



**J.D. Power Names  
Crestline Hotels & Resorts  
#1 in Guest Satisfaction  
Among Third-Party Hotel  
Management Companies for 2020**



Crestline Hotels & Resorts, LLC is among the nation's largest independent hospitality management companies. Crestline Hotels & Resorts, LLC, based in Fairfax, Virginia, is ranked among the Top Management Companies in HotelBusiness magazine and on Hotel & Motel Management's list of "Top Third Party Management Companies".

**Crestline Hotels & Resorts** is headquartered at the following address:

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[www.crestlinehotels.com](http://www.crestlinehotels.com)



\* For J.D. Power 2020 award information, visit [jdpower.com/awards](http://jdpower.com/awards)

## Crestline Hotels & Resorts, LLC

Since its inception in March of 2000, Crestline Hotels & Resorts, LLC has continuously delivered the highest quality guest experiences in several of the hospitality industry's most profitable hotels, conference centers and resorts. Crestline's success lies in the partnership approach it takes with the hotel owners, investors and employees at each of its managed hotels throughout the United States. Crestline currently manages 125 hotels with over 18,600 guest rooms in 28 states and the District of Columbia. The portfolio includes both upscale branded and independent hotel properties. Crestline's size, scope and reputation for superior hotel management services, enables the company to take a unique approach which creates profitability in a hospitality-driven, guest-service focused environment. Crestline's extensive experience acquiring hotels, asset managing properties and providing operations oversight has generated extremely successful financial results in both public and private ventures.

Headquartered just outside Washington DC in Fairfax, VA, Crestline is a hospitality management company with more senior talent and a broader scope of hotel and hospitality industry professionals than any other hospitality management company of comparable size, allowing it to deliver intelligence, foresight, and insight into an ever evolving business environment.

## Management Team

- James Carroll, President & CEO
- Ed Hoganson, Executive Vice President, Chief Financial Officer and Chief Investment Officer
- Monica Bernstein, Senior Vice President and General Counsel
- Aaron Olson, Senior Vice President, Operations
- Marcy Adams, Vice President, Operations
- Charles Berryhill, Vice President, Operations
- Elizabeth Delens, Vice President, Operations
- Rhonda Dye, Vice President, Operations
- Frank Palacios, Vice President, Operations
- Chris Thiele, Vice President, Operations
- Wayne Carney, Vice President, Hotel Accounting & Finance
- Deanne Johnson-Anderson, Vice President, Human Resources
- Carolee Moore, Vice President, Revenue Management & eCommerce
- Kyle Hamill, Vice President, Sales & Marketing



# CRESTLINE

## HOTELS & RESORTS

### The Crestline Hotels & Resorts Portfolio

#### Hilton

- Hilton Atlanta NE
- Hilton Checkers Los Angeles
- Hilton Singer Island Oceanfront/Palm Beaches
- DoubleTree by Hilton Hotel Baton Rouge
- DoubleTree by Hilton Canton Downtown
- Embassy Suites Chicago Downtown
- Embassy Suites Orlando International Drive/I Drive 360
- Hampton Inn & Suites El Paso-Airport
- Hampton Inn & Suites Memphis-Beale Street
- Hampton Inn & Suites Nashville/Franklin (Cool Springs)
- Hampton Inn & Suites Silverthorne
- Hampton Inn & Suites Westford-Chelmsford
- Hampton Inn Austin North at I-35 & Hwy 183
- Hampton Inn Birmingham/Mountain Brook
- Hampton Inn Boston/Peabody
- Hampton Inn Champaign/Urbana
- Hampton Inn Detroit/Madison Heights/South Troy
- Hampton Inn East Lansing
- Hampton Inn Ft. Wayne-Southwest
- Hampton Inn Grand Rapids-North
- Hampton Inn Medford
- Hampton Inn Memphis-Poplar
- Hampton Inn Norfolk-Naval Base, Virginia
- Hampton Inn Orlando International Drive/Convention Center
- Hampton Inn State College
- Hilton Garden Inn Akron
- Hilton Garden Inn Albuquerque North/Rio Rancho
- Hilton Garden Inn Annapolis
- Hilton Garden Inn Austin/Round Rock
- Hilton Garden Inn Baltimore Inner Harbor
- Hilton Garden Inn Blacksburg
- Hilton Garden Inn Chicago Downtown/Magnificent Mile
- Hilton Garden Inn Fort Collins
- Hilton Garden Inn Islip/MacArthur Airport
- Hilton Garden Inn Louisville East
- Hilton Garden Inn Monterey
- Hilton Garden Inn Silver Spring White Oak
- Homewood Suites by Hilton Augusta
- Homewood Suites by Hilton Baltimore
- Homewood Suites by Hilton Boston-Peabody
- Homewood Suites by Hilton Downtown Chicago
- Homewood Suites by Hilton Orlando International Drive-Convention Center
- Homewood Suites by Hilton Phoenix-Biltmore
- Homewood Suites by Hilton San Antonio-Northwest
- Homewood Suites by Hilton Seattle Downtown
- Homewood Suites by Hilton Stratford
- Homewood Suites by Hilton Washington DC

