service as just another included benefit, but they don’t see all he has done over the years and outside his normal scope of work to make the community better. Mike has weathered countless personnel changes and his constant presence is a testament to his dedication and appreciation for the opportunity to live and work in a beautiful place.”

**Aaron Bohlke** is maintenance manager for Glacier Bay Lodge, a 56 room wilderness lodge on the shores of Bartlett Cove in Glacier Bay National Park. Aaron is at ease in this isolated National Park and uses creative problem solving and resource management when it comes to maintaining the lodge and employee areas. And because of Aaron and his co-workers efforts, they diverted 70% of Glacier Bay’s waste streams from the Gustavus landfill and the waste was turned into compost or recycled. For his McGyver-like solutions to maintenance challenges, his tireless efforts and going above and beyond all requests Aaron was awarded “Maintenance/Engineering and Security Manager of the Year.”

Aaron’s manager noted in nominating him that “Often times Aaron will be faced with an urgent need without the resources to fix the problem (no store to run to for parts) - he somehow makes it work or finds an alternative plan until his parts or materials arrive. He is resourceful and creative, never disappointing his peers or our guests with their requests.”

The winners were announced at the annual Alaska Hotel & Lodging Association's Stars of the Industry Awards banquet on Saturday, February 27, 2010 at the Hotel Captain Cook in Anchorage. Forty awards were given that evening from 151 nominations that were received. Winners in each category will go on to compete in the American Hotel and Lodging Association's annual Stars of the Industry Awards program.

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