

INNINSIDE Torgerson PROPERTIES Spring 2006



TORGE'S Live offers a little something for everyone!



TPI Spotlight

Torge's Live in the Austin Holiday Inn has become a hotbed of entertainment in the Austin Area. Regular live entertainment and just the right atmosphere has made Torge's Live the place to be. As General Manager Travis Lohre says, "we have something for everyone". Check it out for yourself!

With many new amenities and improvements introduced over the past 18 months, Torge's Live continues to thrive as a full scale nightclub and Austin's hot spot for entertainment. Located in the Austin Holiday Inn and Conference Center, Torge's Live now sports a new look. These enhancements have provided many new attractions for the guests and the new, diverse entertainment menu is sure to please everyone. The Torge's Live renovation eliminated some of the old, worn out tastes and captured a new, trendy look which is seen in many newer night clubs. New

to Torge's Live is an outdoor patio, a vast collection of music-inspired artwork, custom-made guitar-shaped neon signs and the reintroduction of a kitchen. Creating a kitchen in the bar area assured guests that they would become part of the culinary process by watching their food being prepared and by guaranteeing them it would be served piping hot and fresh. In addition to the new kitchen, fresh signature sandwiches were created to complete the Torge's Live food and entertainment experience. Today, you can order anything from Wisconsin cheese curds to a 12 oz. seasoned New York strip steak served with a baked potato and salad. The diverse menu is a great partner with the wide range of entertainment available at Torge's Live. Just a few of the entertainment options include karaoke, a DJ and recently the start of Comedy Night on Thursdays. Torge's Live also has a diverse selection of talented bands that appear weekly. One regular band comes from the Denver, Colorado area and features a unique style of rock and roll which includes a cello player. In addition, another

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Tom Torgerson defines a *wow first impression*

You never get a second chance to make a first impression



Tom Torgerson
Chief Executive Officer
Torgerson Properties, Inc.

Hello everyone. I am glad spring is here and summer just around the corner. This time of year gets me really excited to tour your restaurants and hotels. I enjoy seeing all the ways you are working towards presenting your properties in the best way possible to make that *wow first impression* for your guests. The Annual TPI Chairman's Award honors the best of the best for consistently tweaking your property for cleanliness, maintenance, seasonal decorations and plantings. From the moment your guests see your parking lot and grounds, your front door and entrance, and that first associate smile and greeting, they start to form an opinion about their experience. That opinion will either be launched in a positive or a negative way. The *wow first impression* is equally as important to all of the TPI associates that drive to work each day. I view this first impression as our properties' hygiene. For example, when you first meet someone, you begin to form an impression about them based upon their dress, hair, etc. Is it sloppy or is it professional? Is it clean or is it dirty? Do they care about themselves or not so much? When our properties have good hygiene, our guests and associates believe we care about what we do. That we have pride and work to be the best we can. Does this sound like a place that you would want to visit? Does it sound like a place that you would want to work? I hope so!

The next step towards really excelling at a great guest experience is the empowerment all TPI associates have to satisfy the guest. TPI's mission statement is "What ever it takes for outrageous guest satisfaction, you have the power!" In these newsletters you frequently read examples of the creative ways that associates at TPI come up with to satisfy and wow our guests. I think of TPI associates as one huge think tank of ways to satisfy our guests. On my own, I could not come up with even a small fraction of the ways we as a TEAM go about satisfying our guests day-in and day-out. There is no possible way to write an operations manual to deliver this kind of personalized service to our guests. The only way it does happen is if all of us feel we are empowered to take it upon ourselves to satisfy our guests.

To finish off a great guest experience, TPI places reinvestment into our existing properties as a very high priority. To illustrate the level of importance TPI places on this, over the most current three year period TPI will have reinvested \$12,000,000 into renovations of existing businesses with no end in sight to this commitment.

Let's segue from existing businesses to new businesses. TPI feels that for the overall health of the company, it is important that we continue to grow new businesses. New businesses create new opportunities and new challenges for TPI associates. TPI does not approach new development from a cookie-cutter perspective, but rather we have created a menagerie of brands and property types. We seek out good markets first and then figure out what niche of property type and brand will work best there. This approach has led us to developing our first water park hotel, currently under construction in Arbor Lakes. This hotel is a one-of-a-kind, fully-themed Venetian hotel, conference center, restaurant, bar and water park that will fly the Holiday Inn Hotel & Suites flag. Construction started in January and it will open in the spring of 2007.

Next up, we have secured the Courtyard by Marriott franchise for a one-of-a-kind hotel, also in Arbor Lakes. In this newsletter you will find a rendering of what this high-tech hotel will look like. You could almost say it is a piece of artwork, not just architecture, and will be very unique and distinctive. This hotel will be different from your daddy's Courtyard in other ways as well. The entire interior décor will deviate from the Courtyard prototype. In the guest rooms, we are installing flat LCD TV's cabled to a control panel at the work area. This control panel will allow you to pump your iPod music through the advanced sound system of the TV. Or you could plug your laptop in and use the TV as your screen for your digital camera, video recorder, your kid's X-box or your access to high speed internet...WOW! In the bathroom will be oversized marble tiled showers instead of bathtubs. The vanities will be a piece of furniture instead of a counter. Moving to the outside courtyard you will find a year-round hot-tub, gas fire pit and gas area heaters along with expansive urban type landscape components. Indoors, looking out into the courtyard will be a bar/lounge and restaurant. Right next door will be a Dave and Buster's restaurant. Man, this hotel is definitely the place to go if you want an out-of-the-ordinary experience while at work or play. We are currently developing construction documents, obtaining governmental approvals and working towards a construction start this fall and an opening in the fall of 2007.

I hope this writing finds you and your families in good health. Have a great summer, you have the power!

