

# **American Hospitality Management**

**Fall, 2013**

## **In This Issue:**

**Sporting News Grill Opens for Business**

**Property Gains New Leadership**

**Guest Comments**

**IHG Conference**

**WMGNO Celebrates OSAT Score**

**WMGNO Receives OSAT Score Letter**

**Residence Inn Appreciation Letter**

**Taking Care of Guests is Priority**

**Great Guest Service is What it's All About**

**Staybridge Suites Kalamazoo Recognizes Team**

**In The News**

**Polynesian Employee of the Months**



# SportingNews

## G R I L L



**A**s of October 1, 2013 the **Holiday Inn Big Rapids** new restaurant, the Sporting News Grill was officially open for business. The sports bar began its transformation in July and got a complete overhaul in just a few short months.

The restaurant has 13 HD televisions, NFL Sunday Ticket, NHL Center Ice and a brand new sound system for all the sports fans to come and enjoy their favorite games. While there they can treat themselves to the wonderful new menu and some very popular 23oz football shaped mugs for the 14

draft beers on tap.

"Guests are very impressed with the new décor and food," said General Manager Eric Vert.

With great food and a great atmosphere this is one restaurant hotel guests and city residence must check out.

You can visit the Sporting News Grill Facebook page at <https://www.facebook.com/pages/Sporting-News-Grill-BR/608464002511581> for all the latest specials and information.





# REAL FANS TRUST SPORTING NEWS.

**Real Insight. Real Fans. Real Conversations.**

Whether you visit SportingNews.com on your computer, The Sporting News app on your tablet or our sport-specific mobile apps, we have you covered on any device.

## SPORTINGNEWS.COM

► Fueling informed conversations among real fans

## THE SPORTING NEWS TABLET APP

► Daily. Personalized. Free.

## SPORTING NEWS MOBILE APPS

► All-access, single sport experiences on-the-go

## SPORTS ON THE GO



## OWN A PIECE OF SPORTS HISTORY

Iconic covers dating back to 1886 from the country's first sports publication

- Museum quality prints and frames
- New images are added weekly
- Fast delivery, shipped to hang

ORDER TODAY AT:

**COVERS.SPORTINGNEWS.COM**

Use code "SNGRILL" for 10% OFF

©2012 UnderCoverMedia® UnderCover Media Group. All rights reserved. All trademarks are the property of their respective owners. Printed in USA.

## ALL-STARTERS

### APPETIZERS

<b>BUFFALO CHICKEN WINGS</b> Choose from traditional or boneless. Have them meek and mild or hot and wild. Choose from Buffalo, Asian or barbecue style. Served with blue cheese and celery.	\$7.99
<b>ONION RINGS</b> Large onion rings with chipotle ketchup.	\$4.99
<b>SPINACH &amp; ARTICHOKE DIP</b> Spinach, artichokes and melted cheese served with tortilla chips.	\$7.99
<b>SOUTHWEST EGGROLLS</b> Three rolls filled with chicken, black beans, corn, Pepper Jack cheese, & spices. Served with a tropical fruit salsa.	\$7.99
<b>CHICKEN FINGERS</b> Tender chicken strips fried to a golden brown. Served with your choice of honey-mustard or ranch. For the daring, try them Buffalo-style.	\$7.99
<b>CHICKEN QUESADILLA</b> Grilled chicken, peppers, onions and melted cheese in a buttery grilled tortilla.	\$8.99
<b>MINI ANGUS BURGERS</b> Three bite-size Angus cheeseburgers topped with lettuce, onion, tomatoes and served with french fries.	\$7.99
<b>LOADED NACHOS</b> A heavy portion of our freshly fried chips loaded with beef and beans. Smothered with cheese, lettuce, tomatoes and jalapeno peppers. Served with sour cream and guacamole.	\$8.99
<b>BUGOUT PLATTER</b> Wings, chicken strips, onion rings and chicken quesadilla served with sour cream, blue cheese dressing and chipotle ketchup.	\$11.99

