



## FINAL RELEASE

Contact: Joe Viglietta  
Regional Director of Operations  
Vista Host, Inc.  
[jviglietta@vistahost.com](mailto:jviglietta@vistahost.com)  
(713) 267-5800, ext. 208

## VISTA HOST INTRODUCES COMPANY WIDE SERVICE STATEMENT

**HOUSTON, TX — January 14, 2008 —** Vista Host, a Houston based hotel management company announced today its adoption of a company wide service statement:

**“To celebrate every Guest and associate through genuine kindness, superior hospitality, and inspired passion.”**

During the company’s annual service meeting, which was held this past year in Nashville from December 11 through December 14, 2007, the attendees were invited to develop this service statement. Service Coaches, Guest Service Managers, and Assistant General Managers from throughout the country brainstormed on the first day of the conference, then, after various revisions, formally and collectively put forth the aforementioned service statement. The innovative approach utilized to develop this new service credo will drive service levels to new heights at Vista Host managed hotels.

“It was remarkable to witness the enthusiastic contribution on display during the development of our service statement,” observed Joe Viglietta, one of the facilitators of the three day event. “We as a company are quite fortunate to have so many inspired and talented managers in pursuit of service excellence.”

Senior Vice President of Operations, Rick Krueger, added, “This statement reaffirms Vista Host’s long standing commitment to the highest levels of guest service, as well as our consistent commitment to our associates. I’m pleased that formalizing our commitment through the adoption of this service statement provides all our associates with something to embrace in their pursuit of service excellence.”

One of the key motivational presenters and host of this year’s conference, Bob Northup, commented, “It was amazing to witness the enthusiasm and passion this group of associates demonstrated in developing our new service statement. The service statement is a daily reminder of what is the true art of hospitality and one of the cornerstones of Vista Host.”

The new Vista Host Service Statement will be published on the company’s website immediately. Furthermore, each hotel associate will receive a copy of the statement so that they may be reminded daily of their mission.

Vista Host - a Houston based Hotel Management Company serving owners of Hampton Inn, Hampton Inn & Suites, Fairfield Inn & Suites by Marriott, Residence Inn by Marriott, Homewood Suites by Hilton, and Comfort Inn & Suites. Founded in 1977 by Michael V. Harrell, Vista Host operates hotels throughout the United States. To learn more about Vista Host and their other managed select service properties, visit [www.vistahost.com](http://www.vistahost.com).