~Tom

Mitch acknowledges our hidden heroes

Over the past number of years I have written numerous articles detailing the tremendous value of our property management teams and all of TPI's associates. On most occasions I have identified that you, as TPI associates, are the heart and soul of who we are and certainly at the core of whatever we accomplish as a team. As I sit down to write this piece I am reminded of one of the most often overlooked and most under appreciated aspects of TPI's family. As is the case with many individual and organizational accomplishments, there are countless people involved in achieving our goals. Unfortunately, at times some of these contributions may be inadvertently overlooked.

Lance Armstrong may be able to take credit for having won seven Tour De France races, but the reality of the situation is that there were a large number of people involved in "creating" his success. Whether it be his teammates, trainers, coaches, or sponsors, it took literally hundreds, if not thousands, of people over the years to aide him in accomplishing his goals. I would suggest to you that those who worked the hardest, and had the most to do with his success, were his teammates who along the way contributed with a tremendous degree of selflessness. Their purpose was always to "do the work for him" through the various stages of the race. They did this in order to conserve his energy and to set him up for ultimate success. At the completion of each stage, or race, Lance was able to enjoy the glory and attention that was associated with each of his successes while his teammates stood quietly on the side watching him soak up his success.

It is not to say that Lance did not do his part in accomplishing his goals, but rather that without the quiet and diligent assistance of his team he may have fallen short of achieving his tremendous run of success. So, where am I going with this? It's simple. There have been a lot of individual and team successes that I have witnessed over my many years with TPI. Those successes were achieved in large part as a result of the quiet work of a handful of people who consistently choose to "fly below the radar". Day in and day out, they produce the support services for our entire company and, without a doubt, create the foundation for any accomplishments we achieve as individuals, or as a company.

It is very easy to take what this team does for granted as they are quietly working behind the scenes. To add a sense of perspective I have assembled (with some help from Sheryl!!) some simple facts that speak to what is so easy for us to take for granted. The sheer magnitude of their body of work is mind boggling. Here are some things to consider:

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Mitch Peterson
President of Operations
Torgerson Properties, Inc.

Holiday Inn Austin says good-bye to an icon

Executive Housekeeper Shirley DeSart retires after 17 years of service at the Austin Holiday Inn



Shirley DeSart, Executive Housekeeper at the Austin Holiday Inn and Conference Center was honored at a luncheon celebrating her 17 year of service with TPI.

Every once in a while a person comes along who you just can't help but like. The Austin Holiday Inn and Conference Center has had the fortunate opportunity to experience this type of individual for the past 17 years. That person is Shirley DeSart. Shirley joined the Austin team in 1989 and has had an enormous impact ever since. Late last year Shirley announced that she was planning to retire from her Executive Housekeeper position in January.

On January 12th, the entire Austin campus gathered at a luncheon in honor of Shirley's 17 years of service. Family, friends and co-workers gathered to reminisce about the things they experienced while working with Shirley and to present some gifts that hopefully will remind her of her accomplishments. There were plenty of stories, several laughs and even some tears as the time came to say good-bye.

Shirley leaves some tough shoes to fill, but the entire Austin campus wants to thank her for everything she has given to them and wishes her nothing but the best as she begins her retirement.

Whatever it takes for outrageous guest service...

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

"I would like to provide a compliment on the service I have received from a member of your front desk staff. The associate, Kendra Evanson, has been extremely helpful with providing excellent customer service whenever I stay at that location. I typically stayed at that location Monday through Thursday for the past eight weeks and every time I check in or ask for help she is courteous in providing assistance. She is a credit to your organization and associates like her provide business travelers the customer experience to choose to stay at Hilton, amongst the many other locations in the area. I believe that whenever I receive excellent service I must recognize those individuals because they are truly the engine that keeps customers returning to your locations. Please recognize her for her contribution to your organization, because without these quality individuals with a passion for service, your business would not differentiate itself from the fierce competition in the area."

A guest comment received at Staybridge Suites Eagan...

"This is without a doubt the #1 best hotel I have ever stayed at, and I am an extremely picky person! I was in Minneapolis for a two-week FAA certification course, and because of the comfort and amenities at your hotel, I was able to be very happy and comfortable, study well and had the appropriate rest to receive my license. I cannot stop raving to everyone about this hotel. The employees were exceptional, helpful and cheerful. The hotel looked brand new (Its actually six years old!), the food was excellent, the bed was very comfortable, the kitchen was perfect with everything exceptionally clean. You thought of everything. Thank you!! I am not an easy person to please, and you far exceeded my expectations!"

A note from a guest at Perkins Red Wing..

"Congratulations on having such an excellent waitress as a member of your team. I felt the service I received after a long, difficult work day was well worth a comment. My waitress Tanya Richert was very courteous, friendly and provided prompt service with a genuine smile. I place great value on good service, and a smile goes a long way. Employees of this caliber are highly valued and Tanya deserves to be recognized. Thank you. I will be a return customer and perhaps stop a little more often."

A note received from a guest at Hampton Inn Maple Grove...

"I stayed at your hotel from February 5th through February 9th. It was a good visit upgraded to excellent because of Chera Engstrom. She was very sensitive toward me because of my hearing problem. I couldn't hear the phone ring for a wake-up call and I couldn't hear the buzz on the alarm clock. Chera spent the time finding and setting just what I needed. Congratulations on finding and keeping a great employee."

A note received from a guest at Torge's Fairmont...

"You can be very proud of your staff in times of emergency. We cannot express enough our gratitude for your wonderful care and concern when our sister Jackie was choking, caused by her illness. Lori Rusert, you were truly our guardian angel. Thank you to all and may you be blessed on your journey in life."

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

"Our wedding group was very pleased with their decision to use the Hilton Garden Inn of Shoreview for their rehearsal dinner site. I wanted to mention something that happened and pass it on to you. While we were sitting in the lobby area 'debriefing' the day, one of your staff came up and very kindly said 'Our bar isn't quite open yet, but would anyone like me to get them something to drink?' I was very impressed with this kind offer and I could tell that my guests (now to be your guests!) were too. Those little gestures really make a difference for your hotel. We looked at a variety of options, including such places as the University Club and the Saint Paul Hotel. I think we all came away feeling that the Hilton Garden Inn would be our best choice, and we look forward to having you be a part of this special occasion! Thanks!"