## GREENS & BOWLS

### SOUPS AND SALADS

<b>SOUP</b> Each day our Chef creates a new selection.	Chp \$3.99	Bowl \$4.99
<b>WHITE BEAN CHICKEN CHILI</b> A flavorful bowl of chili with white beans and chicken.	Chp \$3.99	Bowl \$4.99
<b>SOUP AND SALAD</b> Soup du jour with crisp field green salad or small Caesar.	\$6.99	
<b>CRISP FIELD GREEN SALAD OR SMALL CAESAR SALAD</b>	\$4.99	
<b>CHICKEN COBB SALAD</b> Grilled chicken breast, shredded Colby cheese, bacon, tomato, egg and cucumbers on a bed of crisp greens.	\$8.99	
<b>CRISPY CHICKEN SALAD</b> Crisp mix of greens topped with cucumbers, tomatoes, roasted corn, shredded Cheddar cheese and crispy chicken strips. For a switch try it Buffalo-style.	\$8.99	
<b>CAESAR SALAD</b> Our version of a classic - crisp romaine lettuce with your choice of grilled chicken or salmon.	\$6.99	
<b>With Chicken</b>	\$8.99	
<b>With Salmon</b>	\$11.99	
<b>APPLE STRAWBERRY AND WALNUT SALAD</b> Charbroiled chicken breast atop field greens tossed with fresh strawberries, green apple, toasted pecans and raspberry vinaigrette. Topped with blue cheese crumbles.	\$8.99	
<b>GRILLED SIRLOIN STEAK SALAD</b> Grilled steak topped with blue cheese, grape tomatoes and red onions served over mixed greens.	\$9.99	

## THE BIG PUCK

A 12" pizza brushed with garlic infused extra virgin olive oil covered with classic marinara sauce and then topped with a special blend of cheeses.

### PIZZAS

<b>4-CHEESE</b> Mozzarella, Cheddar, Provolone and Parmesan in perfect harmony.	\$9.99
<b>PEPPERONI</b> The finest pepperoni tops Mozzarella cheese and a rich Italian tomato sauce.	\$10.99
<b>SUPREME</b> A savory blend of sausage, pepperoni, onions and peppers with Mozzarella cheese and Italian tomato sauce.	\$11.99
<b>BARBECUE CHICKEN PIZZA</b> Diced chicken and bacon with Mozzarella cheese and barbecue sauce.	\$11.99
<b>VEGGIE SUPREME</b> Fresh mushrooms, red onions, green peppers, tomatoes, and black olives make this a veggie fan's favorite	\$10.99

## BETWEEN THE BUN

Each of our Between the Bun items are served with your choice of one of our side items.

### ANGUS BURGERS AND SANDWICHES

<b>SPORTING NEWS GRILL ALL-STAR ANGUS BURGER</b> Our 8 ounce Angus burger with blue cheese, three strips of thick cut bacon and barbecue sauce on the side.	\$8.99
<b>ANGUS BURGER</b> Half pound Angus patty grilled to order with lettuce, tomatoes, pickles and onions. Add your choice of cheese for \$1.00.	\$7.99
<b>MUSHROOM &amp; SWISS BURGER</b> Sautéed mushrooms topped with melted Swiss cheese.	\$8.99
<b>BACON BARBECUE BURGER</b> An 8 oz Angus burger with barbecue sauce topped with crisp bacon strips and melted Cheddar cheese.	\$8.99
<b>CLASSIC CLUB</b> Shaved turkey ham, bacon, lettuce and tomato with Swiss and American cheese served on your choice of croissant or toasted bread.	\$7.99
<b>GRILLED CHICKEN SANDWICH</b> Tender chicken breast topped with caramelized onions and Pepper Jack cheese.	\$8.99
<b>FRIED CHICKEN SANDWICH</b> Crispy fried chicken breast with lettuce and tomato served on a toasted kaiser roll with ranch dressing on the side. Try it in a wrap. Buffalo-style is great too!	\$8.99
<b>PHILLY CHEESE STEAK</b> Thinly sliced steak grilled with peppers, onions, and Provolone cheese. Served with au jus.	\$8.99
<b>GRILLED SALMON BUT</b> Maple grilled salmon filet topped with crispy bacon, lettuce and tomato on a whole wheat bun.	\$11.99
<b>MONTE CRISTO</b> Wheat bread piled high with oven roasted turkey, ham, Swiss and American cheese. Then deep-fried in our house batter and topped with powdered sugar. Served with a raspberry sauce.	\$8.99

## SLAM DUNKS

Each slam dunk is served with your choice of two side items. Except for pasta dishes which are served with one side.

