



INNERSIDE *Torgerson* PROPERTIES

Winter 2004

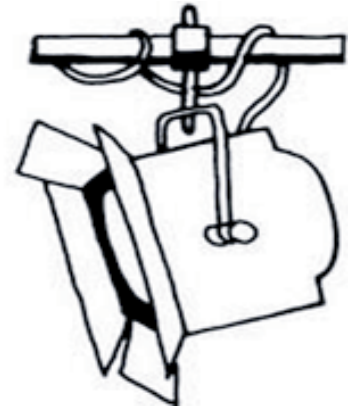
Hampton Inn Shoreview Knows How To Do It Right

The Hampton Inn is a 120-room, full-service hotel at the intersection of Interstate 694 and Lexington Avenue in Shoreview, MN. It is conveniently located just fifteen minutes north of both downtown Minneapolis and St. Paul. A vast majority of the clientele at this location consist of corporate accounts, with such companies as Land O' Lakes, Medtronic, Guidant and many others right in its back yard. The Hampton Inn is also only ten minutes away from the National Sports Center in Blaine, and enjoys hosting various sports groups throughout the year. Originally built as a Holiday Inn in 1985, it was renamed the Shoreview Plaza hotel in the 1990's. In July of 1995, the hotel was purchased by Torgerson Properties and converted to a Hampton Inn. The attached restaurant was also converted to a Green Mill.

Renovations are an ongoing project at the Hampton Inn. In 2003, bathroom wallpaper and mirrors were replaced and entry doors were refinished. The pool area received new furniture and the public restroom vanities were replaced. In 2004, we look forward to putting new canopies over the outside entries, replacing the light package in guest rooms and a facelift for the front desk. The staff is also excited about the new elevator that Regional Vice President Joel Vogler has promised when the Hampton Inn Shoreview team achieves a perfect overall FOCUS score for one year!

The Hampton Inn Shoreview is loaded with amenities. One of the most popular features is the free high-speed internet access that is available in each guest room. Many guests are making Shoreview their hotel of choice based on this feature alone. Other popular amenities include complimentary continental breakfast, 24-hour business center, on-site Green Mill restaurant and lounge, a large pool area with whirlpool and an exercise room.

Perhaps the biggest asset the Hampton Inn Shoreview possesses is an experienced, customer-oriented team. The management team consists of **Julie Fuller**, General Manager; **Tammy Hillyard**, Assistant General Manager; **Kory Lesnick**, Director of Sales; **Marge Hanlon**, Executive Housekeeper; and **Bruce Kutzer**, Chief Engineer. Each of these people have been with TPI for over four years. The Shoreview crew is proud to have received a perfect 4.0 score for Teamwork on their 2003 FOCUS evaluation. How do they achieve this type of teamwork? It takes a lot of hard work, dedication and many, many annual events. Shoreview has become known for their annual events throughout the year. Some examples include cookouts, pig roasts, concerts, pontoon rides, canoeing, state fair trips, cookie exchange, potlucks, the holiday social and, of course, as many "girls weekends up north" as they can arrange. They feel strongly that a management team that plays together stays together! Congratulations to the entire Hampton Inn team for their ongoing success!



TPI Spotlight



A Message From Tom Torgerson



Tom Torgerson
Chief Executive Officer,
Torgerson Properties

Saddam Hussein has been captured, the Dow Jones is well past the 10,000 mark, and we at TPI are beginning to see baby step signs of increased revenues at our properties. We are far from being out of the woods in regard to recovering from this down economy, especially with its amplified effects on the hospitality industry. In this recovery, we need to safeguard the efficiency in cost containment we have successfully achieved over the past two plus years. The associates at TPI are truly what are allowing TPI to come out of this recession in the healthy condition it is in.

Some things will remain changed for ever, especially with our hotels. Probably the most significant is how internet intermediaries such as Hotel.com, Travelocity, and Expedia have prospered, while hotels clambered at any price to put "heads on beds". However, even in light of this, the exceptional facilities, products and services we provide our guests will garner a fair price in the marketplace. I see this light at the end of the tunnel unfolding throughout 2004.

TPI will continue its path of reinvestment in renovations to our existing facilities in 2004, while it simultaneously restarts its development machine. We currently have the Country Inn & Suites under construction in Willmar, MN. This hotel is really a Country Inn & Suites on steroids, and will be without at doubt the most upscale hotel in the area-wide market place. We are planning on an April 1st opening. Jeff and Dave Greischar are TPI's partners in this venture. Together we also own the Comfort Inn in Fairmont, MN.