...YOU have the power!

A letter received at SpringHill Suites Rochester...

"Please accept this donation in appreciation for the great hospitality shown to my family when we were guests at your establishment from February 6th through February 10th. I was impressed by your facility and staff. Please use this donation to help with the upkeep of your business center. My sister was a patient at Saint Marys for several days after having brain surgery. I would print off her e-mails from friends and take them over to her so she could keep in contact with the outside world. I know how difficult it is to keep technology current and the costs of operating such a service for your guests. Please know that my family truly appreciated your efforts."

A letter received at Hilton Garden Inn Bloomington...

"On January 9th, my husband Larry and I were greeted by a very friendly young lady named Kendra behind the front desk at the Hilton Garden Inn of Bloomington. We asked for a very quiet room in a far corner as we were leaving at 4am the next morning and then would be arriving back on January 13th for two nights. She did a marvelous job setting this up. She had a good ear and good memory.

On January 13th, we arrived back at the hotel from a little vacation and were again greeted with a big smile from Kendra and Liz. Kendra recognized us, welcomed us back and asked how our vacation was. I thought that was really nice that she remembered us. Then what really made our day was when we went to our room and found a cute little note on the desk that said 'Welcome back, your loyalty makes our hearts Twizzle, from your friends at the Hilton Garden Inn', along with a bag of Twizzlers. Larry thought that gesture was absolutely wonderful and special. We thank you from the bottom of our hearts. To Kendra and Liz, you gals are wonderful and really pay attention to detail. That's what really counts.

We would also like to bring to your attention a young man named John Brandel who works behind the front desk. He is a friendly, sincere and remarkable fellow. He seems to always recognize my voice when I call up for a reservation. John always asks my husband and me if there is anything that he can do to be of service or to make our stay more comfortable. We really appreciate that.

Well, John really went out of his way to help make our day on Saturday, January 14th. My husband Larry and I were getting ready to leave for a wedding over on Snelling Avenue and Larry stopped by the desk and asked John if he knew about where the church was. John said to go out by the airport and over into St. Paul. Then John said, 'Here, I'll map it out for you exactly on the computer.' Wow! We were thrilled. It told us exactly where to go. Larry was going to drive up 35W to 194 by the University of Minnesota to get to Snelling Avenue. That would have cost us a lot of time, gas and we probably would have been late for the wedding. John is a valuable asset to your hotel business.

To the management, you do an excellent job operating this hotel. You have the BEST employees always doing their best to serve the guests and it's always so clean and neat everywhere. Keep up the good work. We love it here."

A comment received at Staybridge Suites Maple Grove...

"I wanted to thank your staff for the most enjoyable hotel experience I have ever had! The rooms were beautiful and very spacious, the staff was very accommodating and willing to go above and beyond. I was pleasantly surprised with the great selection for breakfast. I have never seen a complimentary breakfast like that. The make-your-own waffle was a great addition. I have already highly recommended your hotel to friends, family and coworkers."

A letter received at Holiday Inn Express Eagan...

"Hale Meserow...in November, while on business in your area, I lost my purse at the airport. I want to express my sincere gratitude for your kindness and honesty in returning it with the \$75 cash and my credit cards. You are to be commended. Please show this to your supervisor. I pray that you are blessed with a raise. God bless you."

Whatever it takes for outrageous guest service...

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

"On December 22, 2005, I was in desperate need of a hotel room in Midland, Texas. I was driving in from Mexico and my voice activated phone would not dial through to the Hilton Honors reservation line. In addition, I lost my Diamond card and did not know my number. In desperation I called your hotel. Kendra Evanson helped me for almost an hour over the phone and called me back several times and made the reservation happen. Kendra needs to be recognized for her performance. The service I received was exceptional. This is why I stay 300 plus nights a year in Hilton hotels. Not only should Kendra be recognized, but you should be recognized as well because a good leader always has a good team. A job well done. Thank you."

An e-mail received at TPlopinions.com...

"On Wednesday morning, November 23 at 9am, my husband and I were in Austin, Minnesota staying at the hotel next to Perkins Restaurant and Bakery. While we were loading our car I had received some upsetting news about a family member and in my haste I apparently lost my billfold. Your Austin Perkins General Manager, Larry Eisenberg, found it in the parking lot and kept it in safe keeping. He was able to find our phone number and called and left a message on our answering machine telling us that he had found it. Unfortunately, because we were on a Thanksgiving holiday visiting my family in Nebraska, we did not find out about the phone call until we returned home on Monday night, November 28th.

As you can imagine, I was very worried the entire weekend and had no idea where it may have been this entire time. As you always do when you lose a billfold, I canceled the credit cards that I could remember and had to get more cash from my bank while traveling. As it turned out we would not have had to do all of this because of the honest and trustworthy staff you employ. You can be quite proud of Larry and I know in the future if I have to make a decision of where to eat or where to purchase food I will always give Perkins a first thought. If you have a corporate newsletter or the like, I would really like to recognize Larry for his good deed and honesty."

A follow-up to the previous e-mail received at Perkins Austin...

"I wanted to send you a note with a Christmas greeting and hope that you will enjoy a small shopping trip with the attached Cabella's online gift certificate. My husband and I were so grateful to you for finding my billfold and wanted to do something that we thought you might enjoy. I hope you have a great holiday season and your New Year is a happy and prosperous one. Thank you again!"

A letter received at Holiday Inn Fairmont...

"On February 2, we conducted our Estate Planning workshop at your facility in Fairmont. On behalf of the representatives of CLA Estate Services, we would like to thank you for the professional and courteous service you provided to help make our workshop a huge success. Our representative has requested that we use your facility again the next time we visit Fairmont. CLA Estate Services values our business relationships and desires to support those facilities that provide us with exceptional service. We look forward to working with you again in coordinating our meeting room and menu for our future estate planning workshops."

