



News Release

Holland Courtyard by Marriott Earns Awards from National Brand

For Immediate Release

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HOLLAND, Mich. April 23, 2018—The Courtyard by Marriott in downtown Holland has earned four awards from the Marriott Hotels national brand.

The awards from Marriott recognize the best team members, strongest managers and top performing hotels.

“Awards are based on financial performance, guest satisfaction, quality assurance results, and nominations received from General Managers, management company representatives and other above-property staff,” said Grant Hirst, General Manager of the Courtyard by Marriott in Holland.

Lori Vaarner, Corporate Director of Sales, was named Courtyard Direct Sales Leader of the Year.

“A role model and mentor, Lori is the hotel cheerleader and soul of the Courtyard Holland Downtown,” said Jessica Babcock, Vice President of Human Resources for Suburban Inns. “With 17 years in the market, Lori’s initiative is exemplary when it comes to finding new businesses coming to town.”

In addition, the Courtyard won three awards recognizing achievements of the hotel within the brand: the “Intent to Recommend” award, with a score of 85.2%; the “Room Cleanliness” award with a score of 93.2%; and the “Platinum Circle Award” for being in the top 5% of the brand for guest service scores.

“These awards speak to what we stress among all employees,” Babcock said. “The quality of work and product, the helpfulness of the team, and the responsibility and dedication to exceeding all expectations.”

About Suburban Inns

Founded in 1979, Suburban Inns develops, owns and operates award-winning hotels and restaurants in Holland, Grand Rapids, and Midland. Its hotels consistently rank in the top tier of

their franchises for customer service and quality, winning some of the top awards in North America. For more information, visit www.suburbaninns.com