### STEAKS AND ENTREES

<b>FLAME BROILED RIB-EYE STEAK</b> A 12 ounce Grade A Choice rib-eye steak, specially seasoned and grilled to perfection. Served with butter sauce.	\$18.99
<b>NEW YORK STRIP STEAK</b> 12 ounce strip closely trimmed and served with mushrooms.	\$18.99
<b>GRILLED TOP SIRLOIN STEAK</b> 8 ounce top sirloin steak grilled to perfection.	\$13.99
<b>GRILLED SEAFOOD PLATTER</b> Salmon, shrimp skewer, and crab cakes served with a remoulade sauce.	\$15.99
<b>GRILLED SALMON</b> 8 ounce salmon grilled to perfection and topped with citrus butter or soy honey glaze.	\$13.99
<b>MONTEREY GRILLED CHICKEN</b> Tender grilled chicken breast topped with barbecue sauce, freshly diced tomatoes, crisp bacon, Monterey Jack cheese and scallops.	\$10.99
<b>BARBECUE RIBS</b> Tender, mesquite-smoked pork ribs, glazed in our tangy barbecue sauce.	Half Rack \$13.99 Full Rack \$17.99
<b>BEER BATTERED FISH AND CHIPS</b> Beer battered cod cooked to a crisp golden brown. Served with our signature homemade tartar sauce.	\$9.99
<b>PESTO GRILLED CHICKEN PASTA</b> Pesto grilled chicken breast tossed with penne pasta and a basil cream sauce. Served with garlic bread.	\$10.99
<b>GRILLED VEGETABLE PRIMAVERA</b> Seasoned grilled vegetables tossed with Parmesan cheese and served over penne pasta. Served with garlic bread.	\$8.99
<b>NEW ORLEANS CHICKEN AND SHRIMP PASTA</b> Charbroiled chicken and shrimp served over a penne pasta and a Cajun sauce. Served with garlic bread.	\$12.99

## SWEET VICTORIES

### DESSERTS

<b>NEW YORK CHEESECAKE</b>	\$4.99
<b>KEY LIME PIE</b>	\$4.99
<b>COLOSSAL BROWNIE DELIGHT</b>	\$4.99
<b>ICE CREAM SUNDAE</b>	\$2.99
<b>A LA MODE</b>	\$1.99

Ask your server about assorted soft drinks and other beverages.



\*Consuming raw or undercooked meats, poultry, seafood, shellfish or eggs may increase your risk of foodborne illness, especially if you have certain medical conditions.



# Property Gains New Leadership

Joy Donaldson joins Staybridge Suites – Kalamazoo as General Manager



**J**oy Donaldson joined the Staybridge Suites Kalamazoo team as General Manager September 23, 2013.

“I am thrilled to be at the Staybridge Suites. I love working at a property that feels more like ‘home’ than just a ‘bunch of hotel rooms’. I’m looking forward to growing the team, developing relationships with both the staff and the guests, making all of our guests feel like they really are a home, and moving up to the #1 Staybridge Suites in North America,” said Donaldson.

In the hospitality industry for over 15 years Joy has the experience needed to run a smooth operation. She has worked in everything from an 80 room ‘cozy’ hotel to a 200 room full service hotel to a 414 room indoor resort water park. With each experience came their own challenges and with that Joy has learned new lessons and has grown as a manager and a person and can bring all that knowledge to the Staybridge Suites.

Only being with the property since September she has already experienced numerous highlights. A few that stood out were a big hug and thank you that an employee just gave her for helping them out, seeing the staff rally around an employee who’s apartment building had a fire (they collected clothes and items for her), watching the employees embrace change and be EXCITED about setting goals, being greeted by her ‘favorite’ two year old and eight year old every morning who are currently long term guests in the hotel and a TripAdvisor review from a guest who was an absolute RAVING fan of the hotel and their stay. With that many highlights in the first two months it looks like she will have a bright future with the hotel.

“I love the Staybridge Suites and am thrilled to be there. This is a great hotel with great guests and great staff. I am looking forward to growing with the team here and striving for excellence every day. We are on our way to being the best of the best and I can’t wait for the ride. It’s been exciting so far!” said Donaldson.

We are happy to have her as part of the American Hospitality Management team and look forward to her leadership with the Staybridge Suites – Kalamazoo. Welcome Joy!