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

"I could not find a comment card to recognize Kendra at your front desk, so I thought I would shoot you an e-mail. Being a road warrior and a frequent guest at your hotel, I thought that it would be important for you to know how well Kendra takes care of your guests. She always has a smile on her face and is very cheerful. She recognizes me every time I check in at the hotel and makes me feel welcome. That is uncommon in today's world and that is a big reason I keep coming back."

...YOU have the power!

A letter received at Hampton Inn Shoreview...

"I would like to take this opportunity to thank all of the staff at the Hampton Inn Shoreview for providing me a 'second home' between October 9, 2005 and February 9, 2006. The attention to customer service was outstanding and supported by a can do attitude. Please pass my thanks on to the front desk, their smiles after a long day or flight were always appreciated. To my personal driver (LOL), thanks for everything (especially returning my forgotten credit card). To the cleaning staff (I am more organized and neater at home). To the breakfast team: a great start to the day!! To the entire Hampton Inn Shoreview staff, thanks and well done!!"

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

"Liz Lower at the front desk is the best front desk person I have ever encountered. She was personable, sincere and very helpful. Every request I had was filled and with a smile. She went out of her way to satisfy my needs. Thank you for having her on your team."

A guest comment received at Staybridge Suites Maple Grove...

"I frequently work in the Minneapolis/St. Paul area. I go out of my way to stay at the Staybridge Suites in Maple Grove. The staff is super friendly and no one is afraid to go above and beyond their normal duties to endure a pleasant stay. This hotel should be a model for all other hotel chains. Thank you."

A note received at Hilton Garden Inn Shoreview...

"This is just a note to let you know the ultimate, professional job that your entire staff did last night during that terrible storm. They were quick to act, had clear direction and resources (water, flashlights, door stops, etc.). You can be very proud of the entire crew! They even indicate (when concerned people asked) that 'We practice this, we know what to do.' Excellent response. Kudos to you for having such a winning staff and team. As a psychologist, I observe people in action as an art form. You paint a great picture of success!"

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

"Yesterday we had a semi-major emergency with our training room scheduling and were not aware of it until 7am, approximately thirty minutes before our new hire training class was supposed to arrive. I was able to reach Kerry at approximately 8am, and after explaining our plight, she said she would see what could be worked out since your meeting room was already reserved throughout the day. She called back in only a few minutes and was able to configure a handicap room with tables, chairs and even a projector screen in time for us to resume our training on time. Since we already had your Meeting Room 1 reserved for 6pm that evening, Kerry and her team not only saved a half day of training but made things work darned-near seamlessly too! Loretta put together a great snack arrangement (fantastic peanut butter cookies!) with almost no advance warning and her execution of our dinner arrangement was impeccable. We received raving feedback on the eggrolls and desserts. In addition to yesterday's last minute "Hail-Mary" play, my Sr. Director and I enjoyed our overnight rooms and the special snack that were so graciously provided. What a way to mark our on-week 'agreement to work together' anniversary! We are very appreciative and look forward to our next stay."

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

"I am writing this quick letter to thank and commend Liz Lower, the Front Desk Manager on duty the day my husband and I checked into your fine hotel. Liz couldn't have been more accommodating, friendly and helpful during our visit. I just wanted to make sure you know what a gem of an employee you have in Liz. My husband and two young children have fond memories of our hotel stay. They loved the breakfast, pool and hot tub. My 8-year-old daughter thought your rooms were, in her words, 'beautiful!' Please be sure to pass along our thanks to Liz."



Breakfast is just the beginning

Perkins Restaurant and Bakery is chosen as Austin's Business Of The Year



In an energy-filled room of over 300 Chamber members and guests, Perkins Restaurant and Bakery was chosen as Austin's 2005 Business of the Year. When the announcement was made the banquet room at the Holiday Inn and Conference center erupted. General Manager Larry Eisenberg shook hands with each of the Chamber Ambassadors as he approached the podium. His first words as he reach the microphone were "Pancakes for everyone!" which drew a wild sign of approval from the capacity crowd.

Earlier in the evening, a video from each of the thirteen nominees was presented. Perkins Austin was noted for its community service efforts in 2005 which included donations to the Hurricane Katrina Relief Fund, Toys for Tots, the American Red Cross and the Salvation Army.

It was certainly a night to remember for the entire Perkins Austin team. In his speech, Mr. Eisenberg summed it up by stating that his employees "go to great lengths to make it great". He credited his entire team for the restaurant's success.

Congratulations to the Perkins Austin team for "leading the way for others to follow".

Perkins Restaurant and Bakery was recently chosen by the Austin Chamber of Commerce as the 2005 Austin Business of the Year. The Perkins team beat out twelve other nominees to win the award.

Arbor Lakes Holiday Inn Hotel & Suites is born

The newest development at Torgerson Properties is the highly anticipated Holiday Inn Hotel & Suites located at the gateway to the Fountains at Arbor Lakes in Maple Grove, MN. Construction began in January 2006 with an estimated opening in the spring of 2007. The arrival view to this Venetian-themed hotel will be extremely dramatic as its architecture incorporates 136 rooms and will complement the recently completed Shoppes at Arbor located directly across the street. Many of the 34 available suites will feature exterior balconies. In addition, the facility will boast a 20,000 square-foot water park which will provide a destination for families from throughout Minnesota and the upper midwest. The water park will include two slides and an activity area with basketball hoops and a walking bridge. There will also be a wading pool with two kids slides. In addition to a 1,200 square-foot video arcade, the water park area will also include a concession stand and lounge. Finally, to meet growing corporate demands, the hotel will also provide approximately 1,900 square feet of meeting space called the Naples Conference Center. When completed, the Holiday Inn Hotel & Suites promises to be an unmatched facility in the Twin Cities Area.



Seda Johannes reminds us what really matters

This story was told to me of an associate of TPI at Days Inn Willmar that went “the extra mile” this past holiday season. She is a very humble person and didn’t want me to know this story, but another staff member was so moved by her act of kindness that he felt compelled to share it.



