

News for Immediate Release

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Valley River Inn
escape. relax. renew.

Long Term Staff Makes Difference in Serving the Guest Valley River Inn Boasts 120 Years of Tenure

Eugene, OR, February 1, 2010 - Due to falling revenues, many hotels have implemented wage freezes, eliminated services, and taken reductions in force to try and meet owner expectations on profits. These cost cutting strategies, in addition to being de-motivators to employee moral, also create more work for the people who are left with the task of taking care of the guest. At Valley River Inn the entire team prides themselves on their collective loyalty to their guests and to each other. “Our high spirited enthusiasm”, says Dan Miller, Director of Sales & Marketing “is what makes the difference in delivering top of the line service to our customers” Miller states, “When hotel’s are closing outlets and having high staff turnover, it’s easy to be negative about the environment you work in. We are lucky, we don’t have that.”

Valley River Inn has been the premiere full service hotel and banquet facility in the Southern Willamette Valley since 1973. The management team, made up of only fifteen people, total more than 120 years of collective tenure at the hotel. These people behind the scenes, responsible for delivering your meeting, include Executive Chef Michael Thieme who has been at the hotel 22 years. Catering Manager, James Houghton has been there 20 years and Director of Catering, Roxane Butler, 12 years. In this day and age, it is highly unlikely to find so many staff members content in their jobs and excited about

where they work and the job they do. It's even more unlikely to find the collective tenure and collective spirit that is represented at this hotel. And that is their secret to great guest service.

In the surrounding area, Concierge services and full-service restaurants are things of the past. Three-meal-a-day restaurants are only open for breakfast. Today, Valley River Inn is the only full-service hotel within 60 miles that offers a Concierge level and complete Concierge services including a lounge with deluxe continental breakfast and evening cocktails and hors d'ouvres. SweetWaters is the only riverfront fine dining restaurant in Eugene and one of the only restaurants in the metro area that serves brunch on weekends. This restaurant uses organic and locally purchased produce in many of its dishes. The staff also maintains and cultivates an on-site Chef's Garden, where they get many of their fresh ingredients. You'll find fresh Lavender in the Crème Brule and Heirloom Tomatoes in your salad. To that end, Valley River Inn sponsors and contributes thousands of dollars, as well as goods and services to over a dozen non profit organizations in Lane County.

If you are looking to hold a meeting in Oregon, you should go with experience and stability - giving a good deal of consideration to the staff at Valley River Inn.

Valley River Inn is located at 1000 Valley River Way, Eugene OR, 97401. Call them at 541.743.1000 or visit them on the web at www.ValleyRiverInn.com

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