

THE CART

Special Edition: Doing Business With The Inn

May 2022

Welcome From General Manager, Damon Strickland

Greetings Hokie Nation!

Thank you for this opportunity to introduce myself along with the hospitality professionals that will take care of all your needs at The Inn at Virginia Tech and Skelton Conference Center.

My name is Damon Strickland and I am the General Manager for Crestline Hotels & Resorts here at The Inn. Throughout my 14 year tenure with Crestline I have managed several hotels across the Commonwealth and previously held General Management and Operations Management positions with brands such as Hyatt, Hilton, Marriott, InterContinental Hotels Group and The Ritz-Carlton Hotel Company.

During my career I have assisted in the opening of 8 hotels and resorts across the Country with several earning AAA 5 Diamond Award status within the first year of operation. I graduated from the Howard Feiertag Department of Hospitality & Tourism Management at Virginia Tech in 1999 and earned a Certified Hotel Administrator designation in 2013. I have a daughter, Kaelin who is a sophomore undergraduate studying Public Health at Virginia Tech along with a son, Lain who is finishing up his junior year of high school and wife, Ashley of 25 years this May.

The Inn at Virginia Tech is a place where guests can relax and rejuvenate while here for leisure, a University visit or attending a conference. Our mission at The Inn is to provide exceptional service that is attentive to your needs while warm and genuine in approach all in a comfortable, yet refined environment. We strive to meet your technology needs for innovative meetings while tempting your pallet with fresh offerings to keep the collaboration flowing. Boasting 147 sleeping rooms along with nearly 24,000 sq. ft. of meeting space, the hotel and conference center is large enough to host full service events, yet intimate enough to make guests feel at home. Our goal at The Inn is to make your job easier by anticipating your needs and focusing on achievement of desired outcomes no matter the size or scope of production.

Thank you for allowing us the opportunity to be of service!

Yours in hospitality,

Damon Strickland
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Virginia Tech welcomes Crestline Hotels as the new managing operator for The Inn at Virginia Tech and Skelton Conference Center

On January 1, Virginia Tech welcomed Crestline Hotels Inc. as the new managing operator for The Inn at Virginia Tech and Skelton Conference Center. Following a six-month national and competitive search, Crestline was selected based on its robust hotel and conference center management experience including over twenty years managing two university owned hotels at Emory University and Georgia Tech. Crestline also operates more than a dozen other properties across Virginia and manages various other conference centers regionally.

The operations and management team from Crestline will operate The Inn at Virginia Tech and Skelton Conference Center as a fully outsourced management partner while the University remains proudly the Owner of the facility. Because of this change in business model, several administrative processes for doing business with The Inn had to be modified. Please see pages 4 – 9 of this special edition of The Cart for detailed directions for arranging for services or events at The Inn including purchase order instructions and payment processes for those services.

University clients will continue to receive the same top-notch service they expect at The Inn when utilizing meeting and conference spaces, accommodations, and dining. As the largest hotel and conference center in Blacksburg, Virginia, the Inn at Virginia Tech and Skelton Conference Centers offers nearly 24,000 square feet of conference space, including a 700-seat ballroom, 10 conference rooms and 147 hotel rooms and suites. Guests may choose from two main dining options, Preston's, a full-service restaurant and the more informal Continental Divide Lounge. Two private dining rooms, the 1872 Salon and the Old Guard, are available for smaller groups.

Crestline has put together a talented team to manage the Inn at Virginia Tech and Skelton Conference Center. This team is looking forward to developing long lasting business relationships with departments, colleges, student groups, constituents, alumnae and families of Virginia Tech. Be sure to reach out today to talk about scheduling your next event right here on campus at The Inn at Virginia Tech and Skelton Conference Center.

-Mary W. Helmick Director of Procurement, Virginia Tech



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General Guidelines for Doing Business with The Inn

Detailed instructions are provided in the next few pages based on the services being provided. But the following outlines the "Rule of Thumb" guidelines for doing business with The Inn at Virginia Tech and Skelton Conference Center. Follow these general "rule of thumb" guidelines for processing purchase orders and making sure payments are made for the services your department receives from the property!

Internal Service Requests (ISR Forms) are no longer required to generate a purchase order and to conduct business with The Inn at Virginia Tech and Skelton Conference Center.

