



Washington Duke
Inn & Golf Club®

Washington Duke Inn & Golf Club Earns Top Awards from the North Carolina Restaurant & Lodging Association

Durham, N.C., February 3, 2015 — Last night the North Carolina Restaurant & Lodging Association (NCRLA) honored the best in the hospitality industry at its Taste of North Carolina & the Stars of the Industry Awards at the Raleigh Marriott Center City. The Washington Duke Inn & Golf Club is pleased to announce that General Manager Randy Kolls was named NCRLA Lodging Operator of the Year and Housekeeping Supervisor Carla Elliott, the Inn's longest tenured employee, was NCRLA's Lodging Employee of the Year.

In 2014, as the Washington Duke Inn & Golf Club celebrated its 25th anniversary, Kolls marked 10 years at the helm of the distinguished property. His exceptional leadership over the past decade has led the Inn to achieve many accolades, including consistently garnering some of the highest customer service scores in the luxury hotel market nationally. The Washington Duke Inn & Golf Club and its flagship restaurant, the Fairview Dining Room, maintain AAA Four Diamond Award status. The Fairview Dining Room also earned the Forbes Travel Guide Four-Star Award in 2014 and consistently wins the *Wine Spectator* Award of Excellence.

When Kolls joined the Washington Inn & Golf Club in 2004, he brought with him decades of hospitality management experience as well as stellar professional recognitions. He was selected as General Manager of the Year in 1988 by the Oklahoma Hotel and Motel Association. He was also selected by the South Carolina Restaurant and Lodging Association as Hotelier of the Year in 1992. Shortly after his arrival at the Inn he guided the property, owned by [Duke University](#), through an extensive expansion project and is currently overseeing future property renovations that are strategically planned around high-occupancy periods and seasons. Guest rooms, guest floor corridors and other public area enhancements will be completely refurbished by the end of 2016.

As part of his responsibilities Kolls ensures that the Inn and its staff actively participate and support community causes and organizations. He is a past board member of the North Carolina Restaurant & Lodging Association, the Triangle Area Hotel-Motel Association and is also an active member of Southern Innkeepers.





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Elliott, the Inn's other award recipient, joined the Inn's staff as a housekeeper just a few days before its public opening in 1988. She's experienced tremendous growth in her 25-year career and now serves as supervisor of the Inn's 60-person housekeeping team. During her tenure, she has trained hundreds of staff and instilled in them the Inn's high hospitality and service standards. Her expectations for service have made a lasting impression not only on her team members, but also on other staff members throughout the hotel. The consideration she shows for fellow employees and the Inn's guests is truly remarkable.

"It's an honor to be at the helm of the Washington Duke Inn & Golf Club and receive recognition not only for my work, but the hard work of the entire staff who've made it the first-class property it is," Kolls says. "Employees like Carla are especially deserving of this award and are the lifeblood of our hotel and the hospitality industry. Because of her and staff members like her, managing a property with 300 staff members and the tens of thousands of annual guests is a true joy. It's these characteristics and qualities that deem her most deserving of this award and the Inn such a special place to work and play," say Randy Kolls.

About NCRLA: Established in 1947, the North Carolina Restaurant & Lodging Association (NCRLA) works to advance and protect North Carolina's \$18.8 billion restaurant, foodservice and lodging industry. The association provides access to the resources and support restaurant and lodging professionals need to lead thriving businesses, while serving as conscientious, contributing members of an unparalleled industry. To learn more information about NCRLA or its membership opportunities and cost-saving benefits, please visit www.ncrla.org.

About the Washington Duke Inn & Golf Club: The [Washington Duke Inn & Golf Club is located on the campus of Duke University](#), only twenty minutes from Raleigh-Durham International Airport and ten minutes from Research Triangle Park. The Washington Duke Inn is the only AAA Four Diamond hotel in Durham, North Carolina. Nestled on 300 acres filled with tall pines and hardwoods, the Inn is known for its beautiful facility and grounds, 271 elegantly appointed guest rooms and suites, marvelous cuisine in the Fairview Dining Room — winner of the AAA Four Diamond Award, 2014 Forbes Travel Guide Four-Star Award and *Wine Spectator* Award of Excellence — the Bull





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Durham Bar, the Robert Trent Jones-designed 18-hole championship Duke University golf course, and its convenience to local points of interest. It is set apart from other area hotels and conference centers by unparalleled service, a gracious staff, luxurious interiors and attention to detail. The Inn is owned by Duke University and is managed by WDI Durham Management Company of Durham, North Carolina. For more information or reservations call 919.490.0999 or 800.443.3853, or by visiting washingtongdukeinn.com, and on Facebook at facebook.com/WashingtonDukeInn and on Twitter at twitter.com/washingtongduke.

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