

# **American Hospitality Management**

**Spring, 2014**

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# GrandStay - Appleton, Wisconsin

American Hospitality Management welcomes new property to the team



**T**he GrandStay Hotel and Suites in Appleton, Wisconsin is the place to stay when you're looking for affordable luxury and unparalleled customer service. The property is rated number two of twenty three hotels in Appleton on TripAdvisor.com and is one of American Hospitality Managements newest properties.

The GrandStay offers a range of rooms and suites designed with both business and leisure travelers in mind. The spacious accommodations come with a high standard of amenities to ensure guests stay is as comfortable as possible. Rooms include a small refrigerator, microwave, full-size business desk and ergonomic chair. This is an ideal property for short visits or extended stays.

Located two miles from the Outagamie Regional Airport the property is known for having the highest levels of comfort and convenience. The hotel offers a complimentary breakfast buffet, indoor pool and whirlpool, fitness center, Pillow Top Mattresses and Luxurious Linens and an onsite lounge and bar.

With a meeting room available that seats up to 20 people and a board room which seats 10 the hotel is perfect for the business traveler. The business facilities offer free Wi-Fi, Polygon Voice Conferencing and Audiovisual options for presentations. Along with the conference areas

there is a business center which offers internet PCs, copying and fax machines. All of these amenities make it easy to take care of all a guests business needs.

The Appleton area has several attractions for guests to visit while in town. Nearby is Time Warner Cable Field, Fox Cities Stadium, home of the Wisconsin Timber Rattlers and Fox River Mall which is walking distance from the hotel. It is also home to Lawrence University, Fox Valley Technical College and the University of Wisconsin - Fox Valley is only a short distance away in nearby Menasha, WI.

The success of this property is due to the team behind it.

"It's great to have such a great team. It's a true team effort," said GM, Aaron Schumacher.

The AHM team is looking forward to what the future has in store for the GrandStay – Appleton. For more information on the property you can visit the website at <http://www.grandstayhospitality.com/find-a-hotel/locations/appleton/overview>.

Welcome to the American Hospitality Management family!

# TripAdvisor Certificate of Excellence

We recognize the recipients of the 2014 TripAdvisor Certificate of Excellence



The TripAdvisor Certificate of Excellence is an accolade, which honors hospitality excellence, and is given only to establishments that consistently achieve outstanding traveler reviews on TripAdvisor, and is extended to qualifying businesses worldwide. Only the top-performing 10 percent of businesses listed on TripAdvisor receive this prestigious award.

To qualify for a Certificate of Excellence, businesses must maintain an overall rating of four or higher, out of a possible five, as reviewed by travelers on TripAdvisor, and must have been listed on TripAdvisor for at least 12 months. Additional criteria include the volume of reviews received within the last 12 months.

Congratulations are in order for several of the AHM properties who have received the 2014 Certificate of Excellence. The teams at each of these hotels work very hard to be among the best in their area. These properties include:

- |  |   |
|--|---|
| • <b>Courtyard - New Albany, OH</b>            | • <b>GrandStay - Appleton, WI</b>                   |
| • <b>Residence Inn - Lafayette, LA</b>         | • <b>Staybridge Suites - Kalamazoo, MI</b>          |
| • <b>Staybridge Suites - Okemos, MI</b>        | • <b>Holiday Inn Express - Lexington, KY</b>        |
| • <b>Staybridge Suites - Indianapolis, IN</b>  | • <b>Holiday Inn Express - New Buffalo, MI</b>      |
| • <b>Hampton Inn and Suites - Riverton, WY</b> | • <b>Fairfield Inn and Suites - New Buffalo, MI</b> |

# Ferris State Hospitality Gala

Holiday Inn - Big Rapids hosts FSU fundraiser to help students raise money for school program



On March 28, 2014 the Holiday Inn – Big Rapids hosted the Ferris State University Hospitality School Gala. The annual fundraiser for the Hospitality Program has been held at the property for over 15 years and always brings in a great crowd.