Our second hotel in Rochester, MN, across from Mayo's Saint Marys Hospital, is close to becoming a reality. This project is a redevelopment that requires rezoning and many variances to make it a reality. With that, it has been a very high profile, political hot potato in Rochester. However, our development team has worked closely with governmental officials and the neighborhood association, making design changes that thread-the-needle of simultaneously maintaining a truly successful, viable project while garnering support from the city of Rochester. In fact, the Rochester Post-Bulletin quotes the Neighborhood Association President as stating; "These guys have really set a standard, in terms of how to work with neighborhoods and our association recommends approval of this project". The Planning Commission members unanimously approved the plans at their December 10th meeting. This project will be a Courtyard by Marriot hotel featuring 117 rooms built on top of an enclosed parking ramp and first floor lobby, restaurant, lounge and meeting spaces. Plans call for demolishing approximately 10 buildings on the site and abating various environment hazards to prepare for a spring ground breaking. Marc and Helen Carpenter are TPI's partners in this venture. Together we also own the SpringHill Suites by Marriott, located a block and a half away from the site of the new Courtyard.

Our other current development project has evolved into a 136 unit Holiday Inn Express Hotel & Suites in Maple Grove's Arbor Lakes District. This will be an Italian themed hotel and indoor water park. The architecture incorporates 34 suites, many of them with exterior balconies. The architectural statement will compliment the recently completed Shoppes At Arbor, located across the street from our site. Our plans call for a mid-2004 ground breaking. The Forstrom brothers are TPI's partners in this venture that will mark the sixth such partnership. By the time you read this article, the Holiday Season will have come and passed. I do wish for peace and prosperity for all the associates of TPI in this new year. "Whatever It Takes For Outrageous Guest Service, You Have The Power!"

Holiday Inn Express Golden Valley Experiences Fowl Play



Is Disney trying to tell us something? Maybe Mighty Ducks 4? A new AFLAC commercial? Is our competition sending in a spy?

On December 14, 2003, we were surprised to find a duck in the front office at the Holiday Inn Express in Golden Valley! The fact that the duck sat behind the desk didn't surprise any guests that were checking out, but it sure baffled and dumbfounded the hotel staff. While we had the duck contained in the office, a few thoughts crossed our minds...Should we put the duck in Riley's office and leave him a note? Did the Springhill Suites do this? Who brought the duck into the office? And, what should we have for lunch?

Before making any decisions, we called Riley to get some "veteran" expertise. He suggested that we use a king-sized bed sheet instead of a bath towel to catch the duck. We then asked, "Should we wait until breakfast is done to grab the duck?" He replied, "No" and reminded me of the comical value for the guests. We cornered the duck and captured it in a king-sized bed sheet. As we opened up running lanes and provided the necessary blocks, Angel showed us his nimble Barry Sanders-like moves and rushed outside.

Of course, there is a moral to every great story: "It takes a great head coach (**Riley**, GM), quarterback (**Vinh**, AGM), running back (**Angel**, HSKP), and offensive line (the rest of the HIM staff) with a purpose and a goal (getting the duck outside), to make a great team!"

Hampton Inn Shoreview is... “Caught At Their Best”

Things at the Hampton Inn Shoreview really heated up last summer with the “Catch Me At My Best” program. Guests, co-workers, and managers recognized employees for their contributions in exceptional guest service. Over 73 instances were documented in June, July and August, of employees caught at their best and monthly winners were chosen.

The June winner was **Marlys Zerahn**, a housekeeper for over two years. A frequent guest who worked at night and slept in the daytime recognized her. Marlys changed her routine to avoid causing noise in the area of that guest’s room. The guest was thrilled!

In July we recognized **Dona Jungwirth**, who started in housekeeping in June. Julie Fuller, the General Manager, caught her providing outrageous guest service for a guest who was ill. Dona made a special effort to make the guest more comfortable and even purchased some aspirin from the vending machine and delivered it to the room for the sick guest.

