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This Week's Motivational Quote

"The toughest thing about success is that you've got to keep on being a success. Talent is only a starting point in business. You've got to keep working that talent."

-Irving Berlin

[If you're motivated to book a hotel room, click here!](#)



Weekly Contest

LAST WEEK'S QUESTION: How many people are employed by Valley River Inn?

THE ANSWER TO LAST WEEK'S QUESTION: 247

CONGRATULATIONS TO LAST WEEK'S CONTEST WINNER, DALE HARTLEY, WITH MERRILL LYNCH!

Every week we give our subscribers a chance to win GREAT prizes from Valley River Inn. To enter, simply click on the link below and complete the form. The submission closest to the actual answer wins! If there is a tie, we will randomly draw a winner.

Deadline to Enter: Monday, December 25th @ 10pm

GOOD LUCK!

THIS WEEK'S PRIZE:
New Year's Eve Package which includes:

- *Deluxe Guestroom for 2 on New Year's Eve
- *Brunch for 2 on New Year's Day

THIS WEEK'S QUESTION:
December is Valley River Inn's busiest month in terms of food and beverage sales due to company holiday parties. How many pounds of beef were served to guests of Valley River Inn in December, 2006?

[Click Here To Enter!](#)



Travel Tips by Director of Sales and Marketing, Todd Iseri

HELPFUL HOTEL HINTS

Never underestimate the power of a good night's rest, especially while on vacation or a business trip. To ensure the best possible hotel stay with the least amount of worry, follow these helpful guidelines compiled by a professional who knows hotels, the services they provide, and, most importantly, the quality you expect.



RESERVATIONS

When booking a hotel directly, I recommend to connect in an "old fashioned" way—by phone. Many hotels, both national and independently owned, have toll-free numbers to connect you to reservation specialists. If no such number is available and you must call the hotel directly, be sure to call in the afternoon or night, for the mornings are hectic times while guests check out.

When making a reservation, confirm the quoted rate and record the confirmation number and the name of the person with whom you spoke. Ask the reservation specialist to repeat him or herself, write down the details, and be clear about the type of room you are getting, if it's smoking or non-smoking, and what are the check-in and check-out times.

Have this confirmation information or a printout of your e-mail reservation available when you check-in. Hotels never intentionally misplace or incorrectly enter reservation information, but it's always a good idea to bring evidence just in case.

LATE ARRIVALS – EVEN NIGHTOWLS NEED TO SLEEP

There's nothing worse than driving all day through syrupy traffic only to arrive at the hotel and discover your reservation is expired and there are no more rooms available. The key to never having this happen is knowing how late is late.

Most hotel chains will hold a normal reservation until 4 p.m. For those arriving later in the night, ask to guarantee the reservation with a credit card number. Even those pulling up after midnight with a guaranteed reservation will find a warm bed waiting. Hotels hold the right to cancel reservations that are not guaranteed. If you are delayed en route, call the hotel and ask to hold your reservation until you arrive.

NO ROOM IN THE INN?

Even though losing an expected room due to over-booking or a misplaced reservation may come as a shock, don't let it get you down. Most hotels will assist in remedying the situation by transferring you to a sister location, an associated hotel nearby.

If the lost reservation was guaranteed, then the burden falls on the hotel to ensure that your new room at the sister location is of equal or greater quality and at no additional cost. The hotel should cover any transportation expenses incurred by paying for a taxi or providing the use of their

shuttle service.

If this courtesy is not extended, then ask to speak to a manager or contact your travel agent to act as your advocate.

CHECKING IN

The only obstacle during check-in should be the line at the counter. With your reservation made, hotels will want to usher you to your room as quickly as possible, so have your photo ID, credit card and confirmation information ready and verify that the rate charged is the rate originally quoted.

Know the proper check-in time and ask specific questions about the area and the provided services. Request a card with the hotel's name, address and telephone information in case you get lost exploring the city.

SLEEP TIGHT – SIMPLE STEPS FOR A SAFE STAY

Safety is a priority for you and the hotel. From your car to their bed, take a few precautions and don't leave anything to chance.