The fundraising event is completely orchestrated by the students of the program. There is a scholarship endowment along with a silent auction that pays for different items in the program including guest speakers and equipment. Guest chefs are brought in for the event from the surrounding communities to

provide attendees with a delicious meal for the evening.

It is always a well-attended event with local community leaders, school faculty and the President of the University. The property always enjoys hosting this event and are happy to say it was a great success again this year.



*Holiday Inn*



# General Manager Training

Holiday Inn Express - Acme GM Jo Ellen Vert Attends training weekend in Philadelphia



Holiday Inn Express – Acme, General Manager, Jo Ellen Vert recently attended a GM Training session. The 4 ½ day training took place March 10-14 in downtown Philadelphia and according to Jo Ellen was a very positive experience.

“The Experience was great! I was able to meet a ton of new GM’s all of us had our own opportunities and I was able to learn a lot from each person I met,” said Vert.

The training session consisted of how to be a brand manager and teaching participants the importance of creating experiences for not only guests but employees as well. When this is done in turn management gains a happier staff which makes for happier guests not only for the hotel but for the brand as a whole.

Throughout the weekend they discussed many topics, one of which was how to delegate responsibilities to other team members and empower them while taking some of the everyday tasks off the GM’s plate. They illustrated how important it is for the success of

the managers as well as the team’s success.

When down time allowed participants were able to explore the city which proved to be a great experience in itself. According to Jo Ellen the area was great. She was able to take in the history of the liberty bell and the presidents first house. Being a self-proclaimed “foodie” she made time to check out some great restaurants. Her favorite being the restaurant of one of her favorite Iron Chef’s from the Food Network, Morimoto’s. As she said “it was definitely a once in a lifetime experience.”

The training was informative and obviously well worth the trip. We are glad to hear this was such a positive experience for you Jo Ellen.



# Property Renovations

The Holiday Inn - Big Rapids renovations are near completion

The Holiday Inn – Big Rapids remodel is winding down after months of construction. The project started July, 2013 with the Sporting News Grill and continued throughout the hotel.

All guest room renovations were completed March 17 and included new headboards, desks, desk lamps, night stands, mirrors and HD televisions. The conference lobby, hotel lobby, Great Lakes meeting rooms, board rooms, auditorium and grill room have all also been remodeled. New carpet, tile and wall vinyl has been installed and artwork has been hung.

On top of all the room renovations the pool area has new furniture, the fitness center has new equipment, the ballroom is getting a much needed update and even the elevator has a whole new look. According to General Manager Eric Vert the remodel has been received positively by guests.

“Guests have been very impressed with the updates that have been completed thus far,” said Vert.

Construction on the property is coming to an end just in time for guests to enjoy all the updates while visiting this summer season. The Holiday Inn – Big Rapids team has done a great job throughout the renovations working together and keeping guests happy. Great work team!





# WSCWI New General Manager

Jesse Kangas takes over the GM position at the Holiday Inn Express-Wisconsin Dells



and setting a good example of how the property wants its employees to work. After dealing with some minor challenges with the outdoor pool area everything has been smooth sailing and he is looking forward to what they can do as a management team at the hotel.

"I appreciate the opportunity provided to me and thank everyone at AHM for the help they've given me to get me to this point in my career," said Kangas.

As of May 12, 2014 Jesse Kangas became the new Holiday Inn Express – Wisconsin Dells General Manager. Previously the Assistant General Manager he was prepared to dive right in.

Jesse started his career with the property seven years ago working at the front desk on weekends while attending UW Stout where he received his Bachelor's degree in Hospitality and Tourism Management.

In his new role Jesse is looking forward to getting his hands on more things in the hotel. He is committed to helping where needed and providing

**"I appreciate the opportunity provided to me and thank everyone at AHM for the help they've given me to get me to this point in my career"**

Congratulations on your new position Jesse. You have always been a hard-working team player and the AHM team looks forward to what you will do with the property as

General Manager.



