

INSIDE TORGERSON PROPERTIES

Fall 2008

Willmar Country Inn & Suites recognized by Carlson Company as the best of the best



The Country Inn and Suites, Willmar's newest hotel, opened in March of 2004. This hotel has become a destination for business and leisure travelers from throughout the midwest. A 90-foot water slide, refrigerators and microwaves in every room, comfortable furnishings, high speed wireless access, complimentary laundry facilities and a complimentary breakfast have made the Country Inn & Suites a perfect spot for weekend get-aways or just-the-right destination for business travelers. In addition to the water slide, the pool area boasts an oversized pool, water basketball and a hot tub. This creates an ideal gathering place for families or exhausted business travelers. In addition to the obvious Friday and Saturday usage, the pool area is often enjoyed Sunday through Thursday for private pool parties. The Country Inn & Suites has also built a reputation for always decorating for the season and for creating a home-away-from-home experience for their guests. Their "Be Our Guest" slogan is very evident in everything they do.

In April of 2008, Country Inn & Suites Willmar was recognized by Carlson Companies as a President's Award Winner. President's Award winners are selected annually by the Carlson Hotels. The criteria for receiving this award is based on customer feedback measured through guest satisfaction surveys, as well as product quality and service scores measured quarterly by the company. The Country Inn & Suites Willmar is among only 83 hotels in the entire Country Inn & Suites brand to receive the award, which includes a trophy plaque to display in the hotel's lobby and special designation in the company's hotel directory used by guests to select and review hotel selections. Speaking of the award, General Manager Janet Demuth said, "Our team works hard every day to make sure we exceed our guest's expectations. It takes an entire team working together to truly impress our guests and provide the Outrageous Guest Service they have come to expect. We are fortunate to have such a great staff that demonstrates their dedication to our guests needs on a daily basis."

With a management team that has over eleven years of service with Torgerson Properties, they absolutely know how to provide Outrageous Guest Service. Janet Demuth, General Manager, has been at Country Inn and Suites for two years and over six years with Torgerson Properties. Jill Zimmer, Assistant General Manager, started her journey with Torgerson Properties as a part-time Night Auditor almost three years ago. Deb Rivera, Housekeeping Supervisor, has worked with Torgerson Properties for over four years. The combination of an experienced management team and an outstanding group of associates has created great success for the County Inn & Suites Willmar. As Ms. Demuth stated, "We are extremely proud of our entire team here at the Country Inn & Suites. We invite everyone to come and "Be Our Guest". Let our team deliver a great experience for you and your family!"



The Country Inn & Suites Willmar recently received the President's Award from Carlson Companies which recognized their outstanding performance in the area of guest service.



Three new developments begin to take shape

Tom Torgerson explains that even with uncertainty in the US economy, TPI continues to expand

I have the opportunity to express myself in this newsletter to all of the Torgerson Properties (TPI) associates only twice a year. This particular writing comes at a time of significant uncertainty related to our country's economy. Personally, I feel the Washington establishment is busy playing politics with the so called "bailout" rather than focusing on fixing the wrongs of the past. It will be painful, to some extent, to do what is right. However, I would much rather see that approach rather than see the government move into the marketplace in a big way. My belief is our government is there to regulate, but should allow us free enterprise to make investment decisions. In the midst of these very difficult financing conditions, TPI has been working overtime to invest and grow the economy. October is a rather historic month for TPI, closing on three new construction financings and construction starts. Certainly contrarian acts as compared to most businesses during these times. We believe well thought out new developments will succeed and help grow our economy, but poorly conceived ones should not be allowed to get financing and therefore not materialize.



Tom Torgerson
Chief Executive Officer
Torgerson Properties, Inc.

Enough for politics, let's talk about some of the exciting growth and changes happening in our Company. We have started construction on a Hampton Inn in Fairmont and partnered this development with Jeff Greischar. Jeff is a partner of TPI in the Comfort Inn Fairmont and the Country Inn and Suites Willmar. We look forward to adding a third hotel to this partnership. The hotel will open in early spring of 2009 and be the only Hampton Inn along Interstate 90 between Sioux Falls, SD and LaCrosse, WI. We feel this lighthouse brand will have the ability to draw business into Fairmont that currently does not exist, effectively expanding the Fairmont lodging market. Hampton Inn is part of the Hilton family of brands. TPI currently has two other Hampton Inn in the Minneapolis marketplace.

We have started construction on a Homewood Suites by Hilton in St Louis Park at the intersection of Interstate 394 and Highway 100. This development is partnered with John Dammerman of Spicer, MN. TPI has contemplated investing together with John for almost eight years and is thrilled that we have finally succeeded in a big way. This hotel pushes the envelope for TPI in terms of the size and scale of the hotel along with the complexity of the deal. I can't recall ever being so bullish on the feasibility of a new development than I am with this one. Don't be surprised to hear in the future, that complemented by a great team, this hotel will set some huge performance measures not previously seen by TPI. The hotel is scheduled to open early January 2010.

Our third October 2008 new construction start is the Homewood Suites by Hilton in New Brighton, MN. This hotel will be located just north of the crossroads of Interstate 694 and Interstate 35W. Believe it or not, after taking eight years to put our first partnership with John Dammerman together, it only took a month to do our second one. This hotel is well located within the fast growing medical hotbed, with giants like Boston Scientific/Guidant and Medtronic being in the neighborhood. A unique feature for our guests to enjoy is a recreational lake and park with beautiful views and trails located just across the street.

Homewood Suites by Hilton is an upscale, extended stay focused product, really kind of an apartment hotel. TPI has four Staybridge Suites hotels that are a comparable product to Homewood Suites. Residence Inn by Marriott would be another brand in this segment of the lodging industry. Homewood Suites consistently rates number one by J. D. Powers for customer satisfaction and has for many years. TPI is excited to add two Homewood Suites to its portfolio.

A year ago we reinvented our Holiday Inn in Fairmont, MN with an all new architectural rehab. This year we did the same to our Super 8 Motel in Fairmont. I mention this because next year we will be implementing the same type of initiative to the Holiday Inn in Austin, MN along with Harvest Buffet and Torge's Live. This property opened in 1989 and has been the social hub for the Austin community. Our reinvestment will assure it continues to serve the growing needs of Austin for many years to come.

We have many challenges to face as we weave our way through these uncertain times. However, one thing remains true, and that is if we continue to provide Outrageous Guest Service, we will lead ourselves to success by beating our competition. Thanks to all the Associates of TPI for making me so proud of your hard work.

Tom

Uncertain times call for certain actions

Mitch Peterson summarizes the possible impact of the economic conditions that may lie ahead

We are living in a time that clearly should cause us all to be concerned. Our entire economic structure is being tested at a level that it hasn't been for many years. I only wish that I had a crystal ball to predict what lies ahead. Unfortunately, I do not have such a ball and cannot even possibly begin to define where our economy is going. It is most certainly a condition that we have not faced for some time, if ever. It is so difficult to define what it means to each of us but the reality is that, in some way, shape or form, it affects us all.