As the story goes, there is a family staying with us that through some unfortunate circumstances has found a father caring for three children while he works long days and sometimes cannot get back to the hotel until after 7pm. Seda Johannes, Front Desk Supervisor, had become rather attached to these three youngsters and would find things for them to do at night until their father arrived home. She would often get them board games to play or provide crafts to keep them busy. Seda noticed that their clothes were tattered and worn and that during this cold time of the year they had no winter coats to keep them warm as they waited in front of the Days Inn for the school bus to pick them up. They had only spring jackets and no mittens or hats. It being Christmas and Seda knowing the family really couldn’t afford much in the way of gifts, and this being Seda’s way, Seda went out and bought each of them a new winter coat and warm gloves with her own money to assure that these three kids would have the necessary protection against the cold. I think this is truly one of the most touching stories I have ever heard this or any Christmas season.



We are very proud of Seda and her act of giving at the Christmas season as she does for TPI each and every day. God Bless You Seda!!!

David Mohs

Seda Johannes, Front Desk Supervisor at Days Inn Willmar, made the holiday season a little extra special for three young children by being a “constant caring friend”.



Tammy Bugler wins Quality Service award

Tammy Bugler, of Otto’s Feierhaus & Bierstube in New Ulm, was recently chosen as a Quality Service award winner by the New Ulm Business and Retail Association. This program, supported by the New Ulm Chamber of Commerce, recognizes outstanding examples of quality service in the New Ulm area. Tammy’s nominator stated that “Tammy was our waitress at an anniversary dinner for our family and was very helpful with all of our questions as well as being very attentive. She certainly seemed to enjoy what she was doing. She was more than willing to spend extra time with us to take photos. Tammy was very friendly, helpful and treated us all with respect and kindness. She was willing to help even the smallest guests.” Otto’s General Manager Marti Bennet added “Tammy is a great team player. We are really glad to have her on the Otto’s team”. The entire Otto’s team would like to take this opportunity to congratulate Tammy for achieving this outstanding accomplishment. Way to go Tammy!

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band from Nashville, Tennessee brings along a true country flavor. The new entertainment options continue with the introduction of an NTN gaming system. NTN is an interactive gaming and trivia system that can be played and enjoyed by our guests on one of the many televisions throughout the bar. Guests can compete against each other and along with other establishments across the nation for numerous promotions and prizes.

Torge’s live has seen many exciting changes over the past couple of years. If you’re in the Austin area, make it a point to stop in and taste the Torge’s Live experience. Sample one of the many wines from the wine list, or try a martini in a Z-stemmed martini glass from the custom drink menu. Maybe you’ll decide to have a frozen margarita out on the patio, or hit the dance floor and dance to the rhythm of the DJ. You might just want to come in and enjoy a steak dinner while you catch your favorite team on the big screen TV. If you’re feeling casual, stop in for a beer and play NTN trivia. Maybe it’s a game of pool you’re looking for. Whatever it is, it’s at Torge’s Live! We like to say we have something for everyone, and if we don’t, you can rest assured we’ll be working on it.

On The Move With TPI



Joe Shemon joined TPI in February as General Manager of Country Inn & Suites Willmar. Joe is off to a great start as he and his wife have purchased a house on Woodcock Lake near Spicer. Joe grew up in Spicer, and ten years ago he purchased the Cazador Inn and renamed the hotel the Northern Inn. After selling the hotel and returning to Kodak, Joe said "I just couldn't get the hotel business out of my blood. I knew I wanted to get back into the business and I knew I wanted to live in the Willmar area. It just made sense to contact Torgerson Properties." We think you made a great choice!



The Torge's Fairmont team would like to welcome **Tammy Bullock** as their new Assistant General Manager. Tammy is a native of Fairmont and brings almost 27 years of restaurant experience to her new position. She has two daughters, Krista and Kari, and two grandchildren, Marley and Hannah. Tammy says "Being a grandma is the BEST!" In her spare time she enjoys walking, riding bike, motorcycling, camping, swimming and spending time with the grandkids. She feels knowing a lot of people in the Fairmont area has been very beneficial in her new position. "I am looking forward to my future here at Torge's".



Shortly before the grand opening in October 2005, **Jesse Davidson** joined Courtyard by Marriott Rochester as Chief Engineer. Jesse has a total of eight years experience in the maintenance field and previously worked for the Best Western Soldiers Field in Rochester. He has obtained his Special Engineer Boilers license and is a certified pool operator. A native of Rochester, Jesse enjoys home mechanic work, fishing, biking, training his two American Pit Bulls and spending time with his family and friends. Welcome to TPI, Jesse.



Perkins Fairmont is excited to announce the promotion of **Kristi Petersen** to Kitchen Manager. Kristi joined the Perkins Fairmont team in 1999 and has been a mainstay in the kitchen ever since. She and her husband Terry stay busy with their three daughters Misty, Nicole and Sandy and the newest addition to the family... ten-month-old granddaughter Shelby. During her spare time Kristi enjoys fishing, camping, football and NASCAR. She says her most recent challenge is getting used to being a grandma! Congratulations Kristi, and best of luck in your new position.



SpringHill Suites Rochester is happy to introduce **Michelle Wagner** as their new Executive Housekeeper. Michelle has moved up the ranks quickly at the SpringHill Suites. She started as a part-time Breakfast Attendant in December of 2005 and quickly added Guest Service Agent to her duties. When the Executive Housekeeper position became available in February, Michelle jumped at the opportunity. She is currently going to school and taking care of four children with her husband Dustin. The SpringHill Suites Rochester is proud to have you on their team.



Staybridge Suites Naples would like to welcome **Fred Silverest** as their new Assistant General Manager. Fred was born in Detroit, Michigan where he attended college at Michigan State University and majored in accounting. Discouraged by the cold winters in Michigan, Fred sought a new life in sunny Naples, Florida. He joined the Staybridge Suites in November of 2005 as a front desk agent and also worked part-time as a Night Auditor. In his spare time he enjoys sports, movies and the perfect weather Naples has to offer. Congratulations on your promotion, Fred and best of luck.