# Exceptional Customer Service

Staybridge Suites Carmel makes a guest feel at home during their stay



I have been a guest with Staybridge Suites for quite sometime. I must say that the staff here has given me soooooo many reasons not to leave here. They are very professional, caring and always willing to go the extra mile to accommodate there quest.

They are all great and Jessie and Seth have really put a great team together. Mary well she is just wonderful and loving and always has a smile for all that comes in her path. All the guest just love her here. Ashley is always finding ways to be helpful to us guests. Robby thanks for your kindness. Kats and Jessica are there for our questions at night thanks girls. Then there is Drew I am not sure where they found this wonderful person that has patience of a saint and regardless of any situation bad or good he always handles things on a professional level. He helps guests with there bags. When I come in he always has a smile for everyone, I have never seen someone multitask the way he does. He really cares about the guest. I came in complaining of a sore throat after a long day at work and Drew brought me cough drops to make my sore throat feel better just amazing to see him work with the quest is just wonderful. I am sure Management is honored to have such great talent working for them.

I always look forward to coming in after work and hearing them say welcome home and home it feels like when you have such a wonderful team that works together it has you never wanting to leave. Thank you all including housekeeping and maintenance they all do such a wonderful job! Also, the food wow is just amazing I love this place it is clean and just wonderful. They all make me feel like family here and I am so honored to stay here at Staybridge Suites. Peggy



# Guest Comments

## Holiday Inn Express Lexington...

**“My  
treatment  
was beyond  
exceptional”**

I have stayed at this particular hotel on several occasions and have always received valued treatment. However, during this most recent stay, my treatment was beyond exceptional. As a Platinum Elite member I was given my upgraded room, however that room did not meet my needs. The staff immediately found a fix and moved me into a room that met and exceeded my needs. I "LOVE" this hotel and appreciate the friendly and caring staff who know how to take care of a customer who only stays at Holiday Inn Express Hotels because of the benefits gained from being a "loyal" customer. Of the many thousands of dollars I have paid to the Holiday Inn Express franchise over the years, this particular stay made it all worth it.

Thank you....I must add however, the next two days I stayed at a Holiday Inn Express in Indianapolis IN that did not meet my needs, nor my expectations. That experience made me decide to never stay at that particular Holiday Inn Express "ever" again. It is amazing the difference a caring and considerate staff can make.

## AmericInn Lodge Douglas...

I was very happy with our decision to stay here for our long weekend. The hotel was very clean, the staff was very nice and the breakfast was very satisfying (waffles, eggs, sausage, oatmeal, cereal, bagels, toast, english muffins, juice). We stayed in a king suite with a jacuzzi, fridge and microwave. I will stay here again if we ever return to the area.

## Staybridge Suites Kalamazoo...

I recently booked a room at this hotel, and wasn't planning on staying two nights. The weather report was saying up to 10 inches of snow, and I wasn't sure if we would need to stay. The manager (Joy) gave me her card and said if we decided to stay, just to call her and she would make sure there was a room for us! It totally put my mind at ease, and we did end up back there. The breakfast was outstanding, and the rooms are super comfy-especially the beds.

## Courtyard New Albany...

The staff was friendly during my stay. The amenities were also very nice. The common area was warm and inviting. The room had a very comfortable bed with all the comforts of home. This is my second stay here and I will definitely stay here again.

## Holiday Inn Express Wisconsin Dells...

The room was reasonably priced, clean, well maintained, and the staff is superb. I appreciated the professional courtesy of Christina, Jesse, Danielle, Tammy, and Kate. The lifeguard was very professional and knew what he was doing and he did many patrols of the entire pool area to ensure safety. I do not know his name but he has cool tattoos on his calves and a buzz cut. He is great and we feel safe with him in the pool area. I am happy to say my name and endorse all these people. Jill Protzman.

**“The room was  
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# Guest Comments

## Holiday Inn Big Rapids...

I was very happy with our decision to stay here for our long weekend. The hotel was very clean, the staff was very nice and the breakfast was very satisfying (waffles, eggs, sausage, oatmeal, cereal, bagels, toast, english muffins, juice). We stayed in a king suite with a Jacuzzi, fridge and microwave. I will stay here again if we ever return to the area.