With that being said, I can only communicate our commitment to the health of Torgerson Properties and each and every one of our associates. We have a history of weathering difficult times and we will rely upon all that we have learned in the past to insure that we act in a manner that protects each of our interests. Though there are no absolutes, there are many indications that we are on the cusp of a recession. We can only hope that our government will find a way to work together to avoid such an outcome.

As it relates to TPI, we are likely in a place which will require each of us to pull together to find new ways of doing things. There is no doubt in my mind that we have some challenging times ahead of us. That is something that we cannot control. What we can control however, are our actions. I am certain that each of us will undoubtedly be asked to sacrifice in some form as we navigate our way through these challenging times. The purpose of this message is to explicitly reassure each of you that, though there will be sacrifices, we will collectively weather this storm. Be assured that any sacrifice we may ask you to make is only meant to insure your, and our, long term well being. Our commitment to you is to provide you with the tools and information that you need to take care of our guests in the most "outrageous" fashion.

The likelihood with our current economic environment is that there will be fewer guests for us to attract. What that means for us is that the competition for these guests will increase exponentially. We will have to work harder, be better, and be more hospitable than ever before. The tough pill to swallow is that we will need to be doing this at the same time we are experiencing personal sacrifice. I can only ask that you trust that we have your best interests in mind and know that our actions are intended to protect your interests. We don't need to like the situation we are in but, we do need to be accountable to address it.

At the end of the day, I remain hopeful that our current condition is only temporary. With that being said, it would be foolish for us to not prepare for what could be. I ask for your support and tolerance as we move forward. If we all work together I know we will find ourselves on the other side of this current condition in a great place. A group of people drawn together with a purpose is a pretty powerful defense against any negative condition.

I personally look forward to navigating our way through whatever lies ahead with such an awesome group of people. Thank you for what you do and for what you will be asked to do in the future. You are what makes Torgerson Properties so unbelievably unique!



Mitch Peterson
President of Operations
Torgerson Properties, Inc.



"For our next vacation, I'm taking the family to Wall Street. They've got the most terrifying roller coaster I've ever been on!"

Torgerson Properties 2008 Hotel Award Recipients

Sales Achievement

In Recognition of Achieving the Greatest Percentage of Growth in Revenue Over Prior Year



Comfort Inn Fairmont

Top Gun

In Recognition of achieving the Greatest Amount of IBF Over Budget



Holiday Inn Fairmont

Closer

In Recognition of Outstanding Execution in Fourth Quarter Financial Performance



Hampton Inn Shoreview

Heart of the House

In Recognition of Outstanding Performance in Operational Cleanliness and Maintenance



Courtyard Rochester

Torgerson Properties 2008 Hotel Award Recipients

President's

In Recognition of Achieving the Greatest Percentage of Growth in IBF Over Prior Year



Comfort Inn Fairmont

Teamwork

In Recognition of Achieving the Lowest Rate of Associate Turnover



Holiday Inn Express Eagan

Outrageous Guest Service

In Recognition of Outstanding Achievement in Delivering Outrageous Guest Service



Hampton Inn Shoreview

First Impression

In Recognition of Maintaining the Best First Impression for Our Guests



Staybridge Suites Eagan

Torgerson Properties 2008 Restaurant Award Recipients

Sales Achievement

In Recognition of Achieving the Greatest Percentage of Growth in Revenue Over Prior Year



Harvest Buffet Austin

Top Gun

In Recognition of achieving the Greatest Amount of IBF Over Budget



Green Mill Willmar

Closer

In Recognition of Outstanding Execution in Fourth Quarter Financial Performance



Perkins Fairmont

Heart of the House

In Recognition of Outstanding Performance in Overall Operational Cleanliness and Maintenance



Torge's Live Austin

Torgerson Properties 2008 Restaurant Award Recipients

President's

In Recognition of Achieving the Greatest Percentage of Growth in IBF Over Prior Year



Green Mill Willmar

Teamwork

In Recognition of Achieving the Lowest Rate of Associate Turnover



Torge's Live Austin

Outrageous Guest Service

In Recognition of Outstanding Achievement in Delivering Outrageous Guest Service



Perkins Austin

First Impression

In Recognition of Maintaining the Best First Impression for Our Guests



Torge's Live Austin

Whatever it takes for outrageous guest service...

An e-mail received at Courtyard Arbor Lakes...

I normally do not take the time to do this, however I wanted to commend your staff at the Courtyard for the excellent service. Both Bill and Amanda of the kitchen were especially very helpful with the delicious breakfast. In fact, this was perhaps the best breakfast that I have ever had during a hotel stay. There were fresh eggs, bacon, sausage, juice, coffee, Belgian waffles, etc. Everything was delicious and the service was superior. In addition to the delicious breakfast, the room amenities were top-notch. My room was very comfortable and a pleasure to stay in. I loved the flat screen TV, internet connection, great desk and ample power outlets for my laptop and cell phone. I would recommend this hotel to anyone due to the great service, great rooms and overall atmosphere. Thanks for building such a top-notch hotel! Whenever I come back to MN, I will look for the Maple Grove Courtyard for sure.

Ben Escobedo

A comment received at IHG Online...

I want to commend the staff at the Staybridge Suite in Bloomington. I am a Girl Scout troop leader with seven 11-year-old girls in it. We spent our first big outing this past week at the Staybridge. From the moment we checked in, Jaclyn and the entire staff did everything they could to help us. From letting us use foil to cook frozen pizza on the grill, to swimming with the patio door propped open, to calming irritated guests because the girls were very loud on our first night, to preparing at least six Belgian waffles each morning, to adding a special shuttle trip to the Mall of America for our group. There wasn't one thing the staff missed. They did an exceptional job, day and night, regardless of who was in charge. The camaraderie and cohesiveness of the Bloomington staff was evident in all they did. Thank you for making Girl Scout Troop 372's very first out-of-state outing a huge success!



“Your front desk clerk (Julie Rowe) came and gave me a ride from the hospital back to the hotel.”

A comment card received at Comfort Inn Willmar...

Your front desk people are life savers. I was stung by a bee and ended up in the emergency room. Your front desk clerk (Julie Rowe) came and gave me a ride from the hospital back to the hotel. Everyone in this hotel cares truly for your guests.

Thanks you.

Myra Duffin

An e-mail received at Hilton Garden Inn Shoreview...

My wife Linda and I were fortunate to have our wedding and reception this past Friday night, the 18th of July at your hotel. We just wanted to tell you how fantastic your staff was in helping us achieve a fantastic day. In particular, we thought Sheila (catering), Kathleen (front desk), Cori, Eddie (cook), and Nikki went above and beyond the call of duty in making this happen. We felt that a positive note ought to be included in their personnel files for their outstanding service. Again, thank-you for such a special day!

Sincerely,

David and Linda

...YOU have the power!

An e-mail received at the Holiday Inn Arbor Lakes...

I stayed at the Holiday Inn in Maple Grove, MN from 8/20/08 to 8/23/08, and had a wonderful time! I thought that the room and amenities were great and the service was excellent! Debra (in the restaurant), Brenna (in the restaurant and at the front desk), Matthew (front desk) and Nick (front desk) as well as many others were great and made my stay there extremely enjoyable! I will definitely recommend both the restaurant and the hotel to others, and I look forward to staying at your property again in the future.