Park in a well-lit space near the hotel entrance or your room, and be sure to lock all doors and keep valuables in the trunk and out of sight. If given the option, always ask for a room with an interior entrance.

Once inside your room, lock your door with the deadbolt and the chain lock, and familiarize yourself with the fire exits posted on the back of the door. Do not open the door for anyone unless you verify the identity of the person either through the peephole or verbally.

CHECKING OUT WITH NO SURPRISES

At the end of a hotel stay, checking out should be a pleasant experience as long as there are no surprises like left-behind items or incidental charges. Check the room thoroughly before vacating, including drawers, closets and the bathroom, especially behind the shower curtain and the back of the bathroom door.

Most hotels have established checkout times ranging from 11 a.m. to 1 p.m. If you need additional time, request it in advance, or else you may incur an additional charge.

Review the bill to ensure all charges are accurate and you received all entitled credits and discount.

TIPS ON TIPPING

Unless your hotel has already accounted for gratuities, tipping various employees is expected, depending on the amount and quality of the service. Here's a general guide:

- » Bellhop – \$1 to \$2 per bag (extra if bags are heavy or cumbersome).
- » Coat check – \$1 to \$2
- » Concierge – \$2 to \$10 depending on the service; 10 percent of the cost for securing hard to find items like tickets to the theatre or sporting events.
- » Doorman – \$1 to \$2 for hailing cab (extra in bad weather).

- » Housekeeping – \$1 to \$2 per night (extra for upscale hotels or if room was particularly messy).
- » Room Service – 15 percent or at least \$2, unless gratuity is included.
- » Valet – \$1 to \$2 each time you request your car (extra in bad weather).

HAPPY TRAVELS!

[Click Here For More Information About Valley River Inn](#)

Upcoming Hotel Events

There's always something going on at Valley River Inn and every week, we're sending you the fun stuff happening for the next 3 months, so you'll have time to plan.

Here are some upcoming highlights:

THURSDAY, DECEMBER 21

Las Vegas Bowl - 5PM

Watch the big game on our 3 BRAND NEW PLASMA TVs!

MONDAY, DECEMBER 25

Christmas Dinner at SweetWaters on the River

A special holiday menu will be created by Executive Chef Michael Thieme

Call 743-1000 for reservations

FRI DAY, SATURDAY & SUNDAY, DECEMBER 29-31

Rock in the New Year with River City Rhythm & Blues

No Cover

MONDAY, JANUARY 1 - NEW YEAR'S DAY

Special New Year's Day Brunch at SweetWaters on the River

Call 743-1000 for reservations

SUNDAY, FEBRUARY 4

SUPER BOWL XLI - 3:30PM

Watch the big game on our 3 BRAND NEW PLASMA TVs!

WEDNESDAY, FEBRUARY 14

Valentine's Day - Make your reservation for our Sweethearts

Dinner in SweetWaters on the River. Call us at 541-743-1000 for reservations.

[For our complete Calendar of Events, Click Here!](#)



Hotel News - McKenzie Ballroom Renovation

Our 2nd largest ballroom, the McKenzie Ballroom, which is located on our 2nd floor in the main building is currently receiving a facelift.

Each of our 4 riverview meeting rooms will also be receiving renovations which include new carpeting, new wall vinyl, new lighting and much more!



Construction began this past Sunday and goes through mid-January.

We'll have pictures up on our website soon of the progress. Stay tuned for more!

[Click Here To Book a Meeting or For More Information on Our Meeting Rooms](#)

Did You Know?

A Fun Tidbit Delivered Right To Your Email Inbox Every Week.

Did you know...

Our Executive Housekeeper, Twila Schmale, is retiring at the end of the year. Twila has worked at Valley River Inn for over 26 YEARS and has been the Executive Housekeeper for the past 15 years. Twila has done an amazing job for Valley River Inn over the years and we wish her all the best in her retirement.

[Click Here To Find More Info on Valley River Inn](#)



Coming in Next Week's Issue

- * Motivational Quote of the Week
- * Weekly Contest
- * SweetWaters Spotlight
- * Calendar of Events
- * Hotel News
- * Did You Know?

[Want to See An Earlier Newsletter? Click Here For our Newsletter Archive](#)

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