**“The hotel was very clean, the staff was very nice and the breakfast was very satisfying”**

## Hampton Inn and Suites Riverton...

I wanted to let you know of how Patrick really helped me today. I have been traveling with one of my salesmen this week in his territory making calls. Prior to our trip, I was late booking a room, and your hotel was sold out. I was working with my salesperson in your atrium area this afternoon and had asked Patrick if a room was available. He said you were sold out, but took down my name and number in the event that a room opened up. 5 o'clock came around, and I needed to get to my hotel, so I left. Within a few minutes, a room cancellation occurred. Patrick called me numerous times to let me know that a room was available for me. He is terrific! My salesperson and I rode together. We have one car between us, and so he really helped us out by demonstrating great customer service. He said he loves his job. You are fortunate to have such a terrific employee, and I appreciate his extra efforts in taking care of me. Much appreciated!

## GrandStay Appleton...

I was extremely impressed with what Grand Stay Appleton has done with this property and client experience. I was treated in a friendly, respectful manner, had an impeccable king-bed room, and received poised responses for a myriad of questions I posed to them. I was under a tight time constraint to make commitments, and needed timely help in getting directions and suggestions, and they were all on the mark. The property itself is very well kept and tastefully done. I've traveled to the best and worst of hotels for 25 years and feel Grand Stay offers outstanding value and experience. It's a keeper if you are in the area.

## Comfort Suites Johnson Creek...

Stopped here around 9:30 pm on a Friday night after five hours of driving. My daughter and I were both exhausted and we needed a place to rest for the night. Check in was fast, even without reservations. Room was clean and halls were quiet. Breakfast was great. If we are ever in the area, we will stay again!

## Holiday Inn Express Acme...

**“We will continue our loyalty”**

We live in Boyne City and fly out of Traverse City. Often during winter when the weather can be so unreliable, we will book a stay at the Holiday Inn, Acme the evening before our flights and the evening we return - especially if it's a long international flight or an early flight out. They allow us to leave our car there and we taxi to and from the airport. The hotel seems like home when we get back! There are several restaurants nearby and also places that deliver. The rooms are clean and spacious and the service is always excellent. Breakfast is good. 24 hour pool/spa/gym is nice also. We will continue our loyalty!



# Guest Comments

## Residence Inn Lafayette...

**“Location is fantastic”**

Very large rooms, full kitchen & nicely appointed. Staff extremely friendly & efficient. Location is fantastic & the hotel is well kept up. Exception value. Great for a business traveler staying for a week.

## Kings Island Resort and Conference Center Mason...

This was our 2nd stay here. I took my show choir to a competition close by both times and had a great experience. The place is little older, but was clean and the staff was great to work with! They had everything ready for 18 rooms as soon as we got there. Great communication to set everything up ahead of time - Barb was awesome! Breakfast was very good! Would definitely recommend for your group.

## Staybridge Suites Okemos...

I stayed here for a night- given to understand that the location is awesome with its proximity to the University and commercial establishments. Had a wonderful room with a kitchenette- though I didn't use it much, I met guests who were using the rooms and found it to be as good as staying at home. The staff were very friendly and helpful, the rooms were very well maintained. Would definitely recommend this hotel to anybody traveling to this part of the world!

## Hampton Inn and Suites Lafayette...

The hotel staff are pleasant, knowledgeable and professional. The accommodations were clean, comfortable and pleasing to use much like a home away from home. Highly recommend for solo, coupler or families. I am sure all your needs will be met due to the totally professional staff and excellence of the hotel accommodations.