August was perhaps one of the toughest months to choose from, with more than 30 entries. After much deliberation it was decided by the management staff that **Renee Howlett Andres** was definitely the “Catch of the Month.” Renee has been a member of the front desk staff for 15 months. She truly shined in August with 2 different guest compliments. One guest complimented her on her sunny and genuine personality. Another guest was impressed with her extraordinary efforts to find him a place to practice piano during his extended stay at our hotel. The program concluded on September 1st, and overall winners were chosen. Prizes were awarded as follows:



Most catches, “Heart of the house”: **Sahro Ibrahim** (5 catches)

Most catches, “Front of the house”: **Ashlee Nuest** (8 Catches)

Best catch overall: **Marlys Zerahn**

The Hampton Inn-Shoreview salutes those winners, as well as all the great staff that participated in the program. We look forward to another exciting program next summer.

A Message From Mitch Peterson



Mitch Peterson
President

I would like to extend my thanks to all TPI associates for your contributions over this past year. In retrospect, as we moved into 2003 we were cautiously optimistic about the reversal of our economy. Only recently have we begun to feel the signs of a recovery. That meant we were once again faced with specific challenges within our operations. Because of your efforts, I am proud of the fact that TPI has maintained its strength and ability to compete during difficult times. As Tom mentions elsewhere in this newsletter, the challenge for us in 2004 will be to perpetuate the cost containment successes that we have built into our operations.

Additionally, the playing field has changed significantly in our industry over the past few years. In an effort to stay competitive, most of the brands we operate have initiated some significant programs and capital improvements. Free high speed internet access is now common, continental breakfast bars have experienced significant upgrades, frequency programs are much more competitive, menus are rapidly changing to keep pace with ever-changing guest demands, the growth and proliferation of 3rd party internet providers has been significant, and there has been a constant “raising of the bar” in regards to brand standards in general. All of

this has changed in an effort to achieve market share in an increasingly competitive marketplace. No longer can we offer what we have in the past and expect to remain competitive. This pertains to our physical product and is even more important in the other significant aspect of our operations; Service.

Along with TPI’s commitment to reinvestment, our long term health will be dependent upon our ability to impact our guests in a progressive manner. The reality of our circumstance is that if we positively impact our guests, they will return. Unfortunately, the industry has now evolved to a point that we no longer can simply “meet the needs of our guests”, we must exceed them. This concept is reinforced for me on a daily basis. As I survey our competition, it is clear that the vast majority of our competitors have developed the ability to consistently “meet” guests’ expectations. If we are to set ourselves apart from our competitors we must evolve further into an organization that consistently “exceeds” our guest’s expectations. This means that with every point of impact we have with our guests, we must strive to exceed their expectations. In all aspects of our duties we must be focused on “blowing our guests away” by providing “outrageous guest service”. Each of us has the power to impact our guests in this manner and each of us needs to personally find a way to unleash it. Whether it be in service delivery, or service recovery, it simply just isn’t good enough anymore to give the guest what they desire. In order for us to remain competitive we need to give them what they desire “plus” a little bit more. The byproduct of this approach creates a relationship with our guests that will keep them coming back indefinitely. Don’t underestimate the power of this approach and keep in mind that, in many cases, the answer could be as simple as a smile. I challenge each of you to “take it up a notch” and wish you the all best in 2004!

Cindy Benton Wins Regional Bed-Making Competition



Cendant Hospitality hosted the regional competition for the 2003 Super 8 Bed-making Competition on October 22, 2003 at the Radisson South in Bloomington, MN. Cindy Benton, Executive Housekeeper for Torgerson Properties Fairmont campus placed first among 18 housekeepers in the competition, earning a \$500 prize and advancing to the National Super 8 Bed-making Competition. Cindy's first place finish in the regional round was timed at 2:37, with one five-second penalty for a total time of 2:42. Second place had a time of 3:09. Presenting Cindy with the first place "big" check (left) is Ricky Craven, driver of the NASCAR Tide/Super 8 race car. Ricky told the crowd that Cindy reminded him of the highly trained and competitive pit crews of the top NASCAR drivers. He stated; "The top pit crews don't look like they're moving that quickly, but their constant practice and efficiency of movement allows them to be quicker than other pit crews, allowing their drivers to win races." Congratulations Cindy, and best of luck at the national competition!

TPI Softball...Living The Dream

Another softball season has come and gone for a team consisting of players from the Holiday Inn Express Golden Valley, Springhill Suites Rochester, and Staybridge Suites Eagan. We decided we didn't have enough fun getting beat once per week, so we joined a double header league this year. The team clawed their way to a 9-12 record while accomplishing feats that the 1927 Yankees would admire. While there were some low points in the season (I think losing 17-1 in a torrential downpour was it), we did experience the high of beating a 1st place team, and having no major injuries (if you saw us play, you know how much of a miracle that was). We know that we may be the low budget Twins of our league, but one of these years we're going from the outhouse to the penthouse. Keep the dream alive!!!



