

Cousins' Country Inn

Charter Business® gives hotel a competitive edge

Located in The Dalles, Oregon, Cousins' Country Inn provides comfortable lodging for the growing number of tourists attracted to the area for its windsurfing, recreational fishing, scenic waterfalls, and spectacular hiking and biking routes. The great views continue inside, thanks to Charter Business Cable TV®.

Jim Hoffman, general manager of Cousins' Country Inn, explains: "The property was recently renovated, including the purchase of LCD flat-panel televisions for the guest rooms. During this remodeling process, Charter Business® installed the new cable lines that we needed. Our guests enjoy Charter Business Cable TV, which provides excellent reception and a choice of about 60 channels. This gives Cousins' Country Inn a competitive edge in our market, since other local hotels use satellite and can't offer as many channels." Cousins' Country Inn also provides free DVDs in the lobby for guests to enjoy while relaxing after a busy day of outdoor activities.



The three different wings at Cousins' Country Inn give guests a choice of room styles:

STEELHEAD WING

These beautiful rooms are often described by guests as "feeling very Zen." They are designed with a calming color palette, flickering fireplace, and warm woods.

CHINOOK WING

A subtle, contemporary Pacific Northwest style is the focus in these rooms, with luxurious cotton blankets and leather seating.

COHO WING

Timeless and classic, rooms in this wing feature comfy overstuffed sofa-chairs that are ideal for napping.

The welcoming atmosphere of Cousins' Country Inn is further enhanced by the many guest amenities. They include homemade family-recipe cookies, an outdoor pool and indoor Jacuzzi hot tub, free Wi-Fi, guest laundry facilities, and complimentary passes to The Dalles Fitness Club.



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— JIM HOFFMAN, GENERAL MANAGER OF COUSINS' COUNTRY INN,
WWW.COUSINSCOUNTRYINN.COM

Cousins' Country Inn also has Charter Business Telephone® and is very pleased with the service. "We're affiliated with three other hotels through Escape Lodging: The Ocean Lodge, Inn at Cannon Beach, and Van Buren Lighthouse Inn. Because of the success of Charter Business Telephone at Cousins' Country Inn," Hoffman says, "we decided to use the same phone service at these other properties. We appreciate the cost savings and the fact that it works with our PBX system and is completely transparent. It's been a reliable phone service with zero downtime."

The Charter Business local support team is also important to Hoffmann and his staff. He notes, "With Charter Business, there are people in my neighborhood who are here when I need them; I'm not calling a faraway company. I know my Charter Business support team personally, and they respond quickly when I contact them."

Hoffman adds, "Cousins' Country Inn is a full-service property with tremendous value. Charter Business plays a role in this by helping us provide service to our guests at a competitive price."

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