

American Hospitality Management

Summer, 2014

In This Issue:

MORE American Hospitality Press Release

IHG Conference

Weddings and Events

Guest Comments

Comfort Suites Hosts Auction

Recognizing Two All-Stars

In The News

Fairfield Receives Praise

Leaving an Impression on Guests

New DOS Joins Staybridge Team

Celebrate Service Week

Letter of Appreciation

Recognizing Staybridge Employees

MORE American Hospitality, LLC

For Immediate Release

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Entertainment and Lodging Industry Stars Align to Form Unique Resort and Entertainment Management Company

Nashville, TN - May 1, 2014 – Passion for their industries is what has driven two outstanding organizations to come to together to form a new and exciting resort and entertainment management company...MORE American Hospitality LLC.

MORE Enterprises out of Nashville, TN is headed by two entertainment industry icons...Dale Morris and Marc Oswald.



Dale Morris has been in the entertainment business, predominantly the country music industry for over 40 years. As one of the industry's most respected entrepreneurs, Morris has succeeded in virtually every aspect of the country music business. He has managed the efforts of some of the elite artists in the country music industry including Alabama, Kenny Chesney, Martina McBride, Jake Owen and blues great Keb' Mo'. He and Marc Oswald together have guided the careers of Big and Rich, Gretchen Wilson and many others. Morris also owns one of the premier sound and lighting companies, Morris Sound and Light. His management and agency efforts have yielded 16 "Entertainer of the Year" awards between Alabama and Kenny Chesney. Morris has emerged in the destination and resort business having purchased Barbara Mandrell and husband Kenny Duddy's 33,000 square foot mansion called Fontanel and its surrounding 186

acres in 2001. Since then, he and his partner Marc Oswald have turned Fontanel into a major attraction in the Nashville hospitality scene while adding the 4,500 seat The Woods Amphitheater, Café Fontanella, the 6 suite boutique hotel...The Inn at Fontanel, The Studio Gallery, Music City Zip Lines, Pritchard's Distillery and Goo Goo Cluster Outpost, Candy and Ice Cream Shop. In addition, Morris and Oswald will be building the 150 room and suite Fontanel, a Holiday Inn Resort which will include the mansion called Fontanel for some of its guest services, food and beverage offerings plus additional multi-purpose function space. Morris and Oswald also have controlling interest in Deadwood Mountain Grand, a Holiday Inn Resort in Deadwood, SD which includes a casino, spa and a 3,000 person event center. Morris will serve as Chairman of the Board of the newly formed MORE American Hospitality, LLC.

Continued on next page



In Marc Oswald's 30 plus years of experience in the entertainment industry, this California native has amassed a resume which includes concert and tour promotion, television, video and film production, entertainment marketing and artist management. Having produced numerous festivals and live events, Oswald spearheaded the massive Rockfest at Texas Motor Speedway in 1999 which is in the Top 10 of all live concerts in world history with over 340,000 people in attendance and was aired simultaneously on MTV and VH-1 worldwide. This event showcased bands like Bush, No Doubt, Counting Crows, Wallflowers, Goo Goo Dolls, Matchbox 20 and Jewel. Oswald also produced the Dale Earnhardt Tribute Concert at the Daytona Motor Speedway which also aired as a primetime special on the Fox Television Network in 2002.

Oswald also created, developed and produced the record setting two year 100 city Alabama American Farewell Tour, the final tour of the legendary country super group, Alabama. Oswald is acclaimed for his TV and film productions which include the Opening Ceremonies of the Goodwill Games, the television series "Music in High Places" which aired on MTV, DirectTV and Showtime and the wildly popular "Gone Country" reality show on CMT. He has received numerous nominations and awards from organizations such as the Academy of Country Music, Country Music Association, Country Music Television and The Grammys. He is partners in two resort and entertainment projects, Deadwood Mountain Grand, a Holiday Inn Resort which is open in Deadwood, SD and the under development Fontanel, a Holiday Inn Resort in Nashville, TN. Oswald will serve as Chief Executive Officer of the newly formed MORE American Hospitality, LLC.

American Hospitality Management, Inc. out of Northern Michigan is an award winning hospitality industry management and development company, headed by Don Schappacher, Fred Kindell and Chris Godfrey.