Sincerely,

Monique Brown

A guest comment received at Super 8 Fairmont...

I stayed at the Super 8 because I knew it was a Torgerson property. I have stayed in many hotels/motels over many years of traveling. I have found that many could and should take lessons from the Torgerson Properties hotels on how the hospitality business should be run. Torgerson Properties treats their patrons as 'guests', not 'customers'. Top notch guest service!

Mike Soule

A thank you card received at Perkins Austin...

On April 17 my family and I stopped for supper at your restaurant. We were on our way to Ames, IA for the burial of my husband whose funeral had been that day in Eau Claire, WI. Our server was Shallon who brought us a box of cookies for our journey. Thank you so much for the kindness shown us that night.

Barbara Vorhas

An e-mail received at Hampton Inn Arbor Lakes...

First of all, I want you to know that my stay at your hotel was wonderful and I am glad I booked the Hampton Inn and will book in the future. The accommodations and staff were wonderful and friendly. We have always stayed in Bloomington for the past 30 years. We will be staying in Maple Grove from now on, hopefully at the Hampton Inn.

I have only been to Maple Grove once and only for about an hour. This year, searching the internet, I found your hotel and that the price was reasonable. When we arrived, I also found out that your location is very well suited for tourist. We were handed a map of the area which was very helpful.

My only suggestion that would be beneficial to new tourists, such as we were, is that it be color coded by shopping areas. Also coloring the main streets to access these areas, such as Vinewood, Elm Creek, Main and the accesses to the main highway would be helpful.

Thank you again for making our trip to Maple Grove pleasant.



“Thank you so much for the kindness shown us that night.”

Whatever it takes for outrageous guest service...

An e-mail received at Hilton corporate headquarters...

I am the president of the Green Bay Lightning Soccer Club. I oversee 26 traveling soccer teams. I just got back from my 6th year of attending the Schwan's USA Cup in Blaine, MN outside of Minneapolis. Every year that I have attended I have had several of my GBL teams stay at the Hampton Inn Shoreview. I cannot say enough about Kory Lesnick! Kory and her staff make my stay as stress-free as possible; which is not easy since I directly manage three teams and have four kids playing. This year I had eleven games in two days starting with the first game of the day and ending with the last on both days. They start breakfast early enough for the players stuck with 6:15 departures. Three of these past six years I ended up with a migraine even before I arrived to MN due to the pressure of remembering every detail for the team...their gear, their team meals, their schedule, checking them into the hotel, taking care of the coaches, getting nightly memos out, registering the teams at the National Sport Center and more. Kory is the reason I no longer get my annual USA Cup migraine. She is attentive to my every need and without asking a head of time she has things waiting for me like grills ready in the courtyard and grilling utensils, signs directing my teams, updates posted, and more.

Our stay for next July begins in August as soon as our teams are chosen by the try out selection. She draws up the contracts for each of the teams I have attending. Once things slow down after the holidays I send her an electronic copy of my rosters, parent names, phone numbers, and addresses. Kory then returns the file with our confirmation numbers inserted. Parents call in to confirm and wah lah...that part of the planning is done. Next comes meals...Angie Winkel knows that I do team meals the Friday night of the weekend tournament. Kory and Angie realize that schedules do not come out until the last minute for our games and that they can change due to traffic or weather. They are considerate if the heat index is high that we probably will not do too well in the poolside dining area. I usually have multiple team meals going on for the different teams. This year I could not be back in time for a couple of the meals. I was able to give Angie my assistant manager's contact information and phone number and I delegated them to make contact with Angie if something changed like a traffic snafu. I would show up before it ended and things would be running very smoothly.



"I cannot say enough about Kory Lesnick! This gal is a real gem, don't lose her! Her staff is the best too."

In June things start picking up with our communications...head counts for meals, etc... This past June Kory had a grandparent that was very ill and she was on leave with them until they died. She still picked up my emails while away and would call from northern Minnesota to be sure her staff was covering whatever I needed.

We had bad storms come through one night when I had my youngest team of 12 girls still at the field. Kory called me at the field from her home to say that the weather cell was nearing Blaine and we best not be at the fields. The heads up warning allowed me to make calls to the parent sideline so that as soon as the referee signaled the weather delay we would get kids into vehicles in an organized fashion and not lose anyone.

Even as I was getting into Minneapolis with road construction EVERYWHERE, I sent a text to her that I had several families back at the Mall of America and needed directions around the road construction and rush hour to get to the hotel. We had a text message chain to get these families to the hotel.

Kory keeps me informed of hotel changes so that I can enclose them in the hotel packets that I make up with maps, things to do, and the rules for the teams while in the hotel. She knows that my coaches expect their players to respect the property, other guests, and staff.

I can truly say that when I come back to the tournament it feels like I am being welcomed back home even though I stayed 11 days in a row due to teams playing in both the weekend and weeklong tournament!

This gal is a real gem, don't lose her! Her staff is the best too.

Cindy Wienkers

...YOU have the power!

An e-mail received at Otto's New Ulm...

Dear Pam,

Thank you for all of the help that you gave us in organizing the Minnesota Retired Technical Institute Directors Reunion. The facilities and your hospitality were the best.

Everyone commented on the friendliness of all of your staff. When we needed extra help, it was there. The two girls on Wednesday night were a delight with their joining in on the fun of an 83rd birthday party and giving special help with the birthday cake.

I told Terry at the Chamber of Commerce that it could all be summarized with the statement of one of our members when asked as to where we should go next year. He said "Who can compete with this New Ulm hospitality?" That is the feeling of our entire group.

We send our thanks and best wishes.

John and Phyllis Votca

A note card received at Green Mill Fairmont...

Mark and Brad,

Thank you so much for grilling at our patio party on Thursday night. The party was a big hit and we couldn't have done it without the two of you. The food was fantastic and we have been getting rave reviews!

Thanks again,

Sweet Financial



A letter received at Hilton Garden Inn Eagan...

I am writing to you to express my sincere appreciation for the outstanding service provided by one of your front desk employees, Karen McGinnis. I travel extensively as a member of the Hilton Honors Gold VIP program and frequent Hilton Hotels often. Without fail, Karen has always made me feel welcome and has been very accommodating to my travel needs.

As someone who is also in the consumer business, it is always refreshing for me to come across individuals like Karen who also share this passion for superior customer service. Obviously, this generates loyalty and repeat business with a positive effect on the bottom line. Many thanks to you and your colleagues for providing this type of customer-focused environment at the Hilton Garden Inn Eagan.

Regards,

Terry A Laine
Regional Sales Manager
Evonik Industries

"Karen has always made me feel welcome and has been very accommodating to my travel needs."

Whatever it takes for outrageous guest service...

A comment received at Courtyard Arbor Lakes...