1. Complete a non-catalog HokieMart purchase requisition to supplier, The Inn at VT, 906547147 for the following scenarios:
 - an invoice received from the Finance Business Office at The Inn at Virginia Tech or
 - a BEO (Banquet Event Order) quote that has been finalized with the Group Sales Department at The Inn at Virginia Tech and Skelton Conference Center or a Conference contract executed for an event plan at the property or
 - A lodging confirmation.
2. Attach backup documentation to your purchase requisition as an external attachment.
3. HokieMart will electronically send your purchase order to The Inn's business office.
4. The Inn will send an electronic payment request to the university through HokieMart once they receive your completed purchase order and the event or service has occurred.
5. If your department receives an invoice from The Inn, you do not need to forward this to VT Accounts Payable. The Inn is requesting their payments electronically through HokieMart which eliminates the need for VT AP to have to process the hard copy invoices.
6. Each department needs to ensure receiving is completed timely so the payment process can complete.

Hotel Room Reservations at THE INN @ VT

The Inn's Contact Number to make hotel reservations for individual rooms (or less than 10 rooms) is: 540-231-8000. If departments need to make a group reservation of more than (10) hotel rooms, ask for group sales when you call.

- Hotel room rates are based on market rates with a percentage of rooms offered at state per diem when available. Tell the sales staff that you are making a reservation for a university business related individual stay so if a per diem room is available, that rate can be applied. The Inn cannot guarantee per diem rate rooms will be available. When lodging charges exceed the business travel policy of the university, departments should use non-university funds to make up the difference in their payment to The Inn. It is the departments responsibility to pay balances due to the Inn, after per diem rates are paid by the University.
- The Inn will send a written confirmation for the dates and rates of the stay that have been reserved to the department's point of contact by email.
- Once the lodging has occurred, The Inn will send an invoice via email to the department's point of contact referencing the original confirmation number, a hotel folio number and an invoice number showing the total cost of the hotel visit.
- Immediately upon receiving the invoice from The Inn, University departments should submit a HokieMart non-catalog requisition referencing the Invoice Number, Folio, or Hotel Confirmation Number to the HokieMart Supplier Number 906547147, The Inn at Virginia Tech. Be sure to attach any backup documentation available as an external attachment to the HokieMart requisition. This will ensure a smooth payment process.
- Departments **SHOULD NOT** forward the Invoice it received from The Inn's Business Office to VT Accounts Payable. Instead, The Inn will send an electronic payment request through HokieMart for payment processing. Accounts Payable does not need the invoice received by the department to process the payment.
- Once the lodging has occurred (services have been received) the department should fully "receive" the HokieMart purchase order as a Quantity Receipt. If only a portion of the lodging service was received the department will do a Cost Receipt.
- Upon a three-way match between the HokieMart purchase order, receipt on the purchase order submitted by the department and the electronic request for payment submitted by The Inn, a payment will be electronically generated by Banner/HokieMart to The Inn by the University.



Food and Beverage: Group Catered Meals

The Inn's Contact Number to make university business-related group catered event reservations: 540-231-8000 (Ask for Group Sales, you will be transferred)

- When making plans or reservations, be sure to indicate the event is for a university business-related purpose.
- After your event is tentatively planned, The Inn will send to the department's point of contact by email a written confirmation called a "Banquet Event Order" (BEO) for the room assigned, dates, meal rates and the number of individuals that have been planned for and reserved. NOTE: If required by the department, the event cost can be encumbered by submitting a non-catalog requisition/purchase order in HokieMart based on information from the BEO. If an encumbrance is not needed for budgeting, see below and submit the requisition/purchase order after the event has taken place.
- Once the event has occurred, The Inn will send an invoice via email to the department's point of contact referencing the original confirmation number (BEO), a hotel folio number and an invoice number showing the total cost of the catered event.
- Immediately upon receiving the invoice from The Inn, University departments should submit a HokieMart non-catalog requisition to HokieMart Supplier Number **906547147, The Inn at Virginia Tech**. As with any other business meal payments or reimbursement, the department should add the attendee list as an attachment to the purchase requisition. The business purpose of the meal should also be included. If the department received permission for the business meal ahead of the catered meal, they should attach that communication.
- **Departments SHOULD NOT forward the Invoice from The Inn to VT Accounts Payable. Instead, The Inn will send an electronic payment request through HokieMart for payment processing. Accounts Payable does not need the invoice received by the department to process the payment.**
- University departments should fully receive the HokieMart purchase order with a Quantity Receipt or a Cost Receipt if only a portion was received.
- Upon a three-way match between the HokieMart purchase order, a receipt on the purchase order submitted by the department and the electronic request for payment submitted by The Inn, a payment will be electronically generated by Banner/HokieMart to The Inn by the University.
- It is the departments responsibility to use non-University funds to pay any outstanding balance due to the Inn after per diem payments have been made.