Don Schappacher is President, CEO and Co-Founder of American Hospitality Management. He has over 28 years of hospitality industry experience and has held various licenses to include contractor, real estate and CPA. Schappacher graduated from the University of Miami in Oxford, OH in 1979 with a BS in Accounting. He was an auditor in the US Department of Energy and was then a CPA with the international accounting firms of Touche Ross and KPMG. Today, AHM manages 26 hotels and resorts in 12 states representing a variety of international brands and some independent properties. He is also a past committee member for the IHG Owner Association's Board of Directors. Schappacher will serve as President and COO of the newly formed MORE American Hospitality, LLC.



Fred Kindell is Senior Vice President and Co-Founder of American Hospitality Management. Kindell served as a Sergeant in the US Army in the first Gulf War and was stationed in Europe overseeing foodservice operations for the troops. Upon his return to Northern Michigan, he began work in the hospitality industry. He now has over 23 years of industry experience and is responsible for operations as well as development and construction management for American Hospitality Management. He is also the liaison to the company's franchise partners ensuring brand support for each managed property. Kindell will serve as Secretary of the newly formed MORE American Hospitality, LLC.



Chris Godfrey is the Senior Regional Vice President and Partner of American Hospitality Management. Godfrey is a graduate of the Michigan State University's School of Hospitality Business, a Certified Hotel Administrator through the American Hotel and Lodging Association and has completed General Manager training programs through Hilton and IHG. He has over 30 years of experience having served as General Manager at numerous properties, Task Force Management and Food & Beverage. Godfrey has worked for companies, which includes Interstate Hotels & Resorts, Shub Hotels, MeriStar Hospitality, Hotel Corporation of America, Landmark Hotel Corporation, Brock Hotel Corporation and Allen & O'Hara Development. He has been with AHM since 2006 and has been a Partner since 2008.

These two dynamic organizations have come together to form MORE American Hospitality, LLC. This new organization will oversee operations at the Deadwood Mountain Grand, a Holiday Inn Resort in Deadwood, SD which currently includes 98 rooms and suites, a casino, two restaurants, lounge which includes live entertainment, a spa plus a 3,000 person Event Center. This property is the premier lodging facility in the Black Hills area of South Dakota.

MORE American will also oversee current operations of Fontanel Properties which currently includes The Mansion at Fontanel, the 4,500 capacity The Woods Amphitheater, Café Fontanella, The Inn at Fontanel, The Studio Gallery which boasts outstanding live entertainment and group function space and Music City Zip Lines. This group will also team up to develop the 150 room and suite Fontanel, a Holiday Inn Resort on the Fontanel 186 acres to begin construction in 2014.

In addition, this group will work to acquire management company opportunities within this unique resort and entertainment niche as well as the hotel business in general. Currently, they are working on at least six new opportunities. AHM will also continue to own and/or operate hotels on its own.

IHG Conference

The Holiday Inn Big Rapids hosted an IHG conference for Midscale Franchise Development



The Holiday Inn Big Rapids hosted an IHG conference for Midscale Franchise Development on July 30 through August 1. The conference consisted of 32 sales members from IHG corporate that cover North America and Mexico to sell franchise for all IHG brand flags.

Attendees included Joel Eiseman who is the head of the department as well as Bob Ekman whose wife Karen is a major investor at the property.

Throughout the three days the group was in meetings during the day which highlighted strategies for flag sales development. When not in meetings the group participated in activities outside of the conference area. They attended a golf swing clinic hosted at Katke Golf Course, adjacent to the property, there were team building Olympics hosted at the grass lake lodge and a catered BBQ was held.

One highlight of the conference was the BBQ catering event hosted by Bob Ekman and his wife Karen held at their lake house. Multiple departments came together to deliver, setup, cook, service and tear down the operation. Setup for the event started around noon that day and guests stayed at the lodge until after 10 p.m. Bob Ekman even provided a very memorable fireworks display.

“What really brought the entire experience together for me was the last day of the conference when I was asked to bring in my staff; they all received a standing ovation from the group. We also received many accolades afterwards, which included a basket from the

group and a letter written from Bob Ekman to the staff and myself thanking me on a great job and a very impressive service!” said GM Eric Vert.

The Holiday Inn Big Rapids team along with AHM is proud to say the conference was a huge success and the team is looking forward to the next time it is held at the property. The letter received from Bob Ekman is on the following page for your reading enjoyment.



