

# *Wanda Barker/Super 8 Motel*

By Stephen Challis



On the left, RRFDC Board Member George Emes presents a plaque to Wanda Barker (middle) of the Super 8 Motel for the 2007 Customer Service Challenge.

The Super 8 Motel on King's Hwy in the west end re-defines in many ways the notion of a standard motel. The establishment provides a fully stocked breakfast lounge, a swimming pool, whirlpool, steam bath, high-speed internet in the room, and a coin laundry.

At the helm of the facility is the General Manager, Ms. Wanda Barker. She won the Super 8 "International Manager of the Year" Title for 2006 - an impressive achievement considering there are over 2000 Super 8's operating in North America. "We believe in offering a clean and friendly experience for our guests," she said.

The entire Fort Frances staff has for several years maintained the "Pride of Super 8" ranking for (i) excellent Quality Assurance inspections (ii) guest participation in the TripRewards program (iii) and high overall customer service scores.

Wanda said customer service in this business involves: "...creating a homey atmosphere for the guest, they are not just a room number." And: "I request the staff go the extra mile for the guest, to make a difference in their life today."

The staff has shown a high degree of loyalty to the motel. A five year service pin was earned by six employees and two more workers will pass that milestone in the near future. "The work they do plays a key role in our success or failure" said Wanda.

Wanda has lived in the district for 27 years and had worked for many years in a local shop and then ran her own gift shop. In May 2001 she started working as a Front Desk attendant at the Super 8, and she was promoted to General Manager in July of that year.

The motel provides guest passes to a nearby Fitness Centre, and there is an on-site BBQ available for guests.