Food and Beverage: Preston's Restaurant

Although reservations are not required for Preston's Restaurant, should a department wish to make university business-related reservations, the contact number is: **540-231-0120**.

- Menu prices in Preston's represent market pricing and are subject to change. Menu selections may be over the state per diem limits. Departments should utilize non-university funds for overages not allowed under the university's business meal policy and at no time can university funds be used for alcohol.
- Preston's wait staff will present the final bill for the entire meal to a departmental contact person within the party. Please be sure that departments attendees know they may be asked to "sign for the check" confirming it will be departmental billed. The signer needs to notate the department name and fund code (if known) on the receipt. It is not necessary to record the meal attendees on this receipt, as has been required in the past. The department will need to send the attendee list in with the purchase order in HokieMart.
- Once the event/meal has taken place, The Inn will send an invoice via email to the department's point of contact referencing the hotel folio number and an invoice number showing the total cost of the lunch or dinner being charged. The signed receipt will be included.
- Immediately upon receiving the invoice from The Inn, University departments should submit a HokieMart non-catalog requisition to HokieMart Supplier Number **906547147, The Inn at Virginia Tech**. As with any other business meal payment or reimbursement, the department should attach the attendee list as an attachment to the purchase order. The business purpose of the meal should also be included. If the department received permission for the business meal ahead of the catered meal, they should attach that communication. HokieMart will route the requisition to Accounts Payable for review and approval of the business meal expense.
- **Departments SHOULD NOT forward the Invoice from The Inn to VT Accounts Payable. Instead, The Inn will send an electronic payment request through HokieMart for payment processing. Accounts Payable does not need the invoice received by the department to process the payment.**
- University departments should fully receive the HokieMart purchase order with a Quantity Receipt or a Cost Receipt if only a portion was received.
- Upon a three-way match between the HokieMart purchase order, a receipt on the purchase order submitted by the department in HokieMart and the electronic request for payment submitted by The Inn, a payment will be electronically generated by Banner/HokieMart to The Inn by the University.



Group Events: Conferences, Meetings, Seminars, Workshops, Receptions

Please note: Virginia Tech's Continuing and Professional Education Department can assist with planning conferences, seminars, or workshops. They will work directly with the sales team at The Inn on behalf of your department: <https://connect.cpe.vt.edu/>

The contact number for the group sales team at The Inn is: 540-231-8000 (Ask for Group Sales, you will be transferred).

- Once an event is planned, the Group Sales department at The Inn will provide you either a BEO (Banquet Event Order) or a group event sales contract outlining the details of the event.
- University Group Sales events at The Inn are subject to cancellation and attrition fees should the event need to be cancelled within a designated time window before the event takes place. The sales staff will work with departments to develop these milestone dates for confirmation of attendee numbers or lodging rooms utilized within a block.
- Before the event and once attendance numbers have been guaranteed and a dependable estimate of the cost of the event has been determined, departments should enter the BEO or Contract details in to a HokieMart Purchase Requisition to supplier **906547147, The Inn at Virginia Tech** and attach the backup as an external attachment document on the purchase requisition.
- If the event costs need to be encumbered for budgetary reasons, earlier entry of the purchase requisition/purchase order is allowable but may need to be cancelled and re-entered if the costs greatly change prior to the event taking place.
- The purchase requisition should show all meal costs or hotel lodging and be coded appropriately to show the event is within a per diem line item. Note: overages and alcohol will have to be paid for by The VT Foundation.
- The Purchase Order will be sent to The Inn electronically through HokieMart.
- The Inn will send a final invoice to the department following the event. **This invoice DOES NOT need to be sent to VT Accounts Payable.** When the invoice is received, receiving confirmation should be promptly entered in to HokieMart.
- The Inn will electronically request payment from the university through HokieMart for the actual costs of the event. If there is a variance in costs of the final invoice to the original purchase order, VT Accounts Payable will be in touch with the department to receive further approvals to proceed with payment.
- Upon a three-way match between the HokieMart purchase order, a receipt on the purchase order submitted by the department in HokieMart and the electronic request for payment submitted by The Inn, a payment will be electronically generated by Banner/HokieMart to The Inn by the University.



Blanket Orders for Repetitive Services

If a University department conducts routine meals or meetings at The Inn and historically has used a "Blanket Purchase Order", The Inn can facilitate Blanket Orders again for these unique situations.