Mr. Eric Vert
Holiday Inn
1005 Perry Avenue
Big Rapids, MI 49307

Robert E. Ekman
Vice President
Franchise Sales & Development

August 12, 2014

Dear Eric:

On behalf of our entire IHG Franchise Sales and Development team for the US and Canada, I would like to thank you and your team for an outstanding meeting. The staff at your Holiday Inn - Big Rapids was attentive, courteous and on top of things.

This comes from a group of people who travel for a living. This group was impressed and all are looking forward to coming back some day.

Your food and beverage operation did an outstanding job...from the excellent service at the Sporting News Grill to our meeting breaks to the golf clinic lunch. To think that your team which catered our Steak and Rib BBQ at Grass Lake Lodge (our lake home in Big Rapids) had never handled an off property catering event before is truly a testament to planning and incredible execution. Many from our team commented "Those were the best ribs I have ever eaten". One of those who commented was from Kansas City...a well renowned rib city.

I would like for you to read this letter to your staff when they convene next if you have time. They should each know what an integral job they had in making this meeting one of the best we have ever had. My compliments to all.

Sincerely,



Bob Ekman

cc: Don Schappacher
Fred Kindell
Chris Godfrey



INTERCONTINENTAL
HOTELS & RESORTS

HUALUXE
HOTELS & RESORTS
華美達酒店集團

CROWNE PLAZA
HOTELS & RESORTS

hotel
INDIGO

EVEN
HOTELS

H
Holiday Inn

H
Holiday Inn Express

H
Holiday Inn Select

H
Holiday Inn Signature

STAYBRIDGE
SUITES

CANDLEWOOD
SUITES

IHG Rewards
Club

Weddings and Events

We show off all the Holiday Inn Big Rapids has to offer for weddings and events

The Holiday Inn Big Rapids is a great venue perfect for hosting events. With a ballroom that seats more than 400 people it is the perfect space for a couples special day. Banquet facilities are also available for rehearsal dinners, bridal showers, engagement parties and more.


The hotels team puts tremendous effort into making the planning process and day-of run seamlessly. Wedding and Special Events Manager, Erika Griffes started with the property on March 17, 2014. While she has never been in a sales position before joining the Holiday Inn team she has always wanted a career in event planning and is extremely passionate about her position.

When it comes to planning a couple's big day Erika is right there for every step. She meets with couples and shows them everything the property has to offer for the special occasion and once a couple books their event she is the main contact. She sets up complimentary tastings, assists in menu selections, decorations, room set-up, handles the flow of the reception the day-of and everything in between.



The day of the wedding Erika is there beforehand to meet with the cake person, the DJ and anyone else that is coming in to set up for the event. She is there to make sure everything is ready to go when guests arrive. Her job for the evening is to make sure it runs smoothly, on time and of course to make sure that everyone is enjoying themselves. She is the couples go to person for anything and everything wedding related.

2015 WEDDING SPECIALS



Special #1 <i>All In One:</i> Book your rehearsal dinner, bridal shower, & reception with us & receive a free room rental for your bridal shower & rehearsal dinner & a complimentary visit for your bridal party to Natural beauty for a massage, manicure, & pedicure. (up to 5 girls)	Special #3 <i>300+ Attendees:</i> Book your reception with 300+ guaranteed guests & receive 10% off your reception at time of final payment (excludes Alcohol)
Special #2 <i>Winter Weddings:</i> (November 2015-February 2016) Receive a free room rental and linen upgrade	Special #4 <i>Friday Night Weddings:</i> Free late night snack bar (up to 50 people) and linen upgrade

Holiday Inn 1005 Perry Ave Big Rapids, MI 49307 231-796-4400

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Weddings and Events

We show off all the Holiday Inn Big Rapids has to offer for weddings and events



While planning and hosting is a big job she could not do any of it without the rest of the staff. Brett Buchholz (Banquet Manager) and his staff are helpful in setting up the room and making sure everything runs smoothly the night of. Jessica Bernia (Director of Sales) has trained Erika and as she says has been nothing but helpful throughout the process and Eric Vert (General Manager) does anything necessary to please the couple and guests.

Complimentary accommodations are provided for the bride and groom in a two-room suite the evening of the reception and guest room blocks are available at a discounted rate. To provide a personal touch the team gifts the bride and groom with a personalized sign that has their name and wedding date painted on which have been a hit with the couples.