# Guest Comments

## A guest comment received at Courtyard New Albany...

**“Every member of staff from director to grounds staff have been amazing.”**

We have stayed all over the world in many types of hotels from 5 Star to boutique and I can only say we have never received such amazing warm service as we have during our stay here at the New Albany Marriott. Every member of staff from director to grounds staff have been amazing, nothing has been too much trouble for them. I even crashed our hire car and broke my wrist close by to the hotel, Marriott staff made sure we were looked after by the EMS and checked on me and our 5 month baby when we returned to hotel. I can not recommend this hotel highly enough to anyone planning a trip to Columbus Ohio, avoid downtown hotels and stay in New Albany. 11/10 on all levels.

## A guest comment received at Holiday Inn Express Sidney...

The Holiday Inn Express team did an excellent job at making me feel at home. I want to give a shout out Adam for being very informative, Kory for being an excellent host, and Kathy for being the nicest person on the planet! Thank you Holiday Inn Express of Sidney Montana. Thank you.

## A guest comment received at Staybridge Suites Kalamazoo...

Staybridge Suites exceeded our expectations! Seriously, it was awesome! We'd love to go single out a specific person – but everybody here made ‘the extra step’. Good Job!

## A guest comment received at Staybridge Suites Okemos...

Comfortable room, nice having the kitchenette; good breakfast. Clean room. Did not have time to try out the indoor pool, but it looked inviting. Good location for my needs. Would definitely stay here again.

## A guest comment received at Courtyard New Albany...

New hotel- great location. Very clean and everyone was very friendly and helpful. The shower is amazing!! I ate at the hotel dinner and breakfast and the food was fresh and tasty! I will stay here again and highly recommend.

## A guest comment received at Staybridge Suites Indianapolis...

Once again, Staybridge Suites did not disappoint. The common areas, both inside and out, were beautiful, comfortable, spacious and immaculate - as were the rooms. We had a two-bedroom/two-bath suite with ample closet space and all of the conveniences you would expect - even some that you wouldn't! It truly is like a home away from home. The staff was extremely helpful and the breakfast buffet was excellent. Food is available 24/7 in their "pantry" and a major grocery store is just minutes away. The indoor pool was refreshing after a long day. I highly recommend this property and would definitely stay here again.

**“It truly is like a home away from home.”**



# Guest Comments

## A guest comment received at Holiday Inn Express Lexington...

Due to my wife being in the nearby U of K cancer center, I stayed there for a month. Chad Whisnant, the GM and his staff were most accommodating in every aspect of my stay. There was a free breakfast each morning, room always clean and neat when I returned. There was a pool and workout room as well as eateries within walking distance of the hotel. The staff was friendly to a person. I would highly recommend staying there if in the area. The hotel was quiet at night so there was no problem getting a good night's sleep even though it was close to U of K campus.

**"I would  
highly  
recommend  
staying there  
if in the area."**

## A guest comment received at Residence Inn Lafayette...

Got stuck in Lafayette due to a storm. Called Residence Inn on spur of the moment from the road requesting a pet friendly suite. Front desk person was very cooperative and accommodating & we were able to check in immediately. Room was clean and large, grounds were well maintained and staff friendly. Breakfast was superior to the standard cold cereal and waffle fare. We found the hotel to be near restaurants and close to town. I travel often and was delighted with all aspects of this hotel.

## A guest comment received at Staybridge Suites Kalamazoo...

Worked wonderful for our family travel. Our stay was perfect. The front desk staff on second and third shift were great. Thanks for everything.

## A guest comment received at Hampton Inn and Suites Lafayette...

The hotel is neat, clean and up to date. There is lots of parking available and the hotel is centrally located in Lafayette. There is a manager's reception with food and beverages. It was one of the nicest Hampton Inns I have stayed at and I plan on staying again during my next visit to Lafayette.

## A guest comment received at Courtyard New Albany...

Exceptional. I almost didn't stay here due to the price; however, location won out as there are very limited options without driving several miles back into the city. Have to admit it was worth it. Great staff and many very surprising extras.