Sheila Stuart Teaches Us How To Live

We have all taken the time as employers or managers and staff to recognize an employee who does an outstanding job exceeding their job expectations and in our industry providing exceptional customer service. The interesting thing is that these employees often have a job description and coaching to help them achieve these goals.

Recently, a co-worker of ours at the Hilton Garden Inn Shoreview, Sheila Stuart, Director of Catering, was recognized with an award by the Minnesota Employment Center [MEC]. This benevolent agency works with people who are deaf and hard of hearing throughout the State of Minnesota in order to help them with Job Placement and Community Transition through a variety of means including: Vocational Evaluation and Exploration, Peer Mentoring, Supported Employment and Technical Assistance, as well as on-site Coaching & Communication.

Since Sheila works for Torgerson Properties and the Hilton Garden Inn Shoreview you may be asking yourself why she was an award winner for this organization. The truth is that Sheila was the *only* award winner from outside their organization at their 10th Anniversary Celebration held November 5th, 2003. Sheila was honored with an award not as an employee of MEC but rather as someone who has worked closely with a number of their clients who have become valuable members of the Hilton Garden Inn Shoreview's staff over the past few years.

There was no job description that Sheila had to provide her with guidelines on how to win this award. There was no person coaching her along in order to tell her how to achieve this goal. In fact, Sheila did not even realize she would be the only person honored in this way at their ceremony. This award was given to her because of her incredible outlook on life and her ability to see past the sometimes obvious to that which is more difficult to view. This was an award for her perseverance in dealing with people, not with a handicap, but with a challenge that they could overcome with hard work and dedication.

All of us at the hotel are proud of Sheila, and would have enjoyed being at the banquet to share in the emotions she must have felt as all of the individuals raised their hands into the air in sign language and applauded her in their own way. The best part is Sheila did not do all the things that earned her this recognition for recognitions' sake. Sheila did them because sometimes the best reward for a job well done already lies inside of us, it made her feel good to just simply be a good person.

Thanks for reminding us Sheila!



Country Inn & Suites Joins The TPI Family

A new face is about to join the Torgerson Properties family...it's the Country Inn & Suites of Willmar! This hotel, referred to by Tom Torgerson as a "Country Inn & Suites on steroids", will without a doubt be the most upscale hotel in it's marketplace. This unit will consist of 50 guest rooms. Each room will offer free high-speed

internet access, as well as a microwave, refrigerator, dry bar, coffee maker, iron and ironing board, hairdryer and a complimentary weekday morning newspaper. A free continental breakfast featuring Belgium waffles, bagels, muffins, hot and cold cereals, fresh fruit, juices, coffee, tea, milk and hot chocolate will be available daily. In addition, design upgrades such as granite vanities and all-concrete construction will place the Country Inn & Suites in a league of it's own in the Willmar area.

Construction, by Tech Builders of Fairmont, MN, continues on schedule. Favorable weather should allow for a mid to late March opening. Dennis Wallenta, Regional Vice-President overseeing the project, recently hired Trevor Szczesniak as General Manager for the Willmar property. Trevor has been working as the General Manager of the Super 8 in Willmar. After an eleven-day training course with Carlson, Trevor will begin his duties with the Country Inn and Suites.

This is certainly an exciting project, as Torgerson Properties develops its first Country Inn & Suites location. For further information, check out our web site at www.countryinnWillmar.com, and see more about what we'll look like, and even view a room layout. All of us here at Torgerson Properties welcome the Country Inn & Suites!



Staybridge Suites Of Maple Grove Completes A Hat Trick

The Staybridge Suites of Maple Grove has received three distinguished awards from InterContinental Hotels Group for 2003. **The Quality Excellence Award**, given only to hotels achieving distinction in all aspects of their operations, made the Staybridge Suites one of only 249 locations selected from InterContinental Hotel Group's 3300 hotels. It recognizes the overall quality and excellence of performance. **The Priority Club Rewards Members' Choice Award**, received by the Maple Grove location each of the past three years, is awarded based on votes received by members of the Holiday Inn brands Frequent Stay Club for the best Staybridge Suites in North America. In completing the hat trick, the Maple Grove team received the **Staybridge Suites Extended Stay Focus Award**, in recognition of the staff's single-minded focus and unwavering commitment to the philosophies and principles of extended stay direct selling. Each of these awards are a tribute to the hard work and commitment of the Maple Grove team. "Hats off" to the entire team at the Staybridge Suites of Maple Grove, for completing the InterContinental Hotels Group "Hat trick"!