My fiancée and I had booked a site through your online reservation system this past Saturday night. Our air conditioner at home had broken down, and we were excited to get a room with AC, a king-size bed (my fiancée is 6'7", so anytime I get to sleep in a king-size bed is a very good night) and an in-room hot tub (as well as the year-round outdoor hot tub). However, when we got to the hotel, we were informed that while the reservation had gone through online, the hotel was filled up. While this was disappointing, what turned our attitude around was Michael Lewis at the front desk. He apologized profusely, and had already booked us a suite at the hotel next door (Holiday Inn). Michael was so sincere and professional in taking care of this situation that our anger had completely dissolved even before he told us that the room next door would be complimentary. Even though the suite he was able to secure did not have a king-size bed or hot tub, our stay was enjoyable because of Michael's professionalism. Between his sincerity, efficiency, and ability to think quickly to take care of his customer, you have a great employee in Michael Lewis!

Lindsay Hanson & Chris Dukes



“Michael was so sincere and professional in taking care of this situation that our anger had completely dissolved.”

An e-mail received by Mitch Peterson...

This is just a quick note to compliment one of your terrific associates - Sherry Tollette at the Hampton Inn Maple Grove. I began working with Sherry several months ago on behalf of a client looking for meeting space. It was a simple, inconsequential request that many of her sales/catering peers might have put on the “back-burner.”

However, Sherry was enthusiastically helpful from the start. We booked that first meeting with her and have since been back three times (I meet 5-6 times per year with the leadership teams of entrepreneurial companies). Additionally, I now call Sherry whenever a new client is looking for space and ask her to mine the entire Torgerson portfolio for available space. Whether or not my inquiry will result in revenue for her Hampton Inn; I have always found her to be responsive and genuinely helpful.

My only concern in sending this message is that you'll promote her into some role where she'll be less useful to me and my clients! I'll set that concern aside, however, because she deserves for you to know that she's a terrific ambassador for your company and for the Hampton Brand. All the best,

Mike Paton

A letter received at the Hilton Garden Inn Eagan...

I recently found Ronnie Lubich's card in among other papers and I want to send a very belated thanks for his excellent service and skills during a stay at your hotel. I was part of a wedding group that had booked a number of rooms, and when the bus arrived from the reception after midnight, Mr. Lubich was very effective in deftly, politely and firmly directing those who should go to bed to their rooms, and he was also extremely helpful to those of us who wished to stay up a bit longer and talk quietly in the lobby area, providing us soft drinks and snacks. His ability to address both the need for people to return to their rooms and the desire of others to relax in the lobby was impressive. He went above and beyond the call of duty in both aspects. He is a credit to your hotel. Very truly yours,

Walter W. Mason

...YOU have the power!

A letter received at Hampton Inn Shoreview...

We would like to express ourselves on behalf of Renata Janke. Renata is a show-piece for the Hampton Inn. She has repeatedly gone above and beyond the call of duty in her efforts to do her job.

My family I had the opportunity to stay at your hotel on April 11 and 12 while attending a wedding at Northwestern College. As I am sure you are aware, Country Inn and Suites is conveniently located adjacent to the college. However, on recommendation of a friend, we chose your facility. We were extremely glad we did. Your inn is clean, has friendly employees and excellent pool accommodations. This is not why we are writing.

Renata Janke is why we are writing. We have never seen a Breakfast Hostess as pleasant as Renata. She is genuine through and through. From her smile to her ever-serving attitude she promotes your Shoreview location in a way that words cannot convey. We drove an extra three miles (one way) each time we visited the college, because Renata works there. We would drive five times that distance without a second thought. She waited on us by bringing us refills of coffee and juice. She inquired several times (without intrusion) if there was anything she could provide. Renata even asked what we would like to see at breakfast the next day. It doesn't stop there.

Our son attends Northwestern College. Prior to the wedding, we would stay at Country Inn & Suites. It is a nice place. However, since our wedding stay at Hampton Inn, we will be choosing Shoreview, as we did again recently on April 30. On this date, we were visiting our son, and again, Renata shone like the star she is.

What impresses us most about Renata is her sincerity. She genuinely loves her job and consistently demonstrates this fact through her hard work and loyalty while performing her duties. She had an interest in us and why we were there. These are uncommon virtues which should be recognized and rewarded.

We are sure we are not telling you anything you do not already know. We just want you to know that we know it too! That is why our future stays will be at Hampton Inn Shoreview. Thank you so very much Renata!

Ray and Vicki Bender



“From her smile to her ever-serving attitude she promotes your Shoreview location in a way words cannot convey.”

An e-mail received at Hilton Garden Inn Shoreview...

I wanted to write to you because it's not too often that people go out of their way for others. I realize it's part of the service your hotel provides, but Sheila Stuart went above and beyond. She helped me by planning my event and ordering the food on very short notice; it was the day I was to start my vacation. I was able to take vacation without worrying about anything. I just met Sheila that day and felt comfortable to put my trust in her. She even showed up at my event and made my guests feel welcome (I believe it was her day off!)

All my guests, from the Senior staff at Boston Scientific to the 77 interns, enjoyed themselves! The food was perfect and all of the servers were friendly and helpful. I'd liked to say "Thank you" for a very successful event...we'll be back!

*Eva Myers
HR Assistant
Boston Scientific Corporation*

Torgerson Properties Honors Its Top Locations

Courtyard Rochester and Perkins Austin Take Home the 2008 Property of the Year Awards

On September 15, the 2008 Torgerson Properties awards ceremony was hosted by the Holiday Inn & Suites at Arbor Lakes. After a social hour gave everyone a chance to get reacquainted, the high-energy, enthusiastic TPI team settled in for ninety minutes of recognizing "the best of the best". TPI honored their top performers with nine different awards recognizing outstanding performance and execution. 19 of the current 34 properties were nominated for an award, with 11 properties taking home some hardware. The night culminated with the TPI Property of the Year Award. This award is presented to the hotel and restaurant that displayed the greatest overall performance over the past 12 months. The 2008 Property of the Year Award for the hotel division was presented to Courtyard Rochester. This marks the first Property of the Year honor for the three-year-old Rochester hotel. General Manager Dennis Cowley and his team have also received numerous honors from Marriott as well. In the restaurant division, a familiar team took center stage. General Manager Larry Eisenberg and his team at Perkins Austin were honored with their fifth consecutive Property of the Year award. Wow! Congratulations to both the Courtyard Rochester and Perkins Austin for their outstanding performance. They have certainly raised the bar for everyone to shoot for!

Property of the Year

In Recognition of Achieving the
Most Exceptional Overall Hotel Performance



Courtyard Rochester

Property of the Year

In Recognition of Achieving the
Most Exceptional Overall Restaurant Performance



Perkins Austin



TPI offers presidential election specials

"Election" results to be posted on the TPI Hot Hotel Deals web site

Torgerson Properties (TPI) is offering travelers savings while also recording their "votes" for the next president of the United States. The company's Hot Hotel Deals web site (www.HotHotelDeals.com) recently launched Presidential Election specials designed to offer travelers savings and a choice. With the same rates for both the Republican and Democratic candidates, travelers can vote by selecting either the McCain or Obama discount now through Election Day. Torgerson Properties president Mitch Peterson explains, "As a company, we are always looking to deliver value to our guests in a meaningful fashion. What could be more relevant than a great deal and the chance to be heard during what promises to be a historic election for our country?" The hotel specials vary at each location and include deals like a 20.08% discount. TPI plans to post the results of the "election" on the Web site. Good luck to both candidates!