## Fairfield Inn and Suites New Buffalo...

I was looking for a nice hotel in the Michigan City/New Buffalo area for our anniversary as we planned to visit the two area casinos. I am so happy that I picked Fairfield Inn and Suites in New Buffalo. As soon as we arrived we were greeted very warmly at the front desk. Our room was beautiful, clean and modern. We had gotten a whirlpool tub to celebrate the special occasion and it was a very big, comfortable tub for two. We had lots of pillows and a very comfortable bed. On top of everything else they had a very nice, full breakfast the next morning until 10:00 with the usual cereal, bagels and fruit, but also scrambled eggs, sausage, biscuits and gravy and waffles! We usually just take the edge off with hotel complimentary breakfasts...but this filled us up for hours! I have nothing bad to say about this hotel. It was the perfect place to stay for our anniversary and I have no doubt we will be staying here again in the future.

**“Our room was beautiful, clean and modern”**



# Property Offers Bad Weather Rate

A guest gets more than they expected when visiting the Staybridge Suites Carmel



I took advantage of the "bad weather" rate. They offered a discount for certain companies in the area when the weather is expected so people can be closer to work. I was just hoping for a shower and bed but got more!

I was greeted by the most friendly staff. I was treated as though the entire hotel was built for me. Check in took three minutes. I went to my room to change and it was lovely. There was a small kitchenette with dishes, dishwasher, full fridge, freezer (with ice maker,) two-burner stove, garbage disposal. There was a small sofa with tables, a desk and a queen bed. There is a flat screen TV and even a DVD player. The shower is large.

I changed and went to their fitness center. Each workout machine has its own TV. Very nice. I then showered and enjoyed the free Wi-Fi until bedtime.

There were a few people hanging out in the lobby which looked very cozy.. It was a Sunday so not too many people were there. A coworker told me that there are usually a lot of people there on weeknights.

VERY impressed especially for the price. This is my new home away from home when weather is bad and I need a place to stay. :)



# In The News



AHM's own **Kaitlyn Breckenridge** has recently changed positions from Accounts Payables to Payroll Administrator/Human Resources. She is always going the extra mile for people. Congratulations on your new position and thanks for all your hard work Kaitlyn!



AHM and the Hampton Inn and Suites–Riverton would like to congratulate owner of the property **Sam Lindon** on his families new addition. A precious baby girl. She is beautiful!



**The Holiday Inn Express - Wisconsin Dells** hosted their 3rd annual Easter egg hunt. Pictured is Katie who works at the front desk holding the signs they hung up in the hotel showing the color coded eggs for each age group. Cristina Craciun (FOM) and Christina Garcia (Laundry/Housekeeper) organized and planned everything. The egg hunt was a great success.



American Hospitality Management would like to welcome new team member **Patti Hansen** to the office. Patti's position is Accounts Payable/Payroll. Welcome to the team!



The **AmericInn Lodge and Suites - Douglas** recently welcomed the Paradise Party group to the property. They booked the entire hotel, had a great time and already want to book again next year. After their visit the hotel received the Above and Beyond plaque pictured. GM Angela and her team did a GREAT job with the group!



**Elena Comps** recently joined the American Hospitality Management team as an Auditor. We are happy to have you as part of the AHM family Elena!



# In The News



**Melissa Belton** is the Holiday Inn Express - Wisconsin Dells April Employee of the Month. Melissa is recognized for her "can do attitude and willingness to assist" whenever necessary. Her superior effort at the front desk is always done with a customer first attitude. Great job Melissa!



AHM celebrated Professionals Day with some employee appreciation! A masseuse came into the office to give the team massages. Pictured is **Brenda Pollex** enjoying her back massage.



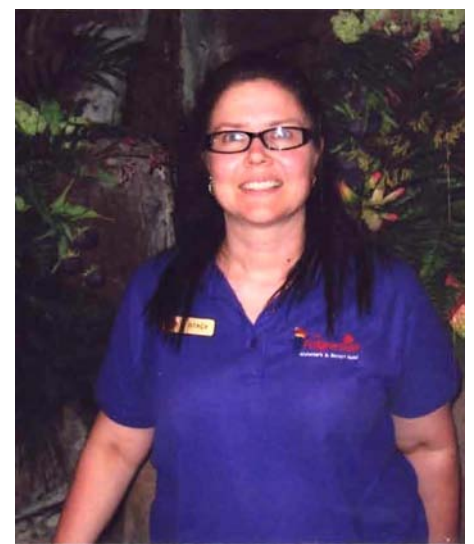
**The Staybridge Suites Okemos** recently completed some renovations to the property. Above are photos of the front desk and lobby area that were redone. The updates look great!