**"The staff  
were all very  
courteous  
and helpful."**

The food choices at the bistro were amazing. I watched them make my breakfast and was amazed by the quality of the ingredients they used--literally the same brands and ingredients I use when I cook for myself at home--for example, the smoothie had a banana, fresh strawberries (watched them wash and cap them right there), name brand plain yogurt, etc. So many healthy and tasty options that I didn't mind paying for them! The room was very clean and well equipped for my "office away from office" work session. The staff were all very courteous and helpful and I didn't notice the noise issues that others have identified. Have to admit it was worth the extra cash for the value of the extra amenities.



# Guest Comments

## A guest comment received at Staybridge Suites Okemos...

**“This place  
is a great  
find, a can’t  
miss.”**

Ended up at the Okemos Staybridge via Priceline. Couldn't have been a better choice. Stayed overnite on a Sunday while visiting MSU in early August 2013. Was greeted by a very pleasant night desk manager who also is a student at MSU and was very helpful in giving us local directions and restaurant information. Hotel must be somewhat new as EVERYTHING in the room and hotel in general was in great shape. Unfortunately we weren't staying long enough to utilize and enjoy all the contents (kitchen area) of the suite. Complimentary Breakfast service was better than most. This place is a great find, a can't miss, something that you wouldn't think of finding in this area. Highly recommend this place when staying in the area.

## A guest comment received at Hampton Inn and Suites Lafayette..

The Room was very nice. It was clean and comfortable, with all the expected amenities. The hotel is in a very nice area, with lots of trees surrounding the property. All service was excellent and the staff was friendly and accommodating. We would stay here again and will recommend to others.

## A guest comment received at Hampton Inn and Suites Riverton...

Wonderful staff and very clean! The staff went above and beyond what was expected of them. The beds were very comfortable and the hotel was very clean! We would recommend this hotel to others and will be back in the future.

## A guest comment received at Fairfield New Buffalo...

This was our second stay at the Fairfield Inn. My husband and I made a last minute decision to travel to Four Winds Casino. We did not have a reservation when we checked in at Fairfield, but that wasn't a problem. The check in experience was smooth and we were upgraded to a King suite. Our room faced the corn fields and was quiet and clean. There is a free shuttle that runs to the casino until 2 am on the weekends which is very convenient. The breakfast bar has a nice selection and hits the spot. We will be back!

## A guest comment received at Holiday Inn Express Acme...

We wanted Holiday Inn Express to know that we have had a wonderful relationship at your Holiday Inn Express & Suites located in Acme, Mich. The person we'd like to give kudos to is Jo Ellen Vert. She has always been appreciative of us in the years we have stayed there. We wanted her to be recognized as the outstanding manager she is by some of her loyal guests.

## A guest comment received at Holiday Inn Express Wisconsin Dells...

We had a group of 10 adults and decided to stay in the Presidential Suite and it was AMAZING! From the courteous front desk staff, to the mind blowing size of the room, the delicious continental breakfast, and beautiful pool area, we were soooooo happy!! I completely recommend this hotel and we all can't wait to go back!

**“It was  
AMAZING.”**



# AHM Attends IHG Conference



American Hospitality Management was in attendance at the IHG Americas Investors and Leadership Conference held over three days during the week of October 28, 2013.

This annual conference is held in order to bring more knowledge to those in the hospitality industry. The conference consists of brand sessions, guest speakers, a trade show, various Informational Seminars and training sessions for hotel General Managers and Director of Sales.

According to Senior Vice President, Fredrick Kindell the highlight for the

AHM team was the trade show. President and CEO, Don Schappacher, Senior Vice President, Fredrick Kindell, Sr. Regional Vice President, Chris Godfrey, Regional Vice President, Chris Norman and Regional Vice President, Lurry Lacour were all able to attend and take part in the informational conference and they are now bringing this knowledge back to AHM and all the properties managed by the company.

It was a great experience and the team is looking forward to next year's event.



# WMGNO Celebrates OSAT Score

Holiday Inn Express - Acme and AHM celebrate a great hotel guests love



A celebration was in order for the Holiday Inn Express – Acme once they received the news they were in the top ten within their brand family for the largest increase in OSAT scores from the previous month for the month of September.

The AHM team has witnessed the results of General Manager Jo Ellen Vert and her team's efforts when the Quality Audit was conducted and the property scored very well. Vert has led her team to produce some outstanding results in guest service as reflected on the Heartbeat scores and financially as reflected on recent P & L statements.