So far there have been a total of 15 weddings in 2014 at the property and bookings continue to be made. The record for weddings booked in one year is 25 and Erika is determined to beat that number. She has hit the ground running in an attempt to bring in new business, working on 2015 wedding specials, wedding packets, advertising and hosting a successful bridal show at the property.

The team has high hopes for the upcoming wedding season. To find out more information on weddings and events at the Holiday Inn Big Rapids you can visit their new Facebook page at <https://www.facebook.com/pages/Holiday-Inn-Big-Rapids-Weddings-and-Events/367847320034579>



Guest Comments

Holiday Inn Big Rapids...

“Of all the hotels in the area our group will be back to this Holliday Inn every time”

Let's start with the entry. It is open, spacious, and very welcoming. They have moved the smoking area away from the front door allowing for a pleasant entrance. It is also appealing even to a finicky traveler. Moving to the check-in area there are friendly faces to assist with getting rooms. Alex and Hannah have proved most beneficial with anything from check-in to local information. And we must not forget the accommodating and extremely helpful management team, especially Nyssa. The rooms are quite spacious and the recent renovations have made them more comfortable. Cleanliness is led by Jeannie in the housekeeping department. My rooms have always been clean and fresh, and our group stays here on a regular basis. There is plenty of room for a single traveler or family! Of all the hotels in the area our group will come back to this Holiday Inn every time! We stay at this hotel at least 3-4 months out of the year. Thank you!!

Holiday Inn Express Wisconsin Dells...

The staff and owners of this hotel are to be complimented! From the moment we entered the staff were friendly and courteous. We enjoyed the pool and the well appointed rooms. Never got a chance to sample the breakfast - but I am sure it would be great too. We recommend this hotel to all and will stay there again in the future.

Hampton Inn and Suites Lafayette...

This was an unexpected romantic trip with my husband and I . I chose your hotel because of the whirlpool in the room, but we were greatly surprised with the size and space in the room!!! We will be back looking to stay in this room again soon!!! Thanks A LOT!!!

Towneplace Inn and Suites Goodyear...

Best stay ever. Been traveling in the military for 23 years and this hotel has the best customer service I've ever experienced by far. Bethany Deprey, is top notch. Will differently stay their again.

Holiday Inn Express Lexington...

Booked three nights -- stayed five (at this writing). Ha! The staff is great -- big shout out to Becca for her especially pleasing personality and friendliness. The room was very, very nice. We needed a refrigerator for medicine so ended up with a king suite and it was a great room. It had a fridge, a bar sink, microwave and coffeemaker. We also had an ironing board and iron which came in handy. The bed was extremely comfortable and came with two sets of pillows: 2 soft; 2 firm. The separate couch and chair/ottoman was nice as was the desk and table. The bathroom was clean and a good size and nicely appointed. I do have to say that when we went up to our room the first time and saw that it was right next to the vending, I was very apprehensive thinking the noise was going to be an issue -- it wasn't. Never heard a thing -- perhaps due to the size of the room itself or perhaps they actually thought ahead and added more sound proofing? In any case, being next to the vending was a non-issue. I ABSOLUTELY will stay here again.

**“I
ABSOLUTELY
will stay here
again”**

Guest Comments

Staybridge Suites Kalamazoo...

I cannot say enough great things about the staff as well as the Hotel itself. I first want to point out that they have free laundry services as well as serving breakfast 7 days a week and dinner 3 nights a week which saves so much money on purchasing outside the hotel and cooking in the suite. The rooms are so quiet and have such a homely feel. The best part of my families experience was the staff.... I want to say that this staff is the biggest part of Staybridge.... General Manager Joy is the most outgoing and bubbliest person to speak with, She never stops smiling. The desk staff as well as the other operational staff are very friendly and personable, this is what makes a hotel. If you have a problem, they fix it immediately... Like I said, I cannot say enough about this Hotel. Please keep up the standards which are very high as we have stayed at many hotels and this Hotel by far beats out all the rest including Marriot... and I look forward to coming back to stay with my staybridge family.

**“The best part
of my families
experience
was the staff”**

Hampton Inn and Suites Riverton...

Best hotel in town. Beds are amazingly comfortable! Great amenities. Very helpful and friendly staff. Breakfast has lots of variety. An overall wonderful stay and experience! We will be back if we are in the area.

Holiday Inn Express Acme...

I stayed at three hotels this past week and the Holiday Inn Express was the cleanest! all staff were very friendly! It was just out of Traverse so I didn't have to worry about all the traffic which was terrific! Thank you so much and keep up the good work!