Patti Greseth Honored At Hilton Garden Inn Eagan



In November, Patti Greseth was named the 2003 Associate of the Year by the management team at the Hilton Garden Inn of Eagan. Patty has been with the hotel since the doors opened in June of 1998. She has demonstrated time and time again that "outrageous Guest Service" is what it's all about. Patti has the most delightful disposition and does everything with a smile. Past managers and supervisors have been quoted saying that they would like to clone Patti. The current management team agrees with this comment and wishes that every associate performed their jobs with the grace, splendor and commitment that Patti does. Patti's hard work and service attitude is what earned her this award. In addition to the award, Patti also won two round trip airline tickets to any destination That ATA flies. Congratulations Patti! Keep up the good work.

“Whatever It Takes For Outrageous Guest Service...”

A letter received at the Holiday Inn New Ulm...

Ron Flatten:

When I look at the system of professional needs that a trainer has, your employees Cheryl Kraus and Bev Bean-Boeder, truly provided an example of superior motivational and customer service to us, the Employees Association, in our training of AMPI. Cheryl and Bev provided delightful help through a can-do attitude and a personal atmosphere of honest, caring individual attention. They manage to focus on simple, relaxed ways that make the training project (coordinating lunch, room temperature, AV set-up), come alive with easy manners and made the transformation of work to fun.

They provided a dramatic change in my mood and assisted me throughout the entire series of training events with a smile on their face.

Torgerson Properties and the Holiday Inn are fortunate to have them as employees. The payoff will definitely be word of mouth communication about the choice of training providers in the New Ulm area.

Sincerely,

R. Dean Russell

A note received at the Hampton Inn of Shoreview...

Hello Kory,

Our OV-1 Mohawk Association brochure just arrived. A photo of the Hampton Inn and Green Mill Restaurant is on the front page. The Mohawk Association Directors voted our 14th Annual Reunion at your Hampton Inn as the best reunion yet! Kory, Rachel and your team made it the best. Our newsletter reported:

“Our hotel hosts went out of their way to make us feel at home and were receptive to all our requests; the meals were outstanding. There were many compliments given to the tasty and plentiful buffet style dinner. Everyone was very well satisfied by the selection and quantity of the food. With everyone happy after our meal, the program continued.”

Kory, I have never attended a reunion where someone did not complain. These old soldiers are picky. They did not complain about the food running out as they often do (you had more than enough excellent food). They did not complain about their rooms as they often do (they loved the refrigerators, irons, roominess, etc.). These were ALL HAPPY old soldiers and you, Rachel, your desk team and the rest of your co-workers made our reunion a complaint-free fantastic reunion! Your team knows the secret of a successful reunion site: continued smiles by your co-workers and plenty of good food to keep your guests happy. They also loved the easy access and room to visit in the Green Mill bar area.

Thank you for making our OV-1 Mohawk Reunion the best one we have ever had. Please be ready for us for our next reunion in Minnesota, September, 2007. I know that we will again be at your Hampton Inn!

Ken Beck

“Your team knows the secret of a successful reunion site...continued smiles by your co-workers and plenty of good food to keep them happy.”

...You Have The Power!!!”

A letter received at the Holiday Inn Express In Eagan...

Attention Randy Burich;

Just a short note to compliment you on one of your front desk employees, May. On November 8th, 2003, I reserved a room for my wife's 40th birthday. I invited some of her friends to help her celebrate. That evening, it was probably getting a little loud for our neighbor next door, who asked us politely to keep it down. A couple of my wife's friends made a trip downstairs to the front desk and spoke to May about our dilemma, and shortly we were moving down to the party room. Everyone was happy, especially my wife, as we could enjoy the rest of the evening. My compliments on how May handled the situation so promptly.

We will return to your hotel for a little winter get away, as we were so pleased. I would also like to commend you on how clean your hotel was, your friendly staff and for being so nice and close to home for us. Thank you for a pleasant stay.

