



The MMI InnSpirer

The newsletter for the employees of MMI Hotel Group and MMI Dining Systems.

THIRD QUARTER 2011 AWARDS

We are excited to release the third quarter of MMI's new property recognition program. Historically, MMI has recognized hotels annually. The categories listed below celebrate your efforts and enter the winners into the pool from which annual awards will be chosen.

The customer service awards are based on the statistics pulled from **actual guest comment scores** provided during the **third quarter of 2011**. The hotels were compared against other hotels flying the same brand flag and then ranked within the MMI portfolio.

CUSTOMER SERVICE

- Best Food & Beverage Department:** Hilton Garden Inn
Runner-up: Holiday Inn-South
- Most Improved Food & Beverage Department:** Crowne Plaza
Runner-up: Holiday Inn-South
- Best Housekeeping Department:** Hilton Garden Inn
Runner-up: Cabot Lodge Jackson-North
- Most Improved Housekeeping Department:** Crowne Plaza
Runner-up: Holiday Inn-South
- Best Front Desk:** Hilton Garden Inn
Runner-up: Cabot Lodge Jackson-North
- Most Improved Front Desk:** Hilton Garden Inn
Runner-up: Holiday Inn-South
- Best Overall Guest Satisfaction:** Hilton Garden Inn
Runner-up: Crowne Plaza
- Most Improved Overall Guest Satisfaction:** Hilton Garden Inn
Runner-up: Crowne Plaza

FINANCIAL

- Best Occupancy:** King and Prince
Runner-up: Hyatt Place-Germantown
- Best Occupancy versus Budget:** Crowne Plaza
Runner-up: Sleep Inn
- Best ADR versus Budget:** Cabot Lodge-Lake City
Runner-up: Cabot Lodge-Millsaps
- Best year-over-year improvement to ADR:** Cabot Lodge-Tallahassee
Runner-up: Hyatt Place-Germantown
- Best RevPAR versus Budget:** Hilton Garden Inn
Runner-up: Cabot Lodge-Lake City
- Best year-over-year improvement to RevPAR:** Crowne Plaza
Runner-up: Hyatt Place-Germantown
- Best Hotel Operating Profit versus Budget:** Hyatt Place-Germantown
Runner-up: Hilton Garden Inn
- Best year-over-year improvement to House Operating Profit:** Crowne Plaza
Runner-up: Hyatt Place - Germantown
- Best Employee Turnover:** Cabot Lodge-Jackson North
Runner-up: Cabot Lodge-Lake City
- Best year-over-year improvement in Employee Turnover:** Cabot Lodge-Jackson North
Runner-up: King and Prince

2011 Kemmons Wilson Service Award



MMI Co-Chairman of the Board Earle Jones was recognized with the Kemmons Wilson Service Award by the Intercontinental Hotel Group (IHG) Owners Association. This award recognizes an International Association of Holiday Inns member who exemplifies Kemmons' spirit and has made a major contribution to the IHG system.

People are our most precious asset!

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Above: On October 18, the staff of the Front Office of the King and Prince attended a team building outing at Honey Creek Episcopal Center. The day consisted of a number of team building exercises.



Above: Clyde Ott of the Hilton Garden Inn provided his fellow employees with dessert at their most recent employee luncheon by baking his famous cupcakes.

