



Date: April 3, 2017

To: City of Pomona  
Planning Department

Attn: Nancy Lee  
Associate Planner

Re: CUP Application  
**Operation & Security Plan**  
**DRAFT**

Nancy,

Hilton Garden Inn is a major hotel Brand that is part of one of the most recognized names in the industry, Hilton Hotels & Resorts. This hotel Brand joins more than 686 locations worldwide. Hilton Garden Inn® is an award-winning, upscale, yet affordable hotel Brand that offers travelers welcoming hospitality with inviting social spaces and high-end amenities.

The hotel will be operated by a Hilton certified management company to ensure the highest standards in guest experience. There will be an average of about 10 employees working at the facility at any given time. The number of employees will increase during meeting events during the day and reduced during the evening hours.

Hilton Garden Inn has a full-service restaurant and bar, offering cooked-to-order breakfast, dinner room service, and a full bar to unwind at the end of a busy day. The hotel will also offer meeting space for gatherings in which food and beverages, including alcohol may be served.

Following Hilton Hotels & Resorts operations guidelines and security standards, the Pomona Hilton Garden Inn will employ discipline training for staff at all levels, including the Food and Beverage operations. Bar services is anticipated to accommodate the main lobby guests, including an adjacent outdoor patio, and provide service to banquet & meeting operations on a reserved basis.

As a full time operating hotel, professional management employ the following:

- The lobby will be organized to be an open, well lit, space with various seating areas and designed to facilitate visual oversight of guest activities, including the bar operations.
- Security systems, including cameras and recording equipment, installed to provide surveillance at key locations around the hotel property
- Security system and procedures to be operational 24/7.
- Hotel staff training, including Food & Beverage service staff members.
- Cash control / money management will be govern by established Hilton standards for operations & safety
- POS registers will be designed and located to provide convenience and safety
- Hours of alcohol sales will be from 11:00 a.m. to 2:00 a.m.
- As part of the hotel main lobby, there will be continuous staff to personally oversee the public area, including the bar operations