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MEDIA ADVISORY

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FOR IMMEDIATE RELEASE

ACCOC Announces September Business of the Month

Middlebury, VT -- Darcy Tarte, Chair of the Addison County Chamber of Commerce's Publicity and Promotions Committee is pleased to announce that the September Business of the Month is the Middlebury Courtyard by Marriott.

The Middlebury Courtyard by Marriott, opened on December 30, 2003, is an 89 room hotel located on Route 7 South in Middlebury, across from McDonalds. The hotel has 78 rooms and 11 suites. Out of over 600 Courtyard by Marriott's the Middlebury Courtyard by Marriott has been rated as one of the best. They have been in the top 10 in the cleanliness category consistently. These ratings are determined by guest satisfaction surveys, which are sent out via email to all guests for their input.

The Middlebury Courtyard by Marriott won a Diamond Award in 2006 for Guest Satisfaction, and has won many other awards over the years, including Gold awards.

Guest Satisfaction is the number one priority for the general manager of the Courtyard by Marriott, Rusty Harding, and his staff. Marriott puts the staff through a rigorous unannounced, anonymous inspection twice a year. The person conducting the inspection does not reveal their identity until after they have spent a night in the hotel. This assures that the inspector gets the same treatment as any other guest in the hotel would.

Rusty credits his staff for the Middlebury Courtyard by Marriott's success. All the staff members have been employed at the hotel for over a year. Karrie Shaw-LaMere, the assistant manager, has been with the hotel since its inception. Each staff member is required to go through training once a month; regardless of how long they have been working there. Marriott strictly monitors this program as well.

The Middlebury Courtyard by Marriott is more like an Inn, rather than an interstate hotel, focusing on guest satisfaction above all else. Many of the same guests return time after time, and often the repeat guests become like family to the staff. Rusty estimates that 50-60% of their customer base is Middlebury College parents, alumni, or business people who have meetings at the college. They also have many business people traveling through Middlebury who stay there as well.

A breakfast buffet is served to hotel guests, as well as the general public, at the Courtyard by Marriott from 6am-10am Monday through Friday, and from 7am-11am on Saturday and Sunday. The buffet is \$9.95 and is all you can eat!

Future goals for the Middlebury Courtyard by Marriott are to reach the top 50 of all Courtyards. The hotel will undergo a complete renovation in two years, as it is Marriott's Policy to renovate their hotels every six years. The hotel is also looking forward to hosting the January Chamber mixer again in 2008, as they did in January 2007.

The Addison County Chamber of Commerce is proud to have Middlebury Courtyard by Marriott as a member and congratulates them on being chosen as the September Business of the Month!