Staybridge Suites Okemos...

After a very fast check in we were too tired to go out and eat but the hotel furnished a nice sandwich bar and was plenty for dinner for tired travelers. Everyone went way beyond making sure our needs were met. The manager was so friendly she talked to us that night and also at breakfast the next morning. We drive a little out of our way to stay here again.

Holiday Inn Express Wisconsin Dells...

**“The employees
were happy and
everyone we
came across was
wonderful ”**

We will be back here for sure!!! My sister and I and 3 children spent 3 nights at this Holiday Inn and it was FANTASTIC!!!! The room was large and very clean, the beds were soft and comfy and the free breakfast was amazing! The staff in the breakfast area were wonderful and I saw the general manager go around to his staff and give them high 5's, the employees were happy and everyone we came across was wonderful! The indoor pool was clean and large and the outdoor pool was also clean and had wonderful activities for the kids - and the pool being open until 11 was great as we are night owls!! We will be back again for sure.

Guest Comments

Fairfield Inn and Suites New Buffalo...

**“Fairfield Inn
was perfect”**

Too many times when a service is offered & used, it's only the negative comments we hear about. Having been with the Kroger Co. for 35 years, most of it in management, I've heard many a bad comment from customers. But not enough times do people take the time & effort when everything is great & exceptional. I recently stayed at your location from Thurs. July 10-13 with the Bennett-Thelan wedding party. We had a choice to stay @ Fairfield or the Comfort Inn across the road. I'm glad we chose Fairfield! We had a dbl. queen suite that was more than perfect & roomy for the 4 of us that occupied it. All the front desk clerks were very courteous & more than willing to help. Fairfield Inn was perfect & the wedding was amazing. Many fond & precious memories were created that weekend. I would especially like to mention that April, the housekeeping supervisor, went above & beyond to accommodate our inquiries & requests. She brought us extra towels when we asked, blankets, & pillows among other things. She is absolutely an asset to your Co. Please pass this on to her...she deserves to hear how pleased & content she made us feel. Thank you for such a pleasurable experience!!!!!!

Staybridge Suites Kalamazoo...

I have been here for the past 6 months due to a fire in my condo complex. Throughout my stay here the staff continues to be supportive, helpful, kind and always willing to handle any questions and needs I may have. The General Manager Joy is warm, kind and handles situations in timely manner. I often find her doing many tasks to support her staff in keeping the hotel looking good. I am thankful to have a place to stay while things at the condo get fixed.

Hampton Inn and Suites Lafayette...

I'm very disappointed I did not have more time to spend with you. The room was fantastic. I was catching a flight in the morning and only got to spend a few hours there. Thanks and I will be back again some day.

AmericInn Lodge and Suites Douglas...

We really enjoy our stay at the AmericInn of Douglas , Mi,. we have always been treated with courtesy , the staff goes out of their way to be helpful, the rooms are clean and comfy, neat and clean. Good breakfasts, the pool and Jacuzzi are spacious and clean. The decor is beautiful. The general atmosphere is pleasant.

Residence Inn Lafayette...

AWESOME! that is one word. Treated like we owned the place. Staff was friendly and very accommodating. The breakfast & afternoon social were a good way to start and end the day. We had visitors and they were treated as guest of the property, (do not get that much at hotels). Clean inside and out, maintenance was in the room next to ours, they were removing a whole A/C unit...very little noise. The staff at the desk always answered questions, they never had to "get back with you; or I'll have to check on that!" I have been a points reward patron of another brand....may just have to re-think that. LOVE LOVE LOVE our Stay here!

**“LOVE
LOVE LOVE
our stay
here”**

Comfort Suites Hosts Auctions

Comfort Suites Johnson Creek hosts All American Sales and Auctions each month



The Comfort Suites Johnson Creek, WI have been the host to the All American Sales & Auctions since June, 2014 and the team is very pleased to have them there.

The first Monday of every month, the property open the doors to find excited shoppers waiting for their chance to raise their hand in hopes of getting a great bargain on many unique items. Many of these shoppers come in the day before to get a sneak peek at the goodies, spend the night at the hotel, then head down to the auction after their delicious breakfast.

Come lunch time, the hotel Chef puts out a concession-style lunch, making the

shoppers more and more comfortable each visit. It is becoming so popular, other auctioneers that work well with the All American staff are looking at the property to host their events as well.

