17th Annual
Hotel Hero Awards
2020

Presented By
Clearway Energy
Welcome to the 17th Annual Hotel Hero Awards!

This month, we recognize and applaud our heroes in hospitality for their unwavering dedication, exemplary guest service, leadership and teamwork. Congratulations to our finalists! Together, alongside their peers, these heroes make San Francisco a great place to work and a wonderfully memorable place to visit.

This year’s theme is a celebration of the arts. San Francisco is known as a powerhouse of art and culture. Diversity, inclusion and freedom of artistic expression are important elements that make this city an iconic visitors’ destination. The hotel industry recognizes that San Francisco would not be the vibrant destination that it is without its residents and local artists. That is why the hotel industry supports the arts through hotel tax dollars that are dedicated to the Grants for the Arts program. Art, in all its forms, gives San Francisco an authentic sense of place that allows all of us to celebrate our city and all that it has to offer.

Hotel Heroes is made possible with the support of our partners, including our sponsors and judging committee.

Thank you to our finalists, members, sponsors and community for joining with us to celebrate the hotel industry.

Kevin Carroll
President and CEO
AWARDS CEREMONY

MASTER OF CEREMONIES
LIAM MAYCLEM

Rising Star*
Unsung Hero*
Beyond the Call of Duty*

Werner Lewin Lifetime Achievement, Operations
Lifetime Achievement, Department Manager
Bob Begley Lifetime Achievement, Hotel Executive
Sustainability
Community Spirit

*Award given for small and large hotel
Community Spirit

FINALISTS
This award is given to a hotel or hotel company that contributes to the community. Contributions include volunteer efforts, donations, and giving back through various programs and organizations.

Sponsored by Tito's Handmade Vodka

ARGONAUT
A NOBLE HOUSE HOTEL

OMNI HOTELS & RESORTS
san francisco

PALACE HOTEL
SAN FRANCISCO

W
SAN FRANCISCO

THE WESTIN
ST. FRANCIS
SAN FRANCISCO
ON UNION SQUARE

Did you know?
CREATIVITY EXPLORED gives artists with developmental disabilities the means to create and share their work with the community.
This award is given to a hotel or hotel company committed to sustainability. This commitment can be proven through instituting green design and equipment, water conservation, local food sourcing and waste reduction programs.

Sponsored by Swinterton Builders

**Did you know?**

The **SAN FRANCISCO BALLET** was the first professional ballet company in America.
Rising Star

300 HOTEL ROOMS OR LESS
This award is given to an individual who has been in the industry for less than five years but demonstrates the potential to become a pivotal figure in the hospitality industry.

Sponsored by Bay Club

Angelo Aspillaga
The Orchard Hotel, Hotel Chauffer

Ivana Mihjalovic
Hotel Zoe
Fisherman’s Wharf, Director of Rooms

Peter Ruan
Argonaut Hotel, Front Office Supervisor
Rising Star

301 Hotel Rooms or More

This award is given to an individual who has been in the industry for less than five years but demonstrates the potential to become a pivotal figure in the hospitality industry.

Sponsored by Bay Club

Portia Amofa
Hilton Hotels of San Francisco Union Square, Catering Sales Manager

Kristy Doi
Handlery Union Square, Reservations Manager

David Partida
Hyatt Regency San Francisco Airport, Assistant Food & Beverage Manager

Sara Schmidt
San Francisco Marriott Courtyard Downtown, Destination Sales Executive

Linda Samara
Omni San Francisco, Business Travel Manager

Did you know?

SFMOMA was the first museum on the West Coast devoted solely to modern and contemporary art.

PHOTO BY JON MCNEAL
Unsung Hero

300 Hotel Rooms or Less

This award is given to someone who enables their hotel to enhance guest experiences. An unsung hero strives to improve customer service out of professionalism and dedication to true hospitality.

Sponsored by Recology Golden Gate

Mario Hernandez
Tilden Hotel, Bellman

Caroline Jewell
St. Regis San Francisco, Concierge

Hanna La
Hotel Zoe
Fisherman’s Wharf, General Casher & Accounts Receivable

Soraya Lopez
Taj Campton Place, Guest Services & Reservations

Steven Marshall
Hotel Abri, Restaurant Manager
Unsung Hero

301 Hotel Rooms or More

This award is given to someone who enables their hotel to enhance guest experiences. An unsung hero strives to improve customer service out of professionalism and dedication to true hospitality.

