



I love this Country.™

PELLA COUNTRY INN & SUITES BY CARLSON® HONORED WITH BE OUR GUEST SERVICE AWARD

Pella, Iowa, March 1, 2012 – The Pella Country Inn & Suites By Carlson® was presented with a 2011 [Country Inns & Suites](#) Be Our Guest Service Award. Pella Country Inn & Suites was the only Country Inn & Suites in Iowa to win this award.

The Be Our Guest Service Award is presented to the properties that consistently provide a high level of guest service and demonstrate the ability to go “above and beyond” when meeting guest needs and requests. Scott Meyer, interim leader and vice president of operations for Country Inns & Suites By Carlson, presented the award to Lee Sponsler, general manager of the Pella Country Inn & Suites for the achievement.

Country Inns & Suites offers caring, consistent, comfortable hospitality with a touch of home, and features particularly attractive for business travelers. In late 2011, the brand completed rollout of classic diningware and silverware in all of its hotels in the U.S. to accompany its complimentary Be Our Guest hot breakfast. The introduction of classic diningware represents an industry first among major brands within the midscale hotel segment. The brand also offers free high-speed Internet access and weekday newspaper. The distinctive product and service innovations, such as the Be Our Guest employee training program have generated tremendous employee engagement scores and high guest satisfaction.

Country Inns & Suites features traditional architecture and a sophisticated residential interior design with the brand’s signature plank lobby flooring, welcoming fireplace and front porch. Each hotel welcomes guests with attractive, comfortable furnishings that blend rich woods and natural earth tones throughout the hotel.

For reservations and more information, visit www.countryinns.com.

About Carlson Rezidor Hotel Group

Carlson Rezidor Hotel Group – born in early 2012 – is one of the world’s largest and most dynamic hotel groups. The portfolio of the Carlson Rezidor Hotel Group includes more than 1,300 hotels, a global footprint spanning 81 countries and territories, a powerful set of global brands (Radisson Blu, Radisson®, Park Plaza®, Park Inn by Radisson, Country Inns & Suites By CarlsonSM and Hotel Missoni). In most of the group’s hotels, guests can benefit from the loyalty program Club CarlsonSM, one of the most rewarding loyalty programs in the world. The Carlson Rezidor Hotel Group and its brands employ more than 80,000 people.

Carlson Rezidor Hotel Group is headquartered in Minneapolis, Minn., and Brussels, Belgium.

<http://www.carlsonrezidor.com>