



# REMINGTON

*The premier service provider to the hospitality industry™*

## NEWS RELEASE

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### **REMINGTON SCORES Q12 PARTNER AWARD FROM GALLUP Annual Gallup Q12 Survey Reveals Percentage of "Engaged" Remington Associates is Nearly Double that of U.S. Working Population**

DALLAS – (March 10, 2005) – Remington Hotel Corporation, the *premier service provider to the hospitality industry™*, today announced that at Remington's Annual Awards Banquet held at the Sheraton World Resort in Orlando, FL, Jennifer Ford of the Gallup Organization bestowed the Q12 Partner Award to Monty Bennett, President and CEO of Remington. The results from the 2004 annual Gallup Q12 Survey ranked Remington and its associates at a level of "engagement" nearly double the average of the working population in the United States. Forty-six hotels managed by Remington participated in the survey.

The Gallup Q12 Survey measures the level of "engaged" employees a company has. An "engaged" employee feels motivated, enthusiastic and positive about their jobs and their organizations, which in turn results in a loyal and productive employee. During the last three years, over 3.8 million individuals nationwide have participated in the Q12 survey.

In the 2004 survey, 54% of all Remington-managed hotels scored in the top 25%. Remington's overall Grand Mean score was 4.04 compared with the Gallup 75<sup>th</sup> percentile of 4.02. Remington's Embassy Suites brand hotels had a Grand Mean score of 4.25, while its Radisson brand hotels had a Grand Mean score of 4.04. Fifty-two percent of Remington's associates were "engaged," which compares very favorably to the 29% of engaged employees in the U.S. working population. Remington's percentage of engaged employees rose 15 percentage points from the previous year, and its percentage of disengaged employees declined 17 points from the 2003 survey.

Commenting on the announcement, Monty Bennett said, "At Remington, we take great pride in empowering our associates to exceed guests' expectations through strict adherence to our guiding principles – ethical, innovative, profitable, engaging and tenacious. The annual Gallup Q12 Survey is the most widely recognized measure of employee engagement in the country. Our emphasis on hiring, training, and promoting engaging associates throughout our organization has led to numerous brand and industry awards and recognition. This continued improvement in the Gallup Q12 rankings confirms what many in the hospitality industry have known for some time – Remington-managed hotels feature the hardest working, talented, focused and engaged associates in the country."

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Remington Scores 2004 Gallup Q12 Partner Award

March 10, 2005

Page Two

**About Remington Hotel Corporation**

Remington is the premier service provider to the hospitality industry. One of the largest independent hotel service companies in the United States, Dallas-based Remington currently has 47 hotels under property management, 40 ongoing project management jobs and 33 hotels under asset management. Over the past 35 years, the owners of Remington have acquired, developed and sold hundreds of hotel assets.

**About the Gallup Q12 Survey**

The Gallup Organization analyzed psychometric, attitudinal and financial data across more than 10,885 business units in 51 organizations and 23 industries. Gallup identified 12 questions that measure employee engagement and link directly to critical performance outcomes, including productivity, employee retention, customer retention, safety and profitability. These questions are now known as the Gallup Q12.

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