#### Hyatt

- Hyatt House Atlanta/Cobb Galleria
- Hyatt House Tempe/Phoenix/University
- Hyatt House Virginia Beach Oceanfront
- Hyatt Place Albuquerque Uptown
- Hyatt Place Jacksonville Airport
- Hyatt Place Las Vegas
- Hyatt Place Memphis/Wolfchase Galleria
- Hyatt Place Miami Airport West/Doral
- Hyatt Place Minneapolis Airport-South
- Hyatt Place Nashville/Franklin/Cool Springs
- Hyatt Place Tampa Airport/Westshore
- Hyatt Place Tempe/Phoenix/University

#### InterContinental Hotel Group

- Crowne Plaza Dallas Near Galleria-Addison
- Holiday Inn Denver East

#### Marriott

- Atlanta Marriott Peachtree Corners
- Newport News Marriott at City Center
- Renaissance Denver Central Park Hotel
- San Francisco Marriott Fisherman's Wharf
- Westin Virginia Beach Town Center
- Westin Washington National Harbor
- Courtyard Aberdeen at Ripken Stadium
- Courtyard Asheville
- Courtyard Athens Downtown
- Courtyard Baltimore/Inner Harbor
- Courtyard Carolina Beach Oceanfront
- Courtyard Charlottesville University/Medical Center
- Courtyard Columbus Downtown
- Courtyard Dallas Medical/Market Center
- Courtyard Dalton
- Courtyard Flagstaff
- Courtyard Houston I-10 West/Energy Corridor
- Courtyard Jacksonville Airport Northeast
- Courtyard Jacksonville Butler Boulevard
- Courtyard Louisville Downtown
- Courtyard Orlando Altamonte Springs/Maitland
- Courtyard Providence Downtown
- Courtyard San Diego Carlsbad
- Courtyard Suffolk Chesapeake
- Courtyard Syracuse Downtown at Armory Square
- Courtyard Virginia Beach Oceanfront/South 25th Street
- Courtyard Virginia Beach Oceanfront/North 37th Street
- Courtyard Washington Capitol Hill/Navy Yard
- Courtyard Washington Downtown/Convention Center
- Fairfield Inn & Suites Atlanta Vinings
- Fairfield Inn & Suites Dallas Medical/Market Center
- Fairfield Inn & Suites Denver Airport
- Fairfield Inn & Suites Memphis Germantown
- Fairfield Inn & Suites Seattle Bellevue/Redmond
- Fairfield Inn & Suites Wilmington/Wrightsville Beach
- Residence Inn Aberdeen at Ripken Stadium
- Residence Inn Boston Marlborough
- Residence Inn Boston Westford
- Residence Inn Fort Wayne
- Residence Inn Jacksonville Airport
- Residence Inn Lexington South/Hamburg Place
- Residence Inn Los Angeles LAX/El Segundo
- Residence Inn Manassas Battlefield Park
- Residence Inn Memphis Germantown
- Residence Inn Portland Downtown/Waterfront
- Residence Inn San Diego Rancho Bernardo/Scripps Poway
- Residence Inn Syracuse Downtown at Armory Square
- Residence Inn Tampa at USF/Medical Center
- Residence Inn Washington Downtown/Convention Center
- SpringHill Suites Asheville
- SpringHill Suites Austin Round Rock
- SpringHill Suites Denver Airport
- SpringHill Suites Flagstaff
- SpringHill Suites Grand Rapids North
- SpringHill Suites Lexington Near the University of Kentucky
- SpringHill Suites San Diego Rancho Bernardo/Scripps Poway
- TownePlace Suites Suffolk Chesapeake

#### Independent/Private Label

- The Berkeley Hotel
- Dylan Hotel
- Emory Conference Center Hotel
- Georgia Tech Hotel & Conference Center
- Hotel 24 South
- Loudermilk Conference Center
- Phoenix Park Hotel