The **Holiday Inn Express - Wisconsin Dells** team decorated a guests room for their anniversary. They surprised them with a bottle of champagne, fake rose petals and a card signed by the staff. Now that's what we call great customer service!



In the photo above is General Manager of the Holiday Inn - Big Rapids, **Eric Vert**. He is doing dishes in the kitchen of the hotel's restaurant the Sporting News Grill. He was helping out after they had a \$1,200 lunch in an hour.



The Polynesian Resort April Employee of the Month was **Stacy Frisch**. She has been with the property since 1997 and always comes to work with a smile on her face. May EOM (not pictured) is **Mathew Sutfin** who started in January, 2014. He is always the first to ask what needs to be done. Thanks for all your hard work!



# In The News



The Polynesian Water Park and Resort Maintenance Man **Ben DeLancey** and his wife welcomed a baby boy named Bentley Keneth DeLancey on April 19<sup>th</sup> 2014. He was 8lbs 5oz and 19 inches long. Both mom and baby are doing good! Congratulations!



The **Great American Lodge - Watford City** is expanding by 240 rooms in the next month. The property is also adding new/expanding the existing "amenities" building.



The Polynesian Water Park and Resort Food and Beverage Bartender **David Joseph Petrie III** and his wife welcomed a baby boy, David Joseph Petrie IV on March 29<sup>th</sup> 2014. He was 5 lbs. 1oz. and 17 inches long. The family is doing great. Congratulations!



GM **Ryan Preston** is grilling for guests at the Hampton Inn and Suites - Riverton. Twice a month the property grills hamburgers and hot dogs. The rest of the month they serve a variety of items including wings, nachos and pasta. A great way to make guests feel at home.



The **Staybridge Suites - Okemos** added new vinyl and pictures to all the public areas in the hotel. The new artwork looks great and really adds to the property's decor.



There is a new General Manager at the Great American Lodge-Trenton. We would like to congratulate **Steve Hightower** on his new position. Happy to have you as part of the team! Sorry no photo available.

# Green Partners

Two properties received the 2014 Green Partners Certificate for going green



The TownePlace Suites - Goodyear, Arizona and the Holiday Inn Express - Wisconsin Dells, Wisconsin were both recently named a “Green Partner” for 2014.

In order to qualify to become a Green Partner the property must register on TripAdvisor. The registration process is simple, to become certified someone will be appointed to answer specific questions about the hotel and their practices. WSCWI has received the 2013 and 2014 honors for being considered green leaders in their market. They are currently at the bronze level.

The following are currently used at both of these properties regularly as well as many other AHM managed properties:

- Towel Reuse Program**
- Energy Saving Lighting Controls**
- Education for guest on green practices (towel reuse wordage in the guest rooms)**
- Linen Reuse program**
- Energy Star Guest Room Appliances**
- Water efficient Bathroom Fixtures**

These are simple steps the hotels take daily to do their part in going green. Congratulations to both properties for becoming Green Partners. It's great for the hotel and great for the environment. Job well done!



# Heart of House Installation

WSCWI designs break room space with practical tools to help employees stay in line with the IHG brand