Examples of when a Blanket Purchase Order could be the right process would be if personnel from a department routinely have meals at Preston's regularly in conducting business for the University. In this scenario the following process will be necessary to follow to set up a Blanket Purchase Order:

- Generate a non-catalog requisition to HokieMart Supplier Number **906547147, The Inn at Virginia Tech.** The description should be "Blanket Order for Meals Planned at Preston's for the next six months (or for FY23, as applicable)". The dollar amount of the purchase order should be a whole number that is an estimate of how much total expense would be expended on these repetitive meals. Code the purchase order for Business Meals so Accounts Payable can approve the blanket order with a valid business purpose for the blanket purchase order.
- The HokieMart Purchase Order will electronically be sent to the business office at The Inn.
- Communicate directly with the Director of Finance, Jennifer Thompson, (540-231-0101, Jennifer.thompson@innatvirginiatech.com) to let her know that you wish for a Blanket Purchase Order be held and charged against for these meals. With each invoice sent, University departments should partially receive the HokieMart purchase order with a Cost Receipt for the cost of that invoice.
- **Departments SHOULD NOT forward the Invoice from The Inn to VT Accounts Payable. Instead, The Inn will send an electronic payment request through HokieMart for payment processing. Accounts Payable does not need the invoice received by the department to process the payment.**
- Upon a three-way match between the HokieMart purchase order, a receipt on the purchase order submitted by the department in HokieMart and the electronic request for payment submitted by The Inn, a payment will be electronically generated by Banner/HokieMart to The Inn by the University.

Frequently Asked Questions And Reminders

- **What is the right Supplier ID to use when doing business with The Inn?**

The correct HokieMart supplier is: The Inn at Virginia Tech, Supplier Number 906547147.

- **Should I send a copy of the invoice I received from The Inn to Virginia Tech Accounts Payable?**

No, we have The Inn set up as a HokieMart supplier who will “flip” purchase orders in to a request from payment, all electronically, through the HokieMart system. This is an efficient and effective way to get the request for payments in to the AP system without the AP staff having to key the invoice. The payment will not be made until there is a three-way match between the Purchase Order, the Invoice (electronic request for payment in HokieMart) and Receiving in HokieMart.

- **Should I attach folios, guest checks and backup documentation in HokieMart?**

Attach the documentation that is the backup for the purchase order as an “external attachment”. This helps the business office staff at The Inn match up for their electronic payment request and also helps Virginia Tech AP see the nature of the charges and a guarantee it is a business-related charge. But departments need not send the invoice received from the Inn to VT Accounts Payable, it is still okay to attach it to the requisition in HokieMart.

- **At what point do I submit a receipt in HokieMart?**

After the event, meal, meeting, hotel stay, etc. is completed and you have a confirmation of the costs charged by the business office at The Inn. You should receive the purchase order so Accounts Payable knows it is okay to process the payment. The receipt can be a Quantity Receipt or a Cost Receipt, whichever is applicable.

- **How do I change the person receiving invoices from The Inn’s business office?**

The Inn is using the master listing of fiscal contacts by Fund Numbers maintained by VT Controllers to get invoices to units, departments, or colleges appropriately. If they are not routing correctly, call the Business Office and request they update this master list.

- **Explain the policy regarding cancellation of an event at The Inn?**

The Inn will include language in the BEO (Banquet Expense Order) or a formal contract for a reserved or planned event that will outline the cancellation policy for that event. The Inn uses standard hospitality industry cancellation protocols to protect themselves from lost revenues should the event have to be cancelled. The agreement will be built around a determined date where if the event has to be cancelled after that date, the department will be subject to partial payment toward the loss revenue of The Inn. As you are planning your event, the sales staff from The Inn will explain the cancellation clause to you and the dates for which your department will need to work toward to guarantee the event will take place as planned. This is similar to the allowances we agree to with hotels not located on campus.

- **Explain the policy regarding attrition fees?**

Similar to a cancellation cost, attrition applies to room blocks or events where a department has committed to a certain number of attendees and that number of attendees do not reserve rooms or the event size must be decreased because the number of attendees did not sign up to attend. Attrition is built around milestone dates, which the sales staff will go over with you during the planning of the event. Once those attrition dates pass, the department will be responsible for at least a portion of the revenue based on the number originally agreed to.

Have other questions? Those can be sent to hokiemart@vt.edu for review. Questions may be answered in coordination with the Sales and Business Office Staff from The Inn and Skelton Conference Center.