It only takes a moment to make a memory

Hampton Inn Shoreview honored with the 2008 TPI Humanitarian award

The following was written by Donna Jungwirth to describe how the Hampton Inn Shoreview team came together to do what they could to help a family in need following the devastating May 25th tornado in Hugo, Minnesota.

On May 25, 2008 a tornado ripped through the town of Hugo, MN. My heart goes out to everyone in Hugo, but one family, the Prindles, have a special place. They lost their son, Nathaniel, who was taken from his father's arms by the force of the tornado and was found in a nearby pond. Annika Prindle, age 4, was hospitalized with severe brain injuries. Gerald, their father, was also seriously injured. Just moments before the tornado hit, I received a phone call from my daughter Amy and my granddaughters, Bella and Adriana, who were visiting some friends in Hugo. They saw and felt the force and damage from the tornado that night. Bella and Annika Prindle are good friends and attend daycare together. Being a mother, a grandmother and a daycare provider for 21 years, and realizing that my daughter and granddaughters could have been out of my life in a matter of seconds, made me feel the need to become more connected to the Prindles.



The Hampton Inn Shoreview team poses with a poster reminding everyone of the devastation the Prindle family experienced after the May 25th tornado ripped through their home and their lives.

I approached General Manager Julie Fuller for her approval and support to raise funds for the Prindle family. Her response of course was "Let's Git-R-Done". From there we involved the entire team. Tammy Hillyard and I wrote a letter to put in the guest rooms explaining our cause and asking for donations. Kory Lesnick and I drew up a plan for paper hands that could be posted on the walls behind the front desk. We also created a saying to go inside the hands that stated "FROM THE HAMPTON HEARTS TO THE PRINDLE HANDS". With each donation a hand went up. Julie Fuller, as part of her donation, had T-shirts made for all of the staff to wear during the month of June that also had the hands and the saying on the front. On the back our shirts said TEAM HAMPTON. We also set up a raffle. Several neighboring companies were approached for donations to the raffle. Land O'Lakes, our #1 guest at the Hampton, was also our #1 donator. Many TPI locations donated gift certificates for the raffle. Sherry Tollette, Director of Sales at Hampton Arbor Lakes, donated an afternoon of her time to come and sell raffle tickets. Holly Crompton, GM at Staybridge Suites Eagan, hosted a bar-b-q dinner for her guests and employees. In two hours Holly and her team raised over \$700! Our front desk team helped out by updating the letters for the guest rooms and cutting out hands for the wall. Marge Hallin (Manager of Housekeeping at Hampton Inn Shoreview) reached out by getting prizes for the raffle and also made sure her staff was on top of putting letters in the guest rooms. Driving the shuttle for the Shoreview campus gave me the opportunity to talk with guests in regards to the Prindles. Their generous donations and all of my tips went in the box. A lot of people were very generous with their tips to help the cause. Torgerson Properties also donated a generous amount to match a portion of our total.

A few people really touched my heart and made me realize that it is a very small world.

The ATM guy donated \$50 and then told me that his best friend is the man that pulled Nathaniel Prindle from the pond and tried to revive him.

Then there was the man that was using the public restroom at the hotel and saw our letter and gave \$40.

There was a woman looking for some money in her pockets...and wanted to help so bad but couldn't find any...so I pulled \$5 out of my pocket and gave it to her to enter the raffle. Two days later I got called down to the front desk, and there she was with her daughter and my \$5.

Or maybe it was the guy that gave \$40 and when asked for his name he said "my name is Prindle!"

...continued on page 16

Torgerson Properties advances its GREEN initiative

Energy conservation, community grants and selective use of vendors top the list of initiatives

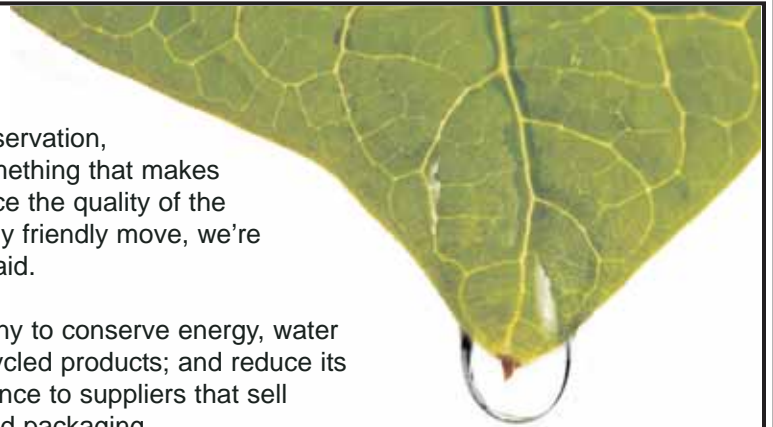
Torgerson Properties (TPI), Minnesota's largest hotel operator, has drafted an environmental mission statement and laid out steps toward becoming greener, including a preferred-vendor program and new policies aimed at conservation, waste reduction and recycling. "Wherever we can do something that makes good sense from a business standpoint that doesn't reduce the quality of the experience for our guests and supports an environmentally friendly move, we're going to look at it," Torgerson President Mitch Peterson said.

The environmental mission statement calls for the company to conserve energy, water and other natural resources; reduce waste; purchase recycled products; and reduce its use of toxic materials. The company also will give preference to suppliers that sell environmentally friendly products and minimize toxicity and packaging.

Torgerson is reaching out to environmental organizations such as Energy Star and Waste Wise and its utility providers for audits and guidance on best practices. The company has also asked St. Paul-based Ecolab Inc. to switch to a line of green cleaning supplies at TPI locations. "We have the largest presence of hotel rooms in the state, so to make a change like that across all the properties can have a significant impact," Peterson said. Most policies will be phased in over time. For example, the company will look into hybrid vehicles when it makes new purchases for its fleet and has started shifting from incandescent light bulbs to compact fluorescents. The company has already started to implement green initiatives at some of its newer properties. The Homewood Suites by Hilton under development in St. Louis Park, for example, will feature a large green space as well as other environmental-friendly initiatives.

Torgerson has designated an Environmental Impact Representative (EIR) at each property to oversee the new policies. They will also assemble an environmental impact board consisting of corporate staff and on-property representatives. It will meet twice a year to measure the company's environmental performance against its mission statement. Associates also will receive annual training on the new policies. Building in a level of accountability was an important component of the initiative, Peterson said. "It's a very trendy thing to throw out there right now. Everyone and their brother say they're green." Torgerson also plans to donate \$12,000 a year to community-based environmental projects. The money will be awarded in the form of one \$1,000 grant or two \$500 grants each month.

Be sure to check out future issues of *Innside TPI* as well as the Torgerson Properties web site for more information concerning TPI's ongoing endeavor to make our world a better place.



...continued from page 15 It only takes a moment to make a memory

I also approached our postal carrier, "Mr. Postman", he took my letter back to his post office and a few days later he came to me with \$114 from his team members!

It was a huge learning experience for all of us...family, friends, and team members. Our team had a lot of fun and we all made huge connections. In three weeks, we made it happen...we made a difference. All of our hearts were in it and now our donations are in the Prindle hands. Whatever it takes we ALL have the power to make MEMORIES and MOMENTS!