**"I couldn't be happier to lead such an amazing group of people they work hard every day and for that I am thankful to be their leader," said GM, Vert.**

"It is certainly pleasing to know that, coupled with the recently completed PIP, the focus you have placed on guest service has really made your hotel a GREAT HOTEL, GUESTS LOVE. Your efforts and the efforts of everyone on your team are very much appreciated," said Sr. Regional Vice President Chris Godfrey regarding Vert's leadership.

To celebrate their accomplishment they held a dinner at the Bay View Inn sports bar and restaurant. According to GM, Vert the team was very excited to hear of their accomplishments on the OSAT scores as well as passing the QA all

90% or higher. They all take great pride in keeping guests happy as they believe it to be a reflection of them and their abilities in the business. They all believe the OSAT score to be of the utmost importance and strive to continue practicing great customer service as they are a GREAT HOTEL, GUESTS LOVE.

"I couldn't be happier to lead such an amazing group of people they work hard every day and for that I am thankful to be their leader," said GM, Vert.

Job well done to the entire team of the Holiday Inn Express – Acme! You can read the official letter to the property from IHG

on the following page.

THANK YOU EVERYONE AT WMGNO!





# WMGNO IHG Letter Regarding OSAT Score

Holiday Inn Express-Acme receives IHG letter for largest increase in OSAT scores

---



Congratulations, your hotel was in the top ten within your Brand family for the largest increase in OSAT scores from the previous month for the month of September!

Creating "Great hotels Guests Love" should be a key focus for every hotel within the IHG system. By delivering consistently on our Brand promises and services our guests desire, we gain guest's trust and strengthen the possibility their future accommodation choice will be with us. Your hotel has demonstrated through the guest survey system "HeartBeat", that our collective guests are enjoying your hotels services and facilities to a high degree.

In order to be one of the best hotels, it takes strong leadership from a GM dedicated to build a service culture where the staff is empowered to exceed guest expectations regularly! It also takes a high level of commitment from ownership to provide the facilities and resources to support a pro-active guest focused environment for the on property team to thrive!

I thank you for working together to create a hotel that builds guest loyalty and differentiates itself from the competition!

Sincerely,

A handwritten signature in black ink, appearing to read "Tim Genovese". The signature is fluid and cursive, with a long horizontal line extending to the right.

Tim Genovese, Vice President  
Guest Experience & Brand Consistency



# Residence Inn Receives Appreciation Letter

Guest writes letter of appreciation for outstanding service during recent extended stay

---

RE: Comments from Recent 60 Day Resident

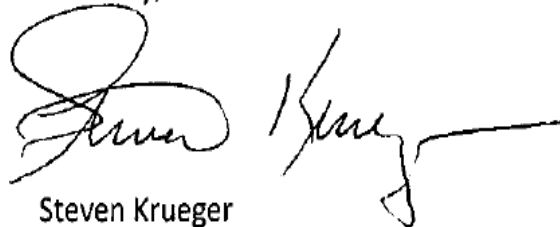
Mr. Don Schappacher:

I wanted to take a quick moment to send you a note of appreciation for your Residence Inn facility at 128 James Comeaux Road, Lafayette, LA, 70508 and to recognize some of your employees for creating a very welcoming and service oriented environment during my recent extended stay. I found your facility to be extremely customer focused, patient, and accommodating. I know in the service oriented business we have many options to choose from when it comes to Hotel accommodations. However, rest assured, when I need the services of an extended stay in the future, I will call on Residence Inn and I will surely let all of my colleagues know about the hospitality shown by your employees.

Specifically I would like to recognize the outstanding work demonstrated daily by Mr. John and Mr. Allen (maintenance); Ms Melissa, Ms Shirley, Ms Lavana, Ms Haley (housekeeping); Ms Lee, Ms Brandy, Ms Marlene (kitchen); Ms Cesalee, Ms Joddy (front desk/General Manager); and Ms Claudy Hebert (Director of Sales). I was impressed almost daily with these employees captioned above and often found myself trying to recall if I had ever had an equivalent experience in a competing hotel. I concluded, on every occasion, I had not. You should be proud of your employees at this Residence Inn and rest assured this facility is in very good hands.

I don't often take the time to write these types of letters, however, your staff has made it easy for me to find the time. My best to you and your family and to your superior staff at the Lafayette, Louisiana Residence Inn.

