



**FOR IMMEDIATE RELEASE**

**Wyndham Virginia Crossings Honored by Wyndham Brand for Service Excellence**

GLEN ALLEN, V.A. (May 19, 2011) – Wyndham Virginia Crossings Hotel & Conference Center has been honored as Wyndham Hotels and Resorts’ Count On Me! Committee of the Year for 2010, one of the highest brand recognitions for guest service and customer satisfaction among nearly 100 Wyndham® hotels and resorts worldwide. This honor represents Wyndham Virginia Crossings’ successful demonstration of the brand’s Count On Me! service culture, in which associates pledge to be responsive to the needs of every individual, to be respectful in every way and to deliver a great guest experience every time.

Count On Me! committees are designed to give Wyndham properties a structure for developing associate and consumer engagement, as well as enhancing property financial performance. The property that receives the Count On Me! Committee of the Year award is one that has surpassed key performance metrics and has demonstrated examples of great work performed at the property and in the local community.

In 2010, Wyndham Virginia Crossings’ Count On Me! committee demonstrated exceptional performance through its sustainability initiatives and education; associate safety training and audits; active involvement in the community, such as on-going partnerships with locally based Northside Free

Market and the Hanover County Animal Shelter; regular associate events and recognition initiatives; improved business results; and increased guest satisfaction, including consistent guest comments highlighting staff members who continuously go above and beyond the call of duty to ensure quality experiences.



The staff at Wyndham Virginia Crossings Hotel & Conference Center celebrates being named Wyndham Hotels and Resorts’ Count On Me! Committee of the Year for 2010.

“Our Count On Me! service culture is the very backbone of our business and a philosophy that every Wyndham property is expected to live every day,” said Jeff Wagoner, president of Wyndham Hotels and Resorts. “We are extremely proud of the exemplary effort put forth by Wyndham Virginia Crossings. This outstanding hotel is a testament to the quality and personalized services that are the hallmark of the Wyndham Hotels and Resorts brand.”

Wyndham's Count On Me! committee program was introduced in January 2010 as a property extension of the brand's Count On Me! corporate service culture and commitment to consistently providing exceptional customer service. The Wyndham brand rolled out its Count On Me! service culture brand-wide in June 2008.

"I am incredibly proud that our staff achieved such an outstanding accomplishment," said Bob Nelson, the hotel's general manager. "Their willingness to consistently anticipate the needs of guests, help with tasks outside the scopes of their roles and promote a team environment are key factors in providing the best experiences possible for our guests."

The 183-room Wyndham Virginia Crossings Hotel & Conference Center, a AAA Four Diamond hotel and a certified Virginia Green Lodging recipient, is a dedicated hotel and conference center set on 20 beautifully landscaped acres in Glen Allen, Va., a prominent business and vacation destination outside of Richmond. The property features 23,000 square feet of flexible meeting and event space, including a 4,700-square-foot ballroom, which meets the exacting standards of the International Association of Conference Centers.

Wyndham Virginia Crossings also offers two on-site restaurants, fitness center, business center and outdoor pool. Guests have access to The Crossings Golf Club, a separately owned, championship golf course adjacent to the hotel. Located at the interchange of Interstates 95 and 295, the hotel is 12 miles north of Richmond, 20 miles north of Richmond International Airport and 90 miles south of Washington, D.C.

Wyndham Hotels and Resorts, LLC, a subsidiary of Wyndham Worldwide Corporation (NYSE: WYN), offers upscale hotel and resort accommodations throughout the United States, Europe, Canada, Mexico, China and the Caribbean. All Wyndham® hotels are either franchised by the company or managed by Wyndham Hotel Management, Inc., one of its affiliates or through a joint-venture partner. Additional information and reservations for all Wyndham hotels are available by calling (800) WYNDHAM – (800) 996-3426 – or visiting [www.wyndham.com](http://www.wyndham.com).

###

***CONTACT:***

Peter Regan  
Director of Sales and Marketing  
Wyndham Virginia Crossings Hotel & Conference Center  
Phone: (804) 727.1411  
E-mail: [pregan@wyndham.com](mailto:pregan@wyndham.com)

**EDITORS:** *A high-resolution version of the above image may be downloaded [here](#).*