Thank you to everyone!

Dona Jungwirth

Through their efforts, the Hampton Inn Shoreview team raised over \$5,000 to help the Prindle family in time of desperation. The outstanding compassion and dedication that the Hampton Inn Shoreview team showed the Prindle family made them worthy recipients of the 2008 TPI Humanitarian Award. The Hampton Inn Shoreview team was recognized for their efforts at the 2008 TPI awards ceremony on September 15th. Congratulations to everyone who worked so hard to make a difference. It really does only take a moment to make a memory. Well-done!

Mike Nutt receives the prestigious Spirit of Pride award

The Hilton Garden Inn Shoreview associate was honored by Hilton for his accomplishments

Each quarter, Hilton, Inc. honors a very select number of people for the outstanding spirit and pride they demonstrate in pleasing Hilton guests. These recipients are chosen from thousands of Hilton employees around the world to receive the prestigious Spirit of Pride award. Recently, Mike Nutt from Hilton Garden Inn Shoreview was chosen to receive this award. The honor includes a trip to Texas to be recognized by Hilton General Managers from around the world, a cash award and a beautiful plaque.

Here is what General Manager Julie Johnson had to say about Mike's contagious attitude: *"Mike was chosen because he goes above and beyond his job requirements to make the guests feel welcome. He also looks for opportunities outside of his own responsibilities to assist other associates and guests in the hotel. Whether it's cleaning the lobby, helping guests start cars in the dead of winter or helping guests carry luggage upstairs, Mike is always willing to help. He greets everyone with a booming 'good morning' and looks them right in the eye when he inquires how life is treating them. Our guests adore him and shower him with gratitude. We are so proud of Mike. Go Mike! You make us proud at Hilton Garden Inn Shoreview."*

Congratulations to Mike Nutt for being honored with the Hilton Spirit of Pride award and for doing "whatever it takes"!



Mike Nutt of the Hilton Garden Inn Shoreview was recently honored by Hilton, Inc. with the Spirit of Pride Award. This award recognizes outstanding accomplishment in guest service and is presented to only the "best of the best" from Hilton hotels worldwide.

TPI Hotels Receive National Recognition

Staybridge Suites Arbor Lakes and Courtyard Rochester honored for outstanding performance



Staybridge Suites Arbor Lakes was recently recognized with the Quality Excellence award at the national Staybridge Suites conference held in Los Angeles, California. This prestigious award was presented to only six properties in the entire Staybridge Suites brand, which numbers 150 units. The Quality Excellence award recognizes distinction in all aspects of operations, including outstanding performance in product quality, hotel standards and overall satisfaction as measured by the guests.

Torgerson Properties President of Operations Mitch Peterson stated, *"Providing quality service and achieving a memorable guest experience is a primary goal at Torgerson Properties. We are committed to excellence at each of our restaurants and hotels, and the Quality Excellence award earned by the Staybridge Suites Arbor Lakes truly exhibits our dedication to providing first-class service that exceeds each of our guest's expectations."* Congratulations to General Manager Todd Roy and the entire Staybridge Suites Arbor Lakes team. Thanks for your amazing performance!



The Courtyard Rochester was recently recognized with the Gold Circle Award for the second consecutive year. This award is presented to top performing Marriott hotels that have produced outstanding overall satisfaction scores. Marriott recognized only 40 of nearly 750 Courtyard by Marriott hotels with the Gold Circle Award at this year's international conference held in Anaheim, California.

"It is an honor to be recognized again for outstanding guest service. Our associates work diligently to exceed our guests' expectations and it makes our entire team proud to be recognized by Marriott" said Dennis Cowley, General Manager. Mitch Peterson, president of Torgerson Properties said, *"As a company, we believe in doing whatever it takes to deliver exceptional service. It is a part of our culture. Dennis and his team truly demonstrate the commitment and focus it takes to be recognized on a national level."* Cowley added, *"We could never reach this level of achievement without the truly dedicated team of professionals who are always putting the guests' needs first. I am very fortunate to work with such a great team."*

Green Mill Fairmont Duo recognized in competitions

Lonny Palagi and Sam Stone use their culinary skills to create unique dishes

Cooking competitions are always tough, with every chef believing his or her creation is the best. Lonny Palagi and Sam Stone from Green Mill Fairmont recently entered two competitions and were recognized in both for their delectable creations. First, the Fairmont duo entered the 11th annual Pork Cook-Off at the Martin County Fair. Their creation of an Apple Cider Stuffed Pork Loin took third place overall. 400 advance ticket holders helped judge the event, with the proceeds used to

fund two annual scholarships given to local students planning to study in ag-related fields.



Their second competition was the 2008 Green Mill Chef's Challenge. In this competition, chef teams from across the Green Mill system meet to present their culinary creations, with the top overall dish being placed on the Green Mill menu. There was some tough competition, but the Green Mill Fairmont team of Lonny Palagi and Sam Stone were recognized as one of the top five finishers with their creation of Black 'n Bleu Steak Linguini. They even dressed the part during the competition by donning a "Blue's Brother" look complete with jackets and shades! Congratulations to the Green Mill Fairmont duo for their impressive showing in both competitions.

Perkins Red Wing Celebrates Its 15th Anniversary

Four key associates have been instrumental in Perkins Red Wing's success from day one



Perkins Red Wing celebrated their 15th anniversary on September 12 with an official ribbon cutting, a congratulatory cake and door prizes for guests. Over the past fifteen years Perkins has become a fixture in the Red Wing community. Pictured on the left are General Manager Annette Haberman (center) with the four current Perkins Red Wing associates who began work on opening day in 1993. From left to right these associates are Kim Murphy (Assistant Kitchen Manager), Tammy Mathews (Server), Ginny Horstmann (Assistant General Manager) and Jen Swenning (Server). Congratulation to everyone at Perkins Red Wing, but especially to these four very special individuals. Your dedication is an inspiration to us all!

Hampton Inn Shoreview's got talent!

Three Shoreview associates take part in the local production of Bye, Bye Birdie

This summer, some of the staff at the Hampton Inn Shoreview found more to do than relax in the sun. Keisha Bigelow, Erin Lawrence and Laura Engel performed in a local production of Bye, Bye Birdie. The last performance was attended by nine of their co-workers from the Hampton and a good time was had by all. The talented trio sang, danced and acted up a storm. It looks like the Hampton Inn Shoreview team really does have talent!



Torgerson Properties supports tomorrow's leaders

\$10,000 in scholarships are presented to high school seniors interested in a hospitality career

The first-ever Hospitality Minnesota Education Foundation (HMEF) Scholarship Luncheon occurred Wednesday, May 21, at Pittsburgh Blue restaurant in Maple Grove. The event was held to award \$24,000 in scholarship funds to students pursuing higher education in the field of hospitality. Thirteen students received scholarships toward their pursuit of higher education in the hospitality field. Torgerson Properties (TPI) was honored to award a total of \$10,000 in scholarship funding among the following individuals:

Ashley Anderson, S.T.E.P. Anoka
 Nathel Anderson, Minnetonka High School
 Tangee Harrison, Le Cordon Bleu
 Blake Markell, Owatonna High School
 Nicholas Mastley, Andover High School



Nicholas Mastley, Tangee Harrison and Ashley Anderson (Blake Markell and Nathel Anderson, not pictured) received scholarships from Torgerson Properties to assist them in attending a higher education hospitality related program. Each of our 2008 scholarship recipients hopes to make the hospitality industry his or her career choice.