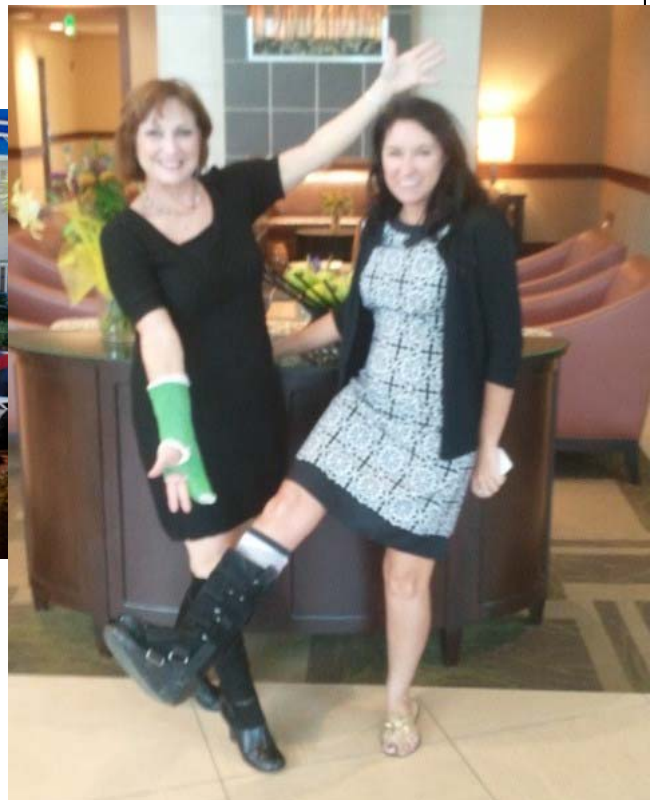


Left: Members of Cabot Lodge staff took part in the annual Trunk or Treat event sponsored by Ridgeland Parks and Recreation. They decorated the truck to the "t" and had over 1500 participants for the event. Pictured are Lori Reed, Director of Sales, Kim Evans-Blue, Sales Coordinator, Terry Braxton, Front Officer Manager.

Below: The Sales Department at Hyatt Place Germantown is a little handicapped right now with Jeannie Frulla with a broken arm and Catherine Chamberlain with a lame foot but that did not stop them from having a fantastic month of group sales in September.



Above: On October 22nd, the King and Prince participated in the Annual Stewbilee. The hotel, along with 31 other stew teams, competed for the best Brunswick Stew. They served over 1000 one-ounce portions of Brunswick Stew to the Glynn County community. Even though they did not win, they were happy to be named a finalist in their first year of participation. Over \$20,000 dollars was raised from this event to support the Boys and Girls Clubs of Glynn County.



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News

The **Hilton Garden Inn** is continuing to gain market share by booking an account that was exclusively using another hotel. They also rebooked a recurring piece of business through 12/31/12.

Hyatt Place-Germantown celebrated their 2-year anniversary with an Open House sponsored by Carrabbas and partnered with Collierville Chamber of Commerce. With live music provided by their favorite crooner, LaDon Jones, they hosted some of their key decision makers, FedEx executives and ServiceMaster execs along with some target accounts; Barnhart Crane and Parsam Technologies. A great time was had by all!!!!

The **Holiday Inn-South** congratulations the following "milestone" employees: 5 years—Darlisa Hartley & Tracie Tickles; 15 years—Patricia Fleming & Diane Singleton; 20 years—Henry Polk; 25 years—Maggie Maddie.

Cabot Lodge Thomasville Road would like to welcome Morris Lobe and Amber Evans to our Food and Beverage staff. We would also like to mention that Jackie Shoop has joined forces with the sales team.

As a member of Kiwanis, **Cabot Lodge-Lake City** General Manager Daryl Eadie assisted the organization in a local food drive. The **Cabot Lodge-Lake City** wishes a happy birthday to Regina Darby and congratulations to Colleen Bench for five years of service and Rosa Hyde for eight years.

Employees of the Month/Quarter

King and Prince: Kelly Higgs – Food & Beverage
King and Prince: Alice Wiggins – Hotel
Hilton Garden Inn: Judith Taylor
Holiday Inn-South: Jason Montgomery

MMI Hotel Group Social Links



Facebook www.facebook.com/mmihotelgroup



Twitter www.twitter.com/mmihg



Blog mmihotelgroup.blogspot.com

NOTICE

The MMI Vision Plan will have no change in plan or rates for 2012. Guardian Dental Plan will have no change in plan or rates for 2012. Voluntary Life and Voluntary LTD will change from Hartford to Reliance Standard, but there will be no change in rates or plan design. Mini Medical will not change in plan design, but there will be a 5% increase in rates. There will be no plan design change or rate increase for Reliance Dental, Short-Term Disability or Life Insurance. A decision on Blue Cross rates and plan design is still pending.

There will be an open enrollment period from November 28 through December 16, 2011. There will be a series of property-specific town hall meetings in late November and early December to discuss the plans and answer any questions.

Note: This note is required to be distributed at this time by the Health Care Reform Act.

What the Guests Are Writing...

This was absolutely the best **Hilton Garden Inn** that I've stayed in. Outstanding. The view of the pond was awesome and walking over to Bonefish was very nice. Thanks for such a great stay.—Meredith A.

Last week our mystery shopper visited the **Holiday Inn-South** and was "wow'ed" by the service of Angie Daigle. She answered the "fake" visitor questions with a positive and knowledgeable demeanor. Outstanding effort. -Katie Guarisco, Tourism Development Manager. From check in, meetings, meals, room accommodations, to check out, the staff of the **Holiday Inn-South** was very friendly and helpful. — Attendee, State Textbook Adoption Conference.