Sincerely yours,

Robert P. Just

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

Jean, Tim, Walt and Ronnie,

Thank you so much for all of your hard work, and for helping make our celebration of my parents 50th wedding anniversary be so special. The party went over better than I could have imagined, and everyone had a wonderful time. It was a real "family" changing experience.

I appreciate all of you and the entire staff of the Hilton Garden Inn for being there when I was in a bind, and for helping me so graciously make the changes needed.

I will remember all of you and the Hilton Garden Inn if I should need such services again. Thank you so much. What a team!!

Sincerely,

Deb Devine and family

**“I will remember
all of you and the
Hilton Garden Inn
if I should need
such services
again. Thank you
so much. What a
Team!!”**

A letter received at the Holiday Inn of Fairmont...

Dear Mr. Highland,

The members of the Fairmont graduating class of 1943 held their reunion banquet at your facility last night. They asked me to write you on their behalf.

We were more than pleased with everything provided by the Holiday Inn. The food was excellent...please compliment your staff. Ms. Chantal Thate worked with four committee members, who seemed to have a lot of questions, in a cheerful, helpful manner. We would like to compliment Jeff Zarling and the dining room hostess "Phyllis". They were so helpful and responded in such a positive way to anything we needed. All of these people helped to make our reunion a memorable evening.

Sincerely,

Lorraine Balske

2003 TPI Award Winning Hotels

**Sales
Achievement
Award**

**President's
Award**

**Top Gun
Award**



*Days Inn
Willmar*

*Days Inn
Willmar*

*Staybridge
Suites
Maple Grove*

**Teamwork
Award**

**Chairman's
Award**

**Property Of
The Year**



*Austin
Hotels*

*Willmar
Hotels*

*Staybridge
Suites
Maple Grove*

2003 TPI Award Winning Restaurants

**Sales
Achievement
Award**



**President's
Award**



**Top Gun
Award**



*Perkins
Fairmont*

*Perkins
Fairmont*

*Perkins
Fairmont*

**Teamwork
Award**



**Chairman's
Award**



**Property Of
The Year**



*Perkins
Red Wing*

*Green Mill
Willmar*

*Perkins
Fairmont*

On The Move With TPI



Matt Cooper has joined the Staybridge Suites Eagan team as Director of Sales. Matt graduated from Wisconsin-Stout university in December 2002. He grew up in the Minneapolis area, and has also worked in Milwaukee, before his move back to Minnesota. Congratulations Matt, and best of luck in your new position at Torgerson Properties!



Bob Olson has joined the Staybridge Suites of Maple Grove as the Front Desk Supervisor. An Osseo, Minnesota native, Bob's background includes experience at several area hotels and restaurants, including the Northland Inn, Sheraton Northwest and the Radisson Hotel and Conference Center in Plymouth. Bob loves talking about his rascally three boys and a niece who resides with them. Paolola, age 16; Quinten, age 13; and six-year-old twin boys, Gavin and Bryce all help to make life interesting. Bob will be sure guests "make it their place" while staying at the Staybridge Suites of Maple Grove. Welcome aboard, Bob.



Fred Asche has joined the Willmar team as Chief Engineer. Fred is from the Willmar area and graduated from Willmar High School. He spent 26 years with Hanson Silo Company (17 years in management) and comes to us with a diverse background in maintenance which encompasses welding, electrical, carpentry and plumbing. He and his wife reside in Willmar and are active members of the community. Fred says he is enjoying life after children, which has left time to do the things he enjoys most, like hunting and fishing. Welcome to the TPI Willmar team, we're glad to have you.



Torgerson Properties is proud to present **Mark Hermann** as the new General Manager of Otto's Feierhaas & Bierstube in New Ulm, MN. After many years with Jensen's Supper Club in St. Paul, MN, Mark brings his experience to TPI with great enthusiasm and expectations of taking Otto's to new heights. Mark has recently relocated to New Ulm and looks forward to the challenge. Welcome to the TPI team Mark, we look forward to seeing the entire team at Otto's create great success.



Tina Husemann, Assistant General Manager at Holiday Inn Willmar, comes to TPI from the Quad Cities area where she worked here way up from Administrative Assistant, to Sales Manager, to Director of Sales. She has an accumulation of fifteen years in the hospitality business with experience in front office operations, food and beverage, accounting and sales. She and her husband Bob and son Nick are avid four wheel riders and enjoy camping and fishing. In her spare time, Tina is very active in their church and devoted to her family. Welcome to TPI, Tina.