Sincerely,

A handwritten signature in black ink, appearing to read 'Steven Krueger', with a long horizontal flourish extending to the right.

Steven Krueger  
Special Agent  
Federal Bureau of Investigation



# Taking Care of Guests is Priority

Highlighting A Letter Received at the Holiday Inn Express - Lexington

My name is Dan and I reserved two rooms for the evening of October 29, 2013. One smoking room for a disabled friend of mine and one non-smoking room for myself.

I don't know the gentleman's name that checked me in that evening but I found him to be very professional and at the same time friendly and welcoming. Kyle is the gentleman that worked with me on making the reservations and was very understanding and helpful so I wanted to say a big "Thank You!" to both of these men.

After a rough morning of getting my friend packed and ready to return to Cincinnati we hit the road. About 20 miles south of Cincinnati I checked my cell phone and discovered I had a phone call from the hotel. When I called back Kyle answered and told me that housekeeping had found my wallet in the room. Her name was Maricela but I'm not sure I spelled her name correctly.

Not only did she turn my wallet in at the front desk but everything was there. Credit cards, cash, checks, all the things that many places I have stayed would have never have been turned in. Kyle told me that my wallet would be in the lock box at the front desk.

After getting my friend safely home to Cincinnati I drove back to Lexington and can't tell you how relieved I was not only by getting my wallet back but knowing I wouldn't have to go through all the hassle of replacing driving license, credit cards, etc.

I want to commend Marcela and Kyle by saying you have two very exceptional employees and they deserve recognition for their service and honesty. Due to their honesty Holiday Inn Express will always be my first choice in accommodations when I travel both personally and professionally.



# Great Guest Service Is What It's All About

Two letters received at WSCWI praising Ryan Conhartoski and his customer service



Ryan Conhartoski

Gentlemen, first let me congratulate you on an excellent hotel for business and pleasure. Your location and amenities are terrific but it's your staff, especially one particular member, who made my stay flawless. I cannot say that for the other non-HI properties I stayed at during my week-long trip. I spent 19 years in hotel sales and marketing so I'm detail-focused.

Ryan at your front desk at HI Dells, absolutely fulfilled his role as a hospitality provider. He was not only polite and efficient but empathetic as well. I was on business with some challenges as one always has on the road. He not only helped with my dilemma but also made me feel respected as a customer and human being. As the Aussies say, "good on you" for finding him.

*He works at the desk and helps out with Audit when needed. According to Director of Operations Jesse Kangas he's an exceptional team player!*

*Great Job Ryan!*

I just wanted to thank you for making our stay at the Dells remarkably pleasurable. My wife and I had an amazing stay at 1033 Wisconsin Parkway South.

Your staff was very friendly and "homie". Something we have not seen in awhile, in a lot of establishments.

We would specially like to thank and mention Ryan (we did not get his last name), from the front desk. He is such an exceptional host. We wanted to thank him ourselves for taking such good care of us, but on our check out day, we did not find him.

Again, thank you.





# Recognizing Staybridge Suites Team Members

Joy Donaldson highlights team members from Staybridge Suites Kalamazoo



We have hired a new Operations Manager: **Cassie Billington**. Cassie comes to us with 9+ years in the hospitality industry. She has worked with IHG before and loves Heartbeat and our guests! Her passion and strengths include building strong teams, passionately pursuing positive guest scores, and encouraging fellow teammates through consistency and positive feedback. We are thrilled that she has joined our team and look forward to seeing her positive energy and impact in our hotel.

Congratulations to **Sharon Vandestreek** on celebrating her 7<sup>th</sup> year anniversary here at the Staybridge Suites. Sharon works in our kitchen providing great service, great food, and a great smile to all of our guests! She's also our 'crafty'

helper; from sewing, to decorating, to designing themes – she's our go-to girl. Thank you Sharon for your time and dedication!



Welcome aboard, **Jeff Sivley** multi-tasker. He has worked hard in his first 2 weeks to make an impact and a difference at our hotel. Oh! And the guests think he is great! Jeff is our new maintenance man. Jeff comes to us with plenty of experience in the hospitality world. Jeff has a great smile, a hard work ethic, and is a great





# In The News



We would like to welcome **Diann Kelly** who joined the Staybridge Suites - Carmel team this September as the new social attendant. Welcome Diann!