On our drive from Minneapolis to Fort Myers an unexpected emergency hospitalization stop-over occurred. We made an emergency stop in Tallahassee and I had to find a convenient motel. We have never been in **Tallahassee** and I really lucked out by getting a room at your motel. This was my first stay at a "**Cabot Lodge**" and I can definitely say I will be looking for your motels whenever we travel in the future. The staff was very friendly and helpful, my room was clean and comfortable, and the breakfast offering was wonderful. The nights before my stay with you we spent at the grand opening of the Hyatt New Orleans. The hotel was beautiful and all services were excellent. However, thinking back over those experiences I know my stay at your motel filled all my needs in a much more relaxed manner. Just what I needed for relaxation after spending all day at the hospital. Thank you so much for making my stay at your motel comforting. My husband's unexpected hospitalization and the stress that went along with that happening made for stressful days and it was so good to go back to my room and feel comfortable and secure.—Norma Neumann

To the Manager, We travel to and from our home in Florida and have stayed at **Cabot Lodge-Lake City** for the past 3 years. On Saturday we had the usual experience. We always enjoy our time there and this time was just as enjoyable. Your staff is outstanding (especially Joyce) and very accommodating. The rooms are clean and maintained well, nice linens and very comfortable. The breakfast is well prepared and generous. I always look forward to our stay with you and appreciate it when it is obvious that the employees are trained and warm and friendly. Keep up the good work and we will tell our friends and relatives to try you out. Also, I am allergic to pet dander and a lot of hotels do not have specific rooms for people with pets, that you do this I really appreciate it. — Patricia

HAVE AN ISSUE?

Do you have a situation, event, or actions by individuals or groups that you believe carry a negative impact on the company or with employee well-being or are detrimental to morale, productivity or personal safety?

Let **EthicsPoint** know! It is anonymous and gets results!

CALL
1-888-337-3096

SUMMARY ANNUAL REPORT

For Mississippi Management, Inc. 401(k) Retirement and Savings Plan

This is a summary of the annual report for Mississippi Management, Inc. 401(k) Retirement and Savings Plan, EIN 64-0434090, Plan No. 002, for period January 01, 2010 through December 31, 2010. The annual report has been filed with the Employee Benefits Security Administration, U.S. Department of Labor, as required under the Employee Retirement Income Security Act of 1974 (ERISA).

Basic Financial Statement

Benefits under the plan are provided by a trust fund. Plan expenses were \$693,106. These expenses included \$3,952 in administrative expenses, and \$689,154 in benefits paid to participants and beneficiaries. A total of 582 persons were participants in or beneficiaries of the plan at the end of the plan year, although not all of these persons had yet earned the right to receive benefits.

The value of plan assets, after subtracting liabilities of the plan, was \$8,439,982 as of December 31, 2010, compared to \$7,946,815 as of January 01, 2010. During the plan year the plan experienced an increase in its net assets of \$493,167. This increase includes unrealized appreciation and depreciation in the value of plan assets; that is, the difference between the value of the plan's assets at the end of the year and the value of the assets at the beginning of the year or the cost of assets acquired during the year. The plan had total income of \$1,186,273, including employee contributions of \$314,414, earnings from investments of \$853,778, and other income of \$18,081.

Your Rights To Additional Information

You have the right to receive a copy of the full annual report, or any part thereof, on request. The items listed below are included in that report:

- an accountant's report;
- financial information;
- information on payments to service providers;
- assets held for investment;
- information regarding any common or collective trusts, pooled separate accounts, master trusts or 103-12 investment entities in which the plan participates;

To obtain a copy of the full annual report, or any part thereof, write or call Participant Services, Schwab Retirement Plan Services Company, P.O. Box 202710, Austin, TX 78720-2710, or by telephone at (800) 777-4015.

You also have the right to receive from the plan administrator, on request and at no charge, a statement of the assets and liabilities of the plan and accompanying notes, or a statement of income and expenses of the plan and accompanying notes, or both. If you request a copy of the full annual report from the plan administrator, these two statements and accompanying notes will be included as part of that report.

You also have the legally protected right to examine the annual report at the main office of the plan (Mississippi Management, Inc., 1000 Red Fern Place, Flowood, MS 39232) and at the U.S. Department of Labor in Washington, D.C., or to obtain a copy from the U.S. Department of Labor upon payment of copying costs. Requests to the Department should be addressed to: Public Disclosure Room, Room N1513, Employee Benefits Security Administration, U.S. Department of Labor, 200 Constitution Avenue, N.W., Washington, D.C. 20210.