On The Move With TPI



The Perkins Austin team would like to congratulate **Theresa Smith** for her promotion to Assistant General Manager in October of 2005. Theresa joined TPI two years ago and has been a huge asset to the Perkins Austin team. Prior to joining TPI, Theresa owned and operated her own business in Austin for twelve years. Congratulations on your promotion, Theresa. Welcome to the Perkins Austin Family!



Renee Howlett is the new Assistant General Manager at the Hilton Garden Inn Shoreview. Renee started at TPI as a member of the front desk staff at Hampton Inn Shoreview. Two years later she accepted the position of Banquet Coordinator at Green Mill Shoreview. She is very excited about her new opportunity but more importantly is happy to be staying with TPI. Renee is very proud of her three daughters and is very involved in their lives. When she's not working you can find Renee at a Timberwolves game, dealing black jack or traveling. Good luck in your new position Renee'.



Hampton Inn Shoreview is on the move with numerous capital improvements set for 2006. First, all of the guest room beds and bedding will be upgraded to meet the new Hampton Inn brand standard. In addition, each guest room will receive new tile and upgraded vanities in the bathroom. Other 2006 projects include new tile in the public rest rooms, more counter space in the Great Room for breakfast, wireless high speed access throughout the hotel and a complete parking lot face-lift. It will be a busy year in Shoreview, but it will also provide some very exciting changes for the guests.



Maria Klein joined Courtyard by Marriott Rochester in November as Executive Housekeeper. Maria had been working for over six years in housekeeping when Marriott bought the Kahler Plaza in Rochester. She was a Housekeeping Supervisor for two years and the Assistant Manager of Housekeeping for over a year. Maria also worked at the front desk at the Marriott for three years and also spent some time in the restaurant as a Server and a Hostess. When she is not busy, Maria enjoys spending time with her three daughters and her husband Mike. Welcome to TPI, Maria.



Eyvonne Tidwell, who worked as the Executive Housekeeper at Staybridge Suites Eagan from 2000 to 2002, has recently moved back to the area and has returned to Staybridge Suites Eagan as Executive Housekeeper. With her personable demeanor and strong work ethic, Eyvonne has quickly gained the loyalty of her staff and has made a positive impression. The housekeeping department has received outstanding scores from Staybridge Suites guests. Welcome back, Eyvonne. The Staybridge Suites Eagan crew is glad to have you back on their team!



Sheryl Walton, Senior Vice President of TPI Administration and Accounting, reports that the **Central Administrative Office** in Willmar has recently undergone their own version of Extreme Home Makeover. The office has been painted from a light mauve to a new, vibrant green. Sheryl reports that the CAO team is enjoying their rich new look and they invite you to stop by and visit the next time you're in the Willmar area.

Associate benefits update

Torgerson Properties continues to monitor and upgrade benefits for its associates

The group health insurance plan for Torgerson Properties, Inc. renews on June 1, 2006. Comprehensive Care Systems (CCS), our current administrator, has released a very favorable renewal. They have indicated some positive changes to our current health insurance plan that will take effect on June 1st:

For employees taking certain over-the-counter medications: If you obtain a physician's prescription, you may receive a 31-day supply of over-the-counter medications for \$0 copay. Please talk to your physician to see if you qualify for this new benefit. Go to the CCS web site to find the list of generic drugs which receive this discount. The web-site is located at www.ccstpa.com

The lifetime maximum benefit has increased from \$1,000,000 to \$5,000,000 for all network providers.

Although the health insurance plan will experience a modest increase to the premium rates, it was far below the national average. Another year of positive employee utilization has helped the plan a great deal.

As always, Torgerson Properties has done an extensive analysis of our plan and has determined that we are in the best possible position to maintain our plans the way they are, with the exception of the two enhancements. Also, last year Torgerson Properties was able to hold the rates level. This is very rare in today's health insurance marketplace, as the average rate increase in Minnesota is approximately 11%.

There are also some new developments in the 401(k) plan for the employees of Torgerson Properties. The matching employer contribution will double to 50% of the first 3% of compensation for each eligible associate. We strongly encourage all eligible associates to enroll in the retirement plan in order to take advantage of this very generous employer-matching contribution. For example: If you are in the 20% tax bracket and your 3% contribution is \$60 per month, the after tax cost is only \$48 (\$60 less 20% tax savings or \$12). Your \$60 will be matched by TPI at 50% or \$30 so your account now has \$90. If you add interest (let's assume 7%) the total of your account is now \$96. What did this cost you? (\$48). Where else can you double your money in one year other than the 401K?



Torgerson Properties will continue to monitor the health insurance plan to be sure we have the most comprehensive benefit plan available at the most affordable cost. If there are any concerns or questions with regard to the current health insurance plan, you can certainly call CCS/TPA directly at (866) 356-2425, or our insurance consultant, Jeff J. Coenen at (218) 722-4431. For 401-K information, call Sweet Financial Services at (800) 658-2507. You can also contact Sheryl Walton at the TPI Central Administrative Office by calling (320) 235-7207.

CISW spells relief A-N-D-R-E-A

Andrea Balboa is a strong team player at Country Inn & Suites Willmar. She is constantly being recognized by our guests for the exceptional service she provides. We recently had a guest stay at the Country Inn & Suites that was really feeling under the weather. The guest was from out of town and was unfamiliar with the stores in the area. When Andrea found out that the guest was not feeling well she took it upon herself to go over to the pharmacy and pick up some "tummy medicine" as Andrea puts it, and some miscellaneous items that she thought would raise the guest's spirits. The guest became a "raving fan" and I am sure she shared her experience with others just as she did with me. When I acknowledged Andrea for the quick action and superior guest service, she just said "it is the way all people should treat each other". Thanks, Andrea, for setting the example for all of us to follow.