The Staybridge Suites of Maple Grove welcomes **Vicki Butler** as their new Housekeeping Supervisor. With four years of hotel experience behind her, we are sure she will fit right in with the staff. Other than raising her two sons, three and a half year old Devan and 21 month old Dylan, she enjoys action movies on the big screen. Recently, she went to see the movie S.W.A.T., with Collin Farrell, L.L. Cool J and Samuel L. Jackson three times! It's a good thing she likes action, because that's what she is going to get in the Staybridge Suites Maple Grove housekeeping department...action! Best of luck in your new position, Vicki.

On The Move With TPI



Green Mill Eagan would like to introduce **Rachel Reed** as Dining Room Manager. Rachel graduated from Winona State with a degree in Education. She helped open the Green Mill in Winona, and worked there during college. Rachel transferred to the Roseville Green Mill, and served as Dining Room Manager for over two years before leaving to pursue a human resources position. Rachel also worked at Green Mill Eagan during that time, until September of 2003, when she accepted the Dining Room Manager position. Congratulations on your new position, Rachel.



The Holiday Inn & Conference Center of Austin, MN is please to introduce **Sharon Fairchild** as Director of Catering. Sharon possesses a deep background in the hospitality industry, and recently moved to Rochester, MN from the Chicago area, where she was Director of Catering for two Radisson properties. Earlier in her career, Sharon spent over five years as General Manager for a 248-room Holiday Inn near Chicago. Sharon says; "My background is in both sales and operations, and I love the industry!" She loves to golf and has four grown sons who she says are "wonderful."



Perkins Restaurant and Bakery of Red Wing is proud to announce the addition of **Katie Dempsey** as General Manager. Katie joins TPI after working for over fifteen years with Perkins Corporate as an Associate Manager and new store opener. She has opened more than fifty new Perkins Restaurants across the country. Originally from Hastings, MN, Katie feels right at home in the Red Wing area. Her strong Perkins experience and relentless enthusiasm promises to be a great addition to the Perkins Red Wing team. Congratulations, Katie, and best of luck in your new position at TPI.

West Central Tribune—Willmar, MN...

Peterson elected president of Hotel and Lodging Association

ST. Paul — Mitch Peterson, president of Torgerson Properties, last week was elected president of the Minnesota Hotel and Lodging Association at its annual meeting in St. Paul.

He will focus on building the association's membership and making the association's annual show the premier regional hospitality event in the country.

He has previously served on the membership committee, education and human resources committee and the board of directors.

The association is a lobbying and marketing association for more than 450 Minnesota hotels.



It's Greener On The TPI Side

The competitiveness of the hotel/restaurant industry often creates outstanding opportunities for those individuals seeking to broaden their careers. Qualified candidates typically have a choice of several different employers from whom to choose. Despite this competition, the success of Torgerson Properties has always been driven by the ability to attract the finest individuals in the hospitality industry. This ability was never more evident than recently, when for the first time in TPI history, a General Manager left TPI, only to re-join the company within two years...and it happened twice! **John Be-stenlehner** (left), former General Manager at Green Mill Eagan, has returned to the Green Mill as General Manager. In addition, **Larry Eisenberg** (right), former General Manager at Perkins Austin, has returned to Perkins as General Manager. These two individuals are an example of TPI's ability to attract the best-of-the-best in the hospitality industry. We feel extremely fortunate to have both John and Larry back on the Torgerson Properties team. Welcome back guys...it's great to have you home!

Hilton Bloomington Creates Outrageous Marketing Tools



The staff at Hilton Garden Inn of Bloomington recently created their own marketing tool for soliciting new corporate accounts. They have used these post-card-like pieces for trade show brochures, monthly mailings and on the Hilton Garden Inn web site. In addition to the eye-catching photography on the front of the card, the back is filled with detailed information on everything the Hilton Garden Inn of Bloomington has to offer to prospective clients. Four different pieces were created, each with unique photography to catch the eye of the receiver. Pictured from left to right in this example are Will, Chef; Germaine, Assistant General Manager; Dave, General Manager; Barb, Director of Sales; Loretta, Food & Beverage Manager. Sandy, Rooms Division Manager; Kelly, Restaurant Server; and Dan, Maintenance were also shown in the other publications.



At Torgerson Properties, We Believe In Our Associates...

"Whatever It Takes For Outrageous Guest Service... You Have The Power!"



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