HMEF was founded by the Minnesota Restaurant Association, Minnesota Lodging Association and Minnesota Resort & Campground Association to do the following...

Implement high school curricula (ProStart and Lodging Management) to train the future employees and leaders of the foodservice and lodging industry.

Initiate a strong, sustainable scholarship program for students graduating from ProStart or Lodging Management.

Highlight the excellent career opportunities within the hospitality industry and demonstrate the essential role food service and lodging plays in Minnesota's economy.

TPI understands the importance of providing opportunities to young people who have shown a passion for the hospitality industry. Through the use of scholarship funding, TPI hopes to spur greater awareness of the exciting career possibilities that exist in the hotel and restaurant sectors. In the future, TPI hopes to make some of these scholarships available exclusively to TPI associates and/or their family members who are attending hospitality related programs. Mitch Peterson, TPI President said "This is a great opportunity for TPI to give back to the hospitality community and help our young people reach their career goals. It is definitely a win-win situation for TPI."

Staybridge Suites Bloomington makes a difference

Their charity fundraising reception helps children's dreams come true

On Monday, June 23, Staybridge Suites Bloomington invited clients, neighbors, vendors, guests and associates to take part in a special Give Kids The World charity reception. The evening included a BBQ dinner, a golf putting competition, a roof beer float station and a silent auction. Through the time and effort of over a dozen hotel/TPI associates and the generosity of those attending the reception, The Staybridge Bloomington team was able to raise over \$1,200 for Give Kids The World. Wow! What a an exciting and impactful evening.



Give Kids The World is a 70-acre, non-profit resort that creates memories for children with life-threatening illnesses who wish to visit Central Florida attractions. For one week, the children and their families have a whimsical place to stay, meals and tickets to the attractions...and due to the generosity of supporters like Staybridge Suites Bloomington, it's free. It is a wonderful experience that provides an escape from the all too familiar world of doctor visits, hospital stays and medical treatments to a wonderland of love, laughter and smiles. You can learn more about Give Kids The World at www.GKTW.org.

Congratulations to the entire Staybridge Suites Bloomington team for coordinating and executing the fundraising reception and for making a difference in the life of these special children.

Homewood Suites to join the Torgerson family

Two of the Hilton brand extended stay hotels begin construction



Above is a rendering of the Homewood Suites which is currently under construction in St. Louis Park, MN. The 125-room hotel will be part of a rapidly developing area in the southwest quadrant of I-394 and Highway 100.

Torgerson Properties has announced plans to open two Homewood Suites hotels in the Twin Cities metro area. Homewood Suites, an extended stay hotel by Hilton, is the second largest and fastest growing upscale extended stay concept in the hospitality industry. It has been recognized year after year with the highest guest satisfaction honor from J. D. Power and Associates. The Homewood Suites concept features studio, one bedroom and 2 bedroom suites.

The first location to begin construction is situated in the southwest quadrant of I-394 and Highway 100 in St. Louis Park, Minnesota. An exposure that fronts I-394 creates outstanding visibility, signage potential and access. In addition, the I-394 corridor boasts millions of square feet of class A office buildings with the highest concentration being in the immediate surroundings of the development site. This location is also at the epicenter of demand for upscale stay lodging and is further enhanced by the newly developed Life Style Center which consists of upscale retailers, trendy restaurant concepts, a movie theatre and a high end grocery store. As a bonus, the I-394 corridor is currently void of any upscale extended stay hotels. The St. Louis Park Homewood Suites will be a custom built, seven story hotel sporting urban loft architecture with dramatic views of the downtown Minneapolis skyline. The steel and concrete structure will consist of 125 suites with an anticipated opening in the fall of 2009.

Shortly after the St. Louis Park unit begins to take shape, ground will be broken on TPI's second Homewood Suites, located just off of I-35W at 1815 Old Highway 8 in New Brighton, Minnesota. This location is just off a full interstate clover leaf and provides great visibility. It is right at the doorsteps of the primary demand generators which include Medtronics, Land O'Lakes, Guidant, Delux, Shoreview business campus, Vadnais Heights business campus and Wells Fargo. The nearby park, lake and walking/jogging trails across the street from the hotel offer an extreme asset for this upscale extended stay hotel. In addition, being close to our transient hotels in Shoreview (Hampton Inn and Hilton Garden Inn), creates invaluable cross selling potential. The hotel will be a prototype steel and concrete five story structure consisting of 124 suites. The anticipated opening is sometime in late 2009.

Torgerson Properties announces a new Hampton Inn

The Fairmont hotel will be the third Hampton Inn location in the TPI family

Torgerson Properties, in partnership with Jeff Greischar, has announced plans to build a third Hampton Inn location. Located in Fairmont, MN, this 51-unit hotel promises to be a very visible destination along the Interstate 90 corridor. Also included in the construction plan is an indoor swimming pool, meeting room and other amenities that have made Hampton Inn a popular destination for travelers. Hampton Inn is part of the Hilton family of brands and is famous for offering a 100% guarantee to every guest. Currently, Torgerson Properties operates very successful Hampton Inn locations in Shoreview, MN and Maple Grove, MN. The Hampton Inn joins Torgerson Property's Holiday Inn, Super 8, Comfort Inn, Perkins and Green Mill to make exit 103 along Interstate 90 a one-stop-shop for weary travelers, weekend family get-aways or corporate business people. Welcome!



Ground work for the new Hampton Inn, located in Fairmont, MN, began in late September. This will be the third Hampton Inn operated by Torgerson Properties. A grand opening for this 51-unit hotel is scheduled for the spring of 2009.

Inn the news at Torgerson Properties



Recently, **Wendy Boettger**, Director of Sales at Staybridge Suites Naples, Florida, was one of only sixteen individuals nation-wide to be recognized by Intercontinental Hotel Group (IHG) with the Sales Story of the Year award. At the national Staybridge Suites conference held in Los Angeles, California, IHG Regional Sales Director Cindy Ward stated that, "By patiently pursuing the top account in the Naples market, Wendy secured the entire business, taking it away from their #1 competitor." Great job Wendy. Congratulations on this very prestigious award!



The **Hilton Garden Inn Bloomington** team will stop at nothing to promote their hotel. Above is an advertisement they created with a "BUZZ on Over This Weekend" theme. Yes, believe it or not, that cute little honey bee in front is none other than General Manager Dave Brott. He is known to "float like a butterfly, but sting like a bee". Way to take one for the team Dave! Congratulations to the entire Hilton Garden Inn Bloomington team for their creative thinking and for "doing whatever it takes!"