Joseph Shemon



TPI Honors The Decade Club

Great people are the essence of what makes Torgerson Properties a top operator in the hospitality industry. Without the dedication and commitment of hundreds of individuals, TPI is nothing but bricks and mortar. It is in the spirit of this dedication that we salute the sixty-two members of the TPI Decade Club. Each person listed below has shown a deep commitment to TPI and his or her coworkers, and for this we are deeply grateful. Their hard work and loyalty over ten or more years is a testament to their outstanding character. On behalf of the entire Torgerson Properties organization, we would like to acknowledge these very special individuals for "leading the way for others to follow". Presenting, the 2006 TPI Decade Club..

Fairmont Hotels

Cindy Benton	6/12/1980
Stacy Hanning	7/25/1990
James Kokoruda	4/25/1995
Rita Lunz	3/15/1993
Regina Nelson	8/1/1991
Vicki Wehner	5/4/1988
Barbara Young	3/6/1991
Dave Zellmer	5/24/1987

Perkins Fairmont

Cassandra Connelly	5/1/1994
Lynette Ellman	10/18/1983
Gena Geerdes	8/20/1985
Eileen Grefe	10/18/1983
Randy Kruse	5/8/1994
Timothy Rasche	2/5/1995
Bruce Thompson	5/22/1988
Laura Truslow	2/6/1993

Hampton Inn Shoreview

Janet Johnson	3/20/1992
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Days Inn Austin

Elizabeth Haack	7/14/1993
Maynard Wolfe	3/6/1990

Torge's Fairmont

Brad Bearson	4/29/1990
Kari Buntjer	10/16/1991
Ron Deboer	10/21/1988
Alison Farrow	8/15/1987
Steve Fausch	4/14/1986
Angela Garbers	12/18/1991
Jerry Goblirsch	12/15/1988
Phyllis Kragness	10/20/1991
Lynn Marushin	5/1/1992
Mark Neubauer	5/22/1985
Ellen Neubauer	12/10/1991
Tena Schultz	9/13/1989
Lori Smith	3/7/1995
Terry Stade	9/29/1987

Green Mill Willmar

Anita Beuning	11/24/1987
Norene Medici	4/10/1992
Brenda Muller	5/1/1983
Inge Wilson	10/31/1981

Torgerson Properties

Mitch Peterson	12/12/1988
Stacey Ryan	9/28/1995
Dennis Wallenta	8/13/1990
Sheryl Walton	1/26/1980

Holiday Inn New Ulm

Donna Nichols	8/21/1989
Susan Pederson	4/16/1988

Harvest Buffet

Terry Coleman	5/20/1989
Jamie Goligowski	11/30/1992

Austin Hotels

Mary Bates	12/4/1994
Kristi Bredfelt	2/13/1994
Carolyb Tindal	7/3/1994

Holiday Inn Willmar

Jacqueline Auguston	4/11/1979
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Perkins Austin

Karen Dion	10/22/1990
Ann Jette	9/20/1991
Teresa Wilde	10/22/1990

Holiday Inn Express Eagan

Susan Baldwin	11/13/1994
Lois Pollihan	4/18/1994
Douangchanh Vongsphay	12/2/1994

Holiday Inn Express Golden Valley

Riley Kvam	12/1/1991
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Otto's New Ulm

Lisa Braulick	10/23/1991
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Staybridge Suites Arbor Lakes

Todd Roy	7/13/1992
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Perkins Red Wing

Ginny Horstmann	9/12/1993
Tammy Mathews	9/12/1993
Kim Murphy	9/12/1993
Mary Odman	4/25/1995
Ronda Swenning	9/12/1993
Jen Swenning	3/10/1994

Plans for TPI's second Courtyard by Marriott underway

New Arbor Lakes one-of-a-kind project takes TPI into the future

As construction moves along at the Holiday Inn Hotel & Suites in Arbor Lakes, plans for a new Courtyard by Marriott right next door are well under way. Below is an architect's rendering of what the new facility will look like. As Tom Torgerson stated earlier in this newsletter, "This hotel will be different from your daddy's Courtyard in many ways". This 118-room hotel will sport some of the latest high-tech amenities in the industry. From the flat LCD TVs to the year around outdoor hot tub, the Courtyard by Marriott at Arbor Lakes promises to provide an unmatched lodging experience. Plans call for construction to begin in the fall of 2006, with completion in the fall of 2007. Watch for more updates in the next edition of Inside TPI as we monitor the birth of a new breed of hotel.



Hilton Garden Inn Shoreview gives recognition

The management team at the **Hilton Garden Inn Shoreview** recently put together a spaghetti dinner, complete with all the fixin's, for the entire hotel staff. In order to make this event successful, and show their appreciation, the management team decided that the managers would do all of the work, from serving to clean-up. Each associate was also awarded a personalized and framed Certificate of Appreciation which was presented by their department head. The end of the awards also included departmental Employees of the Year for the front desk, housekeeping/maintenance and food & beverage. These winners were then placed in the running for the Associate of the Year award. Good food, good fun, good awards, but most of all...great staff!

From that wonderful group of department award winners, Sara Biebl was chosen as the 2005 Hilton Garden Inn Associate of the Year. Sara has been with the Hilton Garden Inn for four years and has grown so much in that time. She never has a cross look on her face, never has a negative word to say and is always smiling and willing to jump leaps and bounds to wow our guests. In her spare time Sara enjoys watching the Food Network and learning new things to try on our breakfast buffets and banquets. She is always trying some new recipes and baking fantastic breakfast breads. Sara also has a stellar attendance record. In four years she has never been late and has never called in sick. She is a wonderful part of the Hilton Shoreview family. Congratulations, Sara, on being chosen the 2005 Hilton Garden Inn Shoreview Associate of the Year!

Michael Freeman to the rescue!

