



Sheila Kallam, General Manager
Hampton Inn & Suites Roanoke-Downtown
27 Church Avenue SE
Roanoke, VA 24011 United States

Dear Sheila,

It gives me great pleasure to present your team with the Wall of Fame award for Third Quarter 2017! Based on overall TQS, this award honors the top 15% of hotels in our phenomenal lighthouse brand.

Without a doubt, you and your team strive to deliver StandOut service every day. Your leadership and determination to connect let guests know we love having them here. Please extend our congratulations to each member of your team!

Sincerely,

A handwritten signature in black ink that reads "Scott Schrank". The signature is fluid and cursive.

Scott Schrank
Vice President
Focused Service BPS

cc: Paul C. (Bo) Aughtry, III