Sponsored by Recology Golden Gate

Abby Dion
Intercontinental Mark Hopkins, Director of Rooms

Deborah Tjandra
Omni San Francisco, Loyalty Ambassador

Jeff Ugot
W San Francisco, Director of Security

Ana E. Velis
San Francisco Marriott Courtyard Downtown, Maintenance Engineer

Carol Yan
Palace Hotel, Room Attendant

Did you know?
Since 1990, over 145 professional artists and 40 students have completed Recology’s ARTIST IN RESIDENCE program, making art from discarded materials.
Beyond the Call of Duty

300 Hotel Rooms or Less

This award is given to an individual who demonstrates the willingness to go beyond the call of duty. At a minimum, the employee created an unforgettable experience for a guest or colleague.

Sponsored by San Francisco Travel

Victoria Flores
Taj Campton Place, Housekeeping Supervisor

Carrie Li
The Orchard Hotel, Assistant Front Office Manager

Jackie Tang
Galleria Park Hotel, Director of Rooms

Josie Wu
Argonaut Hotel, Area Human Resources Coordinator
Beyond the Call of Duty

301 Hotel Rooms or More

This award is given to an individual who demonstrates the willingness to go beyond the call of duty. At a minimum, the employee created an unforgettable experience for a guest or colleague.

Sponsored by San Francisco Travel

Eddy Guzman
Hilton Hotels
of San Francisco
Union Square,
Engineer

Jacqueline Ocasio
Park Central
San Francisco,
Front Office Manager

Carmelo Santiago
Hyatt Regency
San Francisco,
Bellman

Bassey James
San Francisco Marriott
Union Square,
Loss Prevention Officer

Steven Zienka
Westin St. Francis,
Front Desk Manager

Did you know?

A.C.T. solidified its international reputation in 1979 by winning a Tony for outstanding theater performance and training.
OPERATIONS FINALISTS

This award is given to an individual (non-manager) who has proven dedication and commitment to the hotel industry for over ten years.

Sponsored by Big Bus

Ana Duarte
The Westin St. Francis, Human Resources Coordinator

William May
Fairmont San Francisco, Doorman

Irene Rodriguez
Sir Francis Drake Hotel, Linen Clerk

Joel Sale
Palace Hotel, Pied Piper Lead Bartender

Darryl Sneed
Omni San Francisco, Doorman

Did you know?
Since opening to the public in 1922, THE CURRAN has staged more than 8,000 performances.
**Lifetime Achievement**

**DEPARTMENT MANAGER FINALISTS**

This award is given to a department manager who has proven dedication and commitment to the hotel industry for over 15 years.

**Sponsored by United Airlines**

- **Emanuel Brueh**
  Hilton Hotels of San Francisco Union Square, Director of Human Resources

- **Christine Himpler**
  Hilton San Francisco Union Square, Director of Housekeeping

- **Douglas Masuda**
  Hyatt Regency San Francisco Airport, Director of Finance

- **Randy Saito**
  Hilton San Francisco Financial District, Director of Food and Beverage

- **David Wong**
  Omni San Francisco, Director of Front Office

**Did you know?**

The War Memorial, home to the **SAN FRANCISCO OPERA**, was the first opera house in America built entirely through community donations.
HOTEL EXECUTIVE FINALISTS

This award is given to an individual who is an executive leadership team member, general manager, vice president or regional manager. This person has proven dedication, leadership and commitment to the hotel industry for at least 15 years.

Sponsored by Clearway Energy

Ruth S. D’Franco
Argonaut Hotel, Area Director of Human Resources

Meghan Fischer
The Clift Royal Sonesta Hotel, Area Director of Human Resources

Jim Gerney
Hotel Abri, Regional Vice President

Pilar M. Hernandez
Galleria Park Hotel, Area Director of People Services

Tiff Schafer
Westin St. Francis, Senior Area Director of Human Resources

Did you know?

SFJAZZ CENTER is considered the first free-standing building in America built for jazz performance and education.
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Palace Hotel

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MINNA TAO, Recology Golden Gate
RAYMOND VERMOLEN, InterContinental San Francisco
ROGER HULDI, W San Francisco
STEFAN MUHLE, Argonaut Hotel
TERRY HANEY, Presidio Lodge
TONY ROUMPH, Sir Francis Drake Hotel

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KELLY POWERS, Director
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CAROLINE LUDWIG, Expedia Group
DIANNE MARCOTTE, HRS International
EVIN CRAFT, Clift Royal Sonesta Hotel
GRACE CHONG, Sir Francis Drake
IRFAN MOHAMED, Argonaut Hotel
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PILAR HERNANDEZ, Galleria Park Hotel
RUTH D’FRANCO, Noble House Hotels
THERESA MILBRODT, Omni San Francisco Hotel
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SPECIAL THANKS
Manzanares Photography
Mary Rickles Conley, Program Design
The Clift Royal Sonesta Hotel
Alfredo Casuso & David Perry
We’ve mastered the art of sustainability.

Clearway Energy is pleased to support the Hotel Council of San Francisco 17th Annual Hotel Heroes Awards.

www.clearwaythermal.com