

Potomac the Panda always loved visiting the National Zoo in Washington D.C. and spending time with his cousins. One afternoon, after a fun-filled family day, he began his trek home to his own habitat. As he approached the exit, he noticed a spectacular mirror structure rising above the Washington, DC skyline. It was the Conrad Washington, DC Hotel looming in the distance. Potomac realized that he had never stayed in a hotel before. Curious about what it would be like, he checked it out.

Upon entry, he was greeted by the friendly team members at the Guest Services Desk. He was welcomed with open arms. They asked him about his day and complimented him on his beautiful black and white fur. Potomac felt more at home at the Conrad than he ever had before. Hence, he decided to stay for a few days.



Upon check-in, he was amazed at how clean his room was, thanks to the hotel's wonderful housekeeping staff. He felt like royalty as he lounged on his comfortable bed overlooking CityCenter. That first evening he had a delicious dinner at Estuary. He really enjoyed being part of the hotel community. His outgoing nature allowed him to easily make friends with the guests and team members alike.

One day, as Potomac was enjoying a bamboo snack in the lobby, he overheard a conversation between two guests. They talked about how much they missed their pets back home and how difficult it was to travel without them. Potomac felt a pang of sympathy for the guests. Suddenly it dawned in him. He knew exactly what to do. He scurried up to his room and rummaged through his suitcase until he found his favorite stuffed animal, a tiny panda that he had received as a gift from his mother. He brought the little panda down to the lobby and presented it to the guests, hoping it would comfort them during their stay.

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The guests were overjoyed and even snapped a photo with Potomac and his stuffed animal. From then on, Potomac made it his mission to spread kindness and joy to all the guests and team members at the Conrad Hotel. He started leaving little notes of encouragement for the housekeeping staff, thanking them for their hard work and dedication to keeping the hotel clean and comfortable. He also made a point to greet every guest he came across, making them feel welcomed and loved. Potomac's acts of kindness didn't go unnoticed. The staff at the Conrad Hotel were so touched by the sweet gestures that they decided to name a new dish at the Estuary restaurant after him. The "Potomac Panda Pasta" quickly became a guest favorite, and Potomac was proud to have left his mark on the Conrad Hotel.

One day, Potomac had the opportunity to help out the hotel's concierge team. A family had lost their child's favorite stuffed animal. PANDA-monium ensued. The child found losing his favorite toy difficult to "bear". Team members frantically searched for the misplaced creature. Potomac, with his keen sense of smell, located the lost toy under a couch in the lobby. The family was overjoyed and grateful. Potomac felt pride to have played a role in the search and rescue.

At the end of his stay, Potomac knew he would miss his new friends and the cozy comfort of the Conrad Hotel. But he also knew he would forever have Conrad memories with him. As he waved goodbye to the staff and guests, he felt grateful for his decision to stay at the Conrad Hotel. He knew he would always carry this special place in his heart and looked forward to his next visit, whenever that may be. The Conrad team missed Potomac's enthusiasm and vitality. The Conrad Cares Committee made a motion to design a panda as a tribute to their friend and for children to enjoy.

Welcome to the Conrad Washington DC!
Please give Potomac Panda lots of hugs.

Scan the QR Code to enjoy Potomac the Panda's story on your mobile device.