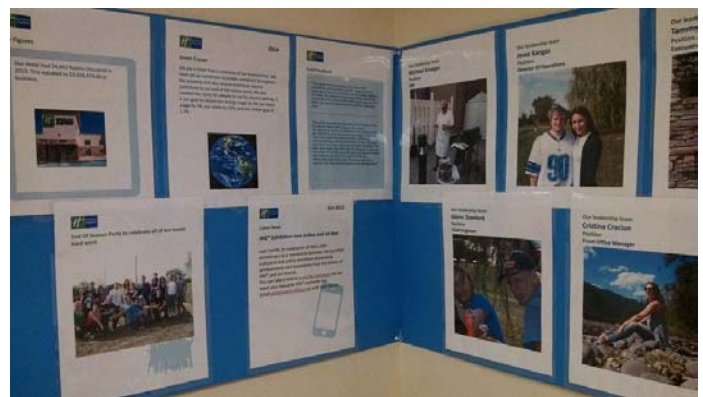
“So far the employees seem to enjoy it but we’ll be able to better gauge the results when we start doing the employee orientations and get all the new hires for peak season,” said GM Jesse Kangas.

The space looks great and the team did a great job putting it together. Have a great summer season WSCWI!

The Holiday Inn Express – Wisconsin Dells recently got into the ‘Heart of House’ installation spirit. Heart of House is an integral part of IHG’s People Tools, a suite of practical tools designed to help our hotels hire, train, involve and recognize employees in line with their brand.

The transformation into a ‘Heart of House’ creates bright, engaging spaces, using wall and door graphics, with frames for updatable information. The purpose of this is to provide an employee communications experience that really drives engagement and brings the hotel brand to life. The designs encompass four zones. The content is versatile, easy to install and keep up to date.

Tammy Sheridan who is the Executive Head housekeeper and guest experience champion was in charge of the installation. General Manager, Jesse Kangas worked with Tammy to print and develop ways to bring the hotels break room more to life. The team used the micro format as they only had the break room space to use. Instead of contacting a printing company they did all the printing in house. They completed the installation at the end of April.



# New GM Joins Lexington Team

We welcome Stephanie Toy as the new GM of the Holiday Inn Express - Lexington



American Hospitality Management would like to welcome Stephanie Toy as the new General Manager of the Holiday Inn Express – Lexington, Kentucky.

Starting with the property on May 12, 2014, Stephanie is looking forward to working with a new brand and being a part of the AHM family. She has nine years hospitality experience, four of those years at the Fairfield Inn and Suites as Assistant General Manager and one year as General Manager.

Stephanie has been married for seven years and is a mother of two beautiful children, Morgan 6, and Landon, 4.

We are excited to have you as part of the AHM team and can't wait to see what the future holds. Welcome Stephanie!





# Top-Notch Housekeeping

GrandStay-Appleton GM, Aaron Schumacher highlights two employees who help make the property a success



The GrandStay Hotel and Suites in Appleton Wisconsin has an incredible housekeeping team that keeps the hotel in tip-top shape. The two ladies that head up the team have been with the property for a significant amount of time and deserve to be recognized for all their efforts. GM, Schumacher discusses their contribution to the property:

Shirley Grosskopf (pictured on right) is the Head Housekeeper and has been with the hotel since 1994. Rosa Renteria (on the left) is the Assistant Head Housekeeper and has been with the hotel since 2004. Together they are the difference between us and our competition in the Appleton area. Many guests comment on how spotless the hotel is each and every time they come to the GrandStay Hotel & Suites in Appleton, WI. They run a tight ship and we could not be as successful without them heading up the housekeeping team!

Most every TripAdvisor review left by guests comment on the cleanliness of the hotel - which is a big part of the GrandStay Hotel in Appleton being #1 on TripAdvisor since 2012!

Great job ladies! Thank you for all your hard work and dedication to the hotel.

## Team Goes the Extra Mile for Guests

Two ladies at the Holiday Inn Express - Lexington receive several guest compliments for their exceptional service

The Holiday Inn Express - Lexington team goes above and beyond to ensure happy guests. Two ladies in particular have made quite an impression on guests as of late and we want to share some of their compliments.

Since starting at the hotel as a GSR in January, Becca Long has received 9 surveys via HeartBeat or review sites stating how great she is and the property agrees! Compliments she has received are;

"The receptionist Becca is the Best!!" and "Becca at the front desk was EXTREMELY helpful and pleasant. She gave us great suggestions of things to do and places to eat. She was very helpful."