David Feist has joined TPI as General Manager of the Holiday Inn, Comfort Inn and Days Inn of Willmar. Dave grew up in Atwater, MN, so he is familiar with the Willmar area. He has managed full service and limited service hotels for the past twenty years, making stops in New Mexico, Texas, Colorado, Wisconsin and Minnesota. Most recently, Dave managed two hotels in Hudson, WI. He enjoys spending time with his wife Teri, son Erich and daughter Syndey, and also has a passion for snowmobiling and hunting. Good luck Dave, and welcome to the Torgerson Properties team.



Tanya DeLange has been promoted to Assistant General Manager at Green Mill Shoreview. Tanya joined Torgerson Properties seven years ago and has been a jack -of-all-trades. Her multiple capabilities has made her invaluable to the Green Mill team. General Manager Mike Lamoureux and the entire team are excited to have Tanya in her new position. Congratulations Tanya!



John Cox has joined TPI as our first Director of Revenue Management. John has over seventeen years of experience in the hospitality industry, including front office operations, Assistant General Manager and Senior Revenue Manager. With regional revenue management experience in Hilton, Marriott and Carlson systems, local market knowledge and strong leadership and training skills, John is a great addition to the TPI team. His first priority will be to work with our hotels who are currently outsourcing revenue management services. Welcome to the team John, we're excited to have you!



Joe Gillespie joined the Staybridge Suites Naples team as a Bartender in August of 2008 and has recently been promoted to a supervisory position at the famous Staybridge Suites Chickee bar. Joe was born in Sydney, New York and grew up in Binghamton where his father owned The Red Man Saloon. There is no coincidence why he feels that the service industry is in his blood. When asked what he would do if he won the lottery, Joe answered "I would take care of my mother Josy and then I would live like there is no tomorrow". Congratulations Joe, and best of luck in your new position.

Inn the news at Torgerson Properties



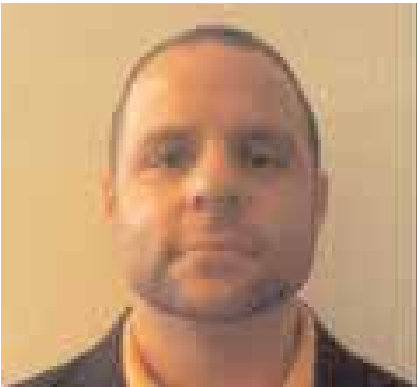
Staybridge Suites Bloomington would like to welcome **Paul Carlson** to their team. Paul has been with Torgerson Properties for about a year at the Hilton Garden Inn Shoreview, and has now taken on the role of Assistant General Manager at Staybridge Suites. Welcome aboard Paul, we know you will do a great job in your new role.



Sofia Rebellon has joined the Staybridge Suites Naples team as General Manager. She brings over twenty years of experience in resorts and full service hotels, with her most recent position being General Manager of the Lake Tahoe Resort & Spa in California. Some of the things she enjoys the most are a good morning jog, a great book, her volunteer work and a good symphony. When asked what she likes most about her new position she said "My team. They're sharp, hard working, self driven and good hearted". Sofia is looking forward to her first season in sunny Naples, FL.



Michelle Honerbrink has recently been promoted to Bar Manager at Green Mill Shoreview. Michelle joined Torgerson Properties seven years ago and has worked as a part-time floor manager, a bartender and a server. Thank you for your hard work and dedication to Green Mill Shoreview, Michelle. The entire Green Mill team wishes you the best of luck in your new position.



Perry Hansen has joined TPI as General Manager of the Fairmont hotels. He brings over fifteen years of hotel and restaurant experience, including multi-unit and General Manager positions with Marriott. Perry has four daughters, Peyton, Meadow, Lacei and Cadence. He loves sports and enjoys pickup games of basketball and football whenever he has the time. Perry is enjoying getting to know his team and is looking forward to getting his family comfortable and acclimated to the Fairmont area. Please take a moment to give Perry a warm Minnesota welcome!



Green Mill Willmar would like to welcome **Justin Thies**. Justin's ten years of experience and work ethic had prepared him for his new role as Assistant General Manager at Green Mill and Willmar Conference Center. He has worked multitude of jobs prior to joining the Willmar team ranging from fast food to Bar Manager at Kicker's. Congratulations on your new position, Justin. We're excited to have you on the Green Mill Willmar team.



The Hilton Garden Inn Eagan is pleased to introduce **Denise Herzog** to the Torgerson Properties team. Denise joined the Eagan team as the Director of Housekeeping in May. Prior to that, Denise spent ten years cleaning houses and focusing on her family. Denise also worked 18 years at the Holiday Inn State Capitol, working in the housekeeping and food and beverage departments. Please join us in welcoming Denise to the Hilton Garden Inn Eagan.

Inn the news at Torgerson Properties



Katherine Tillmann has recently been promoted to Assistant General Manager at Hilton Garden Inn Shoreview. Katherine grew up in Duluth and graduated from White Bear Lake high school. After high school, she moved back to Duluth, only to return to the Twin Cities area 18 months ago. She started out as a Guest Service Agent and was soon promoted to Front Desk Supervisor. Katherine says the best part of her job is “the people I get to meet”. In her free time she enjoys being outside, especially with her dog Topsy. The Shoreview team feels very fortunate to have Katherine on board.



Gina Gassmann recently joined the Holiday Inn Arbor Lakes team as Sales & Catering Manager. Gina is originally from Dubuque, Iowa. She brings great experience from her previous position in sales and catering at Crowne Plaza Eagan and also worked at a waterpark hotel in Iowa. Gina recently moved from Burnsville to Eden Prairie. We are thrilled to have Gina join our team!



Wendy Boettger joined the Staybridge Suites Naples team in December of 2008 as Director of Sales. Wendy brings a wealth of sales experience with her, most recently at the Naples Residence Inn. She has been a fabulous addition to Staybridge Suites Naples and has developed a great team with new General Manager Sofia Rebellion. Good luck with your continued sales efforts, Wendy.



Chrissy Pederson has been promoted to Dining Room Manager at Green Mill Shoreview. Chrissy is new to Torgerson Properties this year and brings a very energetic and enthusiastic attitude to the team. She is also a member of the newly-developed Torgerson Properties Green Committee. Welcome aboard Chrissy, and good luck in your new position.



Elani Boshnjaku has been part of the Staybridge Suites Naples team since December 2004. She played a very supportive role as the Housekeeping Supervisor, and due to her dedication and efficient management, Elani has recently been promoted to Executive Housekeeper. She is originally from Korca, Albania but has lived in Naples for eight years. Elani has two daughters, Stella and Angela, and a wonderful husband of thirteen years, Petro. She is an avid reader, speaks four languages (Albanian, Greek, Spanish and English) and loves to cook. It is a joy to have Elani as part of our team.



Nicole Retzer, originally from the small town of Grantsburg, WI, joined the team at Holiday Inn Arbor Lakes in December 2007. Nicole came into the hotel business purely by accident. She took a job as a night auditor at the Hilton Garden Inn Maple Grove while going to the University of Minnesota, majoring in journalism. Soon, Night Audit turned into Front Office Supervisor, which turned into Front Office Manager. Then, she used that experience to become Assistant General Manager at the Holiday Inn Arbor Lakes. Nicole now lives in Plymouth, Minnesota. We are very happy she is part of our team.