Michael Freeman has been a member of the Country Inn & Suites Willmar team for 19 months. Guests as well as fellow associates regard Michael as an outstanding young man who is very customer focussed. Michael runs the water slide on the weekends and takes the task very seriously. He is constantly monitoring the area for unsafe conditions and any possible issues that could result in serious injury. During the weekend of March 25th, Michael noticed a young girl bobbing up and down in the pool. The parents had lost track of the girl but Michael was quick to react and plunged into the pool and pulled the young girl from under the water. When I arrived later in the day and entered the pool area I noticed that Michael was bare foot. I thought this was odd and asked him why he was out of uniform. He relayed the message with very little detail or fanfare. The parents, on the other hand, were "Raving Fans" and thought Michael was a shining star and they were very, very thankful for his quick reactions. Congratulations, Michael, on an outstanding rescue!

Joseph Shemon



Michael Freeman recently rescued a young girl in distress at the Country Inn & Suites Willmar swimming pool. Michael's quick reaction may have avoided what could have turned into a disaster.

Emily Enriquez and John Brander Receive Awards

The Hilton Garden Inn Bloomington Duo are honored for their outstanding performance



General Manager Dave Brott with Emily Enriquez

Both Emily Enriquez (at the Bloomington Diamond Service Awards) and John Brander (by Hilton) were recently honored for their outstanding contribution to the guests at the Hilton Garden Inn Bloomington.

Emily, a Room Attendant, was named Best Hotel Housekeeping Personnel at the 10th annual Bloomington Diamond Service Awards held on March 2nd. She was chosen for this most sought after award out of over 60 nominees in this category who were not only evaluated via a written nomination, but also through a personal interview process in front of a panel of judges. The Bloomington Diamond Service Awards salute outstanding customer service



General Manager Dave Brott with John Brander

employees in tourism, hospitality and retail industries. The awards celebrate those who truly enhance Bloomington's reputation as a friendly, world-class visitor destination.

Emily has worked in the housekeeping department at the Hilton Garden Inn of Bloomington for over two years and in the hotel industry for over six years. When asked why she likes her job she answers, "because I like to make beds and clean". It is very evident that she takes pride in her job. Emily always puts her best foot forward in everything she does. She takes the time to put the special finishing touches on each room she cleans and she always does it with a smile on her face.

Emily is not only an exceptional Room Attendant, but she is also a very dependable associate. She shows up for work each and every day ready to take on the day and armed with her incredibly positive attitude and warm, friendly smile. Emily has never missed a day of work and she can always be relied on to help out her coworkers whenever they need a helping hand. She is always the first to volunteer to clean extra rooms or cover an extra shift when the housekeeping department is short staffed. Emily is not only a tremendous asset to Hilton Garden Inn Bloomington, but to the entire industry. We are very proud to have her as part of our team because she consistently exceeds expectations and is such a joy to work with. Her beautiful smile and warm, friendly attitude makes a difference in each person she comes in contact with. Emily makes the Hilton Garden Inn of Bloomington a great place to stay and work.

John Brander, Front Desk Supervisor at Hilton Garden Inn Bloomington, received the most prestigious Spirit of Hilton Garden Inn Award for December 2005. He was chosen from over 100 nominees and was awarded a trip to Houston, Texas to attend the General Manager's Conference and be recognized across the entire Hilton Garden Inn brand. The Spirit Award is Hilton's most prestigious team member award and recognizes team members who continually "bring home the gold" by making a positive impact on guests, their departments, their teammates, their hotel and their community.

John has the most positive, upbeat personality of anyone we know and he always has a smile on his face. He wows both the guests and his coworkers each day a little more than he did the day before and he accomplishes as much as a handful of employees put together. John always maintains an upbeat attitude no matter what confronts him. He is well respected by guests and coworkers alike and is a great example for other associates to follow. His honesty and integrity are genuine and this shows in everything he does.

John's positive attitude is not just something he brings to his job. He carries it over into his daily life as well. John is a single father and he works two full-time jobs to support his three children. He always gives 100% of himself in everything he does and he always makes time for his children above all else. He selflessly gives everything he has to make sure that everyone around him is happy and taken care of, and he instills that same kind and compassionate outlook in his children as well.

John's ever-positive and genuine enthusiasm and smile set him apart from all others. He works almost effortlessly to make a difference in the day of each and every person he come in contact with. He makes sure each guest experience in a memorable one. John's hospitality ensures that our guests always make the Hilton Garden Inn Bloomington their first choice for their travel destinations.

Torgerson Properties would like to join Hilton and the Bloomington Diamond Service Awards in congratulating both Emily and John on their outstanding achievements. We glad to have you on our team!

...continued from page 3 Mitch acknowledges our hidden heroes

The number of payroll checks cut in 2005 – 30,056
The number of invoices processed in 2005 – 38,685
The number of Vendor checks cut in 2005 – 35,347
The number of New TPI Associates processed in 2005 – 1,123
The number of pieces of New Associate paperwork processed in 2005 – 8,984
The number of W-2's processed in 2005 – 2,490
The number of W-4's that were returned due to a bad address - 273
The number of bodies it takes to process these items at CAO - 4

The value of our CAO Team – Priceless

I would like to extend my personal gratitude to Stacey, Marlene, Teresa and Tiffany for quietly working to insure all of our success! Some of us too often forget that your efforts service our entire company and, on occasion, it's clear that we need to open our eyes to the scope of the work that you rarely get credit for. In Sheryl's words...you "ROCK"!

~ Mitch



Staybridge Suites Bloomington is Top Banana!

The Staybridge Suites Bloomington staff was serenaded by the "Black Gorilla" in January for recognition of achievements in revenue and service by the Staybridge Suites brand. All of the associates received a congratulatory gift card and were treated to lunch with special entertainment from the Black Gorilla. Congratulations to the entire Staybridge Suites Bloomington team on their outstanding performance and for earning the Top Banana award!!

At Torgerson Properties, we believe in our associates...
"Whatever It Takes For Outrageous Guest Service...You Have The Power!"



Torgerson Properties, Inc.
Waters Edge Professional Building
103 15th Avenue NW Suite 200
P.O. Box 1020
Willmar, MN 56201
Phone: 320-235-7207

Check us out on our web site at www.torgersonproperties.com