Another strong contender on the most guest compliments is Teresa Gray, Breakfast/Housekeeping Attendant, who has received 8 since January with comments like;

"My husband and I visited Lexington with friends for the weekend. We definitely made the right choice in the hotel. The staff was so friendly at this Holiday Inn, especially Teresa! Our room was clean & comfy. The hot breakfast bar was delicious. All in all, a great stay at a great place!"

Honorable mentions with one or 2 compliments are Jay Fowler, Kyle Whisnant, Caroline Edwards and Maegan Edwards. Thank you team for going the extra mile with for guests!



# Catching Up In Kalamazoo

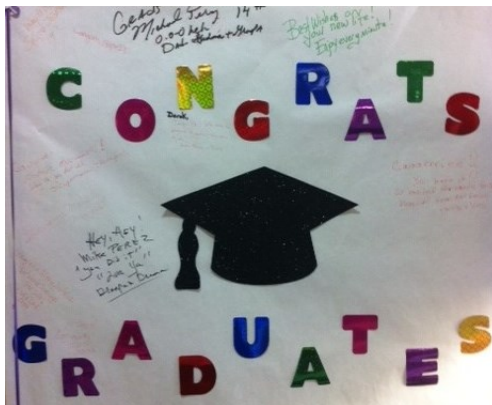
Staybridge Suites - Kalamazoo shares great news that has been taking place at the property



On March 20, 2014 the Greater Kalamazoo Association of Realtors (GKAR) held an event. Director of Sales, Holly Sabbagh attended the speed networking and expo event interacting with realtor members to promote the property. The Staybridge Suites was the only hotel partnered with them in the area. It was a great event and she represented the property perfectly.



The Staybridge Suites – Kalamazoo has a strong focus on guest service and service recovery. The team was lead through a class, “Promises Kept”, by GM Joy Donaldson to help with ways to really wow and win over guests. It worked! In 1 month, they increased their Heartbeat score by 10%! To celebrate, the team had a surprise pizza party for lunch. The members of the team were given 100 Grand candy bars to thank them for making guests feel like a ‘hundred grand’!



It was graduation weekend for Western Michigan University and the property was expecting a full house. They decorated the lobby and Great Room with graduation signs and made a couple of posters to hang in the lobby. The team took it one step further: they asked each guest as they came into the hotel to write a note of congratulations for the graduates on the posters. This was a HUGE hit! The parents loved writing a note for their graduate and the graduate loved the personalized note! What a fun way to celebrate such a huge moment in both the parents and their students life!

Staybridge Suites Kalamazoo

**Holly Sabbagh**  
Director of Sales

**PET FRIENDLY!**  
We ♥ furry four legged friends.

2001 Seneca Lane  
Kalamazoo, MI 49008

Direct: 269-929-9112  
Fax: 269-372-8080  
holly.sabbagh@ahm-hotels.com



The Staybridge Suites visit their local contacts once a quarter to review production status. Upon doing these visits Director of Sales, Holly Sabbagh always comes up with a theme. For the 2<sup>nd</sup> quarter they will be focusing on promoting that they are pet friendly and love furry four legged friends! They will also be using this promotion to target new accounts in the area. Go Team Staybridge Suites Kalamazoo!





# Rookie of the Year

Hampton Inn and Suites—Riverton GM Ryan Preston is Chamber of Commerce Rookie of the Year



Congratulations are in order for Hampton Inn and Suites—Riverton General Manager Ryan Preston. He was recently voted Chamber of Commerce Rookie of the Year.

Ryan was nominated for this award by his fellow chamber members. Since moving to Riverton in March 2013 and becoming a board member in June he has been extremely involved in the community. He was a little league coach and fast pitch baseball volunteer, he has participated several community events at the fair grounds working concession stands and ticket sales.

He became the President for the Board in January 2014. Ryan goes above and beyond helping in the community and staying involved. This is quite the achievement in such a short period of time. Congratulations Ryan. We know if anyone deserves this it's you!

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