**Robert Burnett** of the Holiday Inn Express - New Buffalo recently passed the CPO class and is now pool certified. The class is extremely difficult and he passed with flying colors. He has been with the property for 5 years and has been an asset to have as part of the team.



Polynesian Water Park Resort got an entire new roof! Roofing began Oct 14 and took 1 month to complete due to in climate weather. Timbercreek builders was the contractor of the 1200 sq. job. (pictured: GM **Sally McDowell** and HR manager **Sylvia Walczak**).



The team at the **Holiday Inn - Big Rapids** got in the Halloween spirit by dressing up for the holiday in their best costumes. Looking good everyone!



WSCWI September employee of the month **Ryan Conhartoski** is an outstanding member of the Front Desk team. Ryan is a prime example of a team player and always goes above & beyond to support our objectives of creating a memorable guest experience.



**David Hansen** was WSCWI October employee of the month. His ability and willingness to fill in wherever needed is truly commendable. David is additionally recognized for going that extra mile to assure "Happy Guests".



# In The News



AHM and Hampton Inn & Suites - Riverton want to say thank you to Assistant GM **Corinna Long** for her 3 years of service. She is leaving to pursue new ventures and we wish her the best.



**Holiday Inn Express — Wisconsin Dells** recently added recycling containers and electric car parking to the property. This is a great step towards being more "Green".



We here at **AHM** ran a Facebook pumpkin carving contest for Halloween and this is the winning pumpkin. Our winner Cheryl won a free night stay for her and a guest at any AHM managed hotel! Contests are a great way to gain Facebook fans and keep people interested in your page.



The **Polynesian Water Park Resort** Mascot, Polly Parrott has been entered into the Wisconsin Dells Visitor Bureau Waterpark Mascot Contest. We are awaiting the results. "Good Luck Polly!"



New General Manager **Michael Higginbotham** joined the Courtyard Memphis team in August. We are excited to have him. Welcome Michael!



The Water Wiggles at the Polynesian Water Park Resort Indoor Water Factory got a facelift. **Jeff Jenkins** CPO/Maintenance and **Jaime Ade** of Maintenance got out the paint brushes during the weekdays when the waterpark is closed to brighten things up a bit.



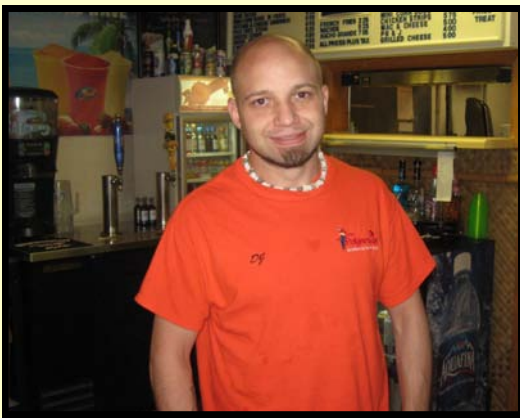
# Highlighting Polynesian Employee of the Months

Polynesian Water Park Resort recognizes recent employee of the month honors



The Polynesian Water Park Resort—Wisconsin Dells August Employee of the Month was **William Burns**. William works as a Night Houseman/Housekeeper.

He has been with the resort since February 12, 2013 and has been a great asset to the team!



The September Employee of the Month was **David Petrie**. David works in the Food & Beverage Department. He has been with the

Polynesian Resort since March 15, 2013 and has been a standout part of the team. Great job David!



**Ben Delancey** was the property's October Employee of the Month. Ben is a part of the Maintenance team and has been with the

resort since March 27, 2013. We are happy to have him. Keep up the great work Ben!



**Polynesian**  
WATER PARK RESORT  
Wisconsin Dells



# AHM TRIVIA

We have decided to discontinue AHM TRIVIA. The winner of the last newsletter trivia question is below. Thank you to everyone who has participated!

Summer newsletter question was: What year did the principles form AHM?  
Answer: 1999

**Winner: Eric Vert**

 AMERICAN  
 HOSPITALITY  
 ANAGEMENT, INC.



American Hospitality Management

520 North Main St, Suite 205

Cheboygan, MI 49721

Phone: 231-627-4873

Fax: 231-627-4972

[facebook.com/AmericanHospitalityManagement](https://facebook.com/AmericanHospitalityManagement)

[www.ahm-hotels.com](http://www.ahm-hotels.com)