



Subject: Keeping You Informed
Date: June 22, 2020
Re: Visit Milwaukee – IHG Clean Promise

An update from Holiday Inn Express Milwaukee West - Medical Center

Hi Leslie,

I hope this message finds you and your loved ones safe and in good health. As a valued business partner of IHG Hotels and at **Holiday Inn Express Milwaukee West - Medical Center**, I want to inform you of the latest from IHG on our commitment to cleanliness.

You can read the announcement and get more information at www.ihg.com/clean, including a video explaining actions being taken to reassure guests that their rooms will meet IHG's high standards of cleanliness.

During this time, our breakfast offerings are limited in accordance with local requirements and to safeguard the health and wellbeing of our guests and employees. Our daily free cold breakfast consists of the following items; individual cereal boxes with 1/2 pints of milk, a variety of juice boxes and yogurts, individual oatmeal packets, a variety of frozen Jimmy Dean breakfast sandwiches and also Burritos for the microwave.

New expert cleanliness partner and Global Cleanliness Board

In addition to IHG's existing relationships with **Ecolab** and **Diversey**, IHG is now partnering with **Cleveland Clinic** to expand the IHG Way of Clean program with new science-led protocols and service measures. James Merlino, Chief Clinical Transformation Officer at Cleveland Clinic, brings deep expertise in key areas of science and medicine, and will sit on IHG's **Global Cleanliness Board** – a group of IHG Operations, Health and Safety, and Guest Experience experts who, together with a range of external specialists, will work to develop best practices and implement solutions.

IHG Clean Promise

IHG is launching a Clean Promise that rolled out globally in June. It is a global brand standard, demonstrating IHG's dedication to the updated measures and a clean stay.

Here is how the Clean Promise will work at **Holiday Inn Express Milwaukee West - Medical Center**: within two hours after check-in, a guest will be able to let our hotel team know if their room does not meet the **IHG Clean Promise**. We will confirm the issue and either make every effort to resolve it to the guest's satisfaction in the current room or offer to move the guest to another room of equal or greater value that meets the Clean Promise. If another room is not available, we will work with the guest to make it right.

These additional measures build on our existing best-in-class approach to cleanliness to help your travelers feel safe. It will be an ongoing conversation as IHG continues to work closely with Cleveland Clinic and other partners to understand best practices and define solutions that meet the new health and safety



expectations brought on by Covid-19. I will continue to regularly communicate with you about IHG's latest plans, processes and solutions.

As always, thank you for your partnership. My team and I are here to support you, so please don't hesitate to reach out with any questions or additional suggestions on how we can continue to enhance our approach.

Kind Regards & Stay Safe,
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