

When Hospitality Feels Like Home

Regulars at the Country Inn & Suites by Radisson Lewisburg, Pennsylvania say the hotel truly is a “home away from home” — and to owner Chris Baylor, that’s the ultimate compliment.

Your browser does not support the video tag.

“Our family’s been in the area since the sixties so we know the area really well, we know the people really well,” he explains. Those deep roots have shaped the hotel. “I want our guests to remember us for being so friendly — the most friendly hospitality business they’ve ever been to. And that’s what’s gonna bring ‘em back.”

Harry is one of the many guests who do keep coming back. “When you walk in this hotel, it does feel like walking into a home,” he says. “In fact, I used to joke with my friends that this was my home away from home. It’s really clean, the staff are very friendly — they call me by name.”

Walking into a home is exactly how a guest should feel when they enter a Country Inn & Suites, explains Choice Hotels International Regional Area Director Susanne Simpson. “The Country Inn & Suites brand allows them to walk in from a day on the road or a week of travel and feel like ‘I can take a deep breath. I’m going to be taken care of.’ It’s cozy, it’s comfortable, there’s a fireplace. It’s not overdone — it’s the simple touches of home.”

Those touches and the owner and staff’s commitment to warmth and hospitality resonate with travelers. “Anybody that I know that’s coming to this area, I always recommend this hotel,” says Dave, another regular guest. “Even if I’m having a bad day, when I walk in that door, things change. I’ve never had the same type of atmosphere anywhere else.”

“When I have friends over to my house, I want them to feel special,” explains General Manager Jennifer Vargo. “And with guests, I really want them to feel welcome and at home while they’re staying with us.”

That commitment to warmth and familiarity is what defines the guest experience at the hotel. “The staff was very sincere with welcoming anyone into this hotel,” says Donna, yet another regular at the Lewisburg Country Inn & Suites. “They’re my second family.”

For Chris, the owner, that sense of home is the ultimate goal. “People love to travel — they love to go see different places. But they love coming home at the same time,” he says. “So if you can combine the two, you’ve got a home run. And I think that’s what we have at Country Inn & Suites.”