

# Courtyard Chattanooga Downtown General Manager Honored As American Hotel & Lodging Association General Manager Of Year for 2009

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Andrea Anderson, general manager of the Courtyard by Marriott Chattanooga Downtown, received top honors this week at the American Hotel & Lodging Association "Stars of the Industry" Awards in Chicago, IL. Ms. Anderson was recognized as General Manager of the Year, Medium Property (101-300 rooms).

Ms. Anderson began her career as the operations manager of the Courtyard Chattanooga Downtown at the property's opening in March 2001, and was promoted to general manager in January 2005. No stranger to top performance awards, she was bestowed with Marriott International's highest honor, Diamond General Manager of the Year, in 2008.



Her spirit of servant leadership creates a unique family-like atmosphere, where associates are valued and guests are treated to unforgettable visits that are well-documented through both guest satisfaction surveys and comments. Through her guidance, teamwork and training, turnover rates have been reduced by 67% over the last year.

An active member of her community, Andrea is involved with several local organization and fundraisers, including serving as President of the Greater Chattanooga Lodging Association. For her hotel's largest annual fundraiser, Ms. Anderson's team put together their renowned annual Riverbend "Potty Pass" campaign, raising over \$7,000 for Ronald McDonald House in 2008. For their accomplishments, she and her team were recognized as Marriott's 2008 Community Service Hotel of the Year.

"Andrea Anderson is truly one of the shining stars of our company and our industry, and her recognition with this national award from AH&LA affirms that," said Vann Herring, CEO and president of McKibbon Hotel Management, owner and operator of the Courtyard Chattanooga Downtown.

"We are proud of her accomplishments, as she continues to delight our guests and our associates with hard work and a strong passion for providing excellent service."

The AH&LA Stars of the Industry awards program was created more than 40 years ago to recognize outstanding accomplishments in the lodging industry. Serving the hospitality industry for nearly a century, AH&LA is the sole national association representing all sectors and stakeholders in the lodging industry.

The Courtyard by Marriott Chattanooga Downtown is located at 200 Chestnut Street. For more information, call 423 755-0871.