Going once, going twice, SOLD at Comfort Suites Johnson Creek!

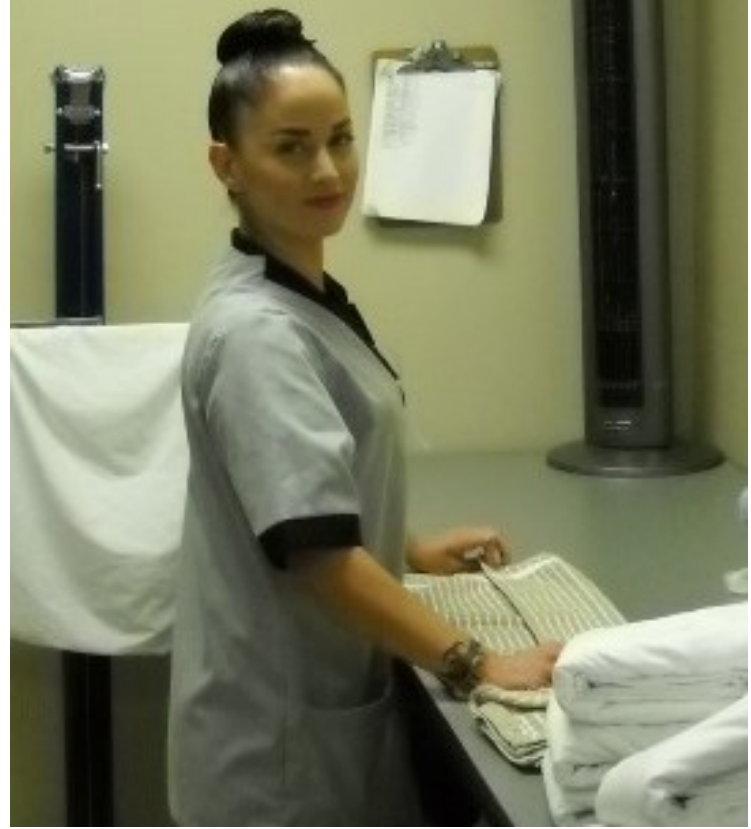


Recognizing Two All-stars

GM Briar Fulford of the TownePlace Suites by Marriott Phoenix/Goodyear highlights team members



Night Auditor Andrew Zook is our employee of the 3rd quarter. He has been the Lead Night Auditor since the hotel opened in December of 2009 and has NEVER called off from a shift. Aside from his perfect attendance and dependability, he is always courteous and professional with the guests and quick to make executive decisions in the absence of a manager when faced with tough situations that arise in the middle of the night. He knows the audit like the back of his hand and sometimes even catches and fixes the GM's mistakes that she makes during the day. You rock, Andrew!!



Michelle Lona is the Assistant Housekeeping Supervisor. Michelle was the employee of the 2nd quarter. She started working at the property in October of 2013 and has continued to impress and amaze us with her attention to detail in guest rooms, her positive attitude, and her friendliness with the guests and staff. She always has a smile on her face and people look forward to working with her every day. She was recently promoted to Asst. Housekeeping Supervisor and she rightfully deserves it! Way to go, Michelle!

In The News



We would like to welcome **Brenda Fritz** to the AHM family. She started May 28, 2014 and is an accountant working with the AHM's Financial Operations team. Welcome Brenda!



AHM celebrated our new endeavor, **More American Hospitality** in the office with a cake and a balloon draw. You can read more about this new project in the press release on pages 2-4.



One of the highlights at the **Hampton Inn & Suites Lafayette** this summer is the Managers Reception MON-WED. These nights include three local restaurants; Poseidon's Greek Restaurant, 1895 Cajun Cuisine & Pub and Bon Temps Grill.



AHM is happy to announce our newest property the **Staybridge Suites in Lexington, Kentucky**. The hotel is currently under construction.. We will share more information about his property soon.



We are excited to welcome **Jody Marceaux** as the new General Manger at the Hampton Inn and Suites Lafayette. She brings 16 years of experience to her position. Welcome to the AHM team Jody!



The **Holiday Inn Big Rapids** team got in the spirit of Service Week. IHG Service Week was June 15 - June 22 and the team celebrated with making a banner and getting everyone involved.

Fairfield Inn and Suites Receives Praise

Return guests share their gratitude with the New Buffalo team for their exceptional hospitality

Nicholas Chervinko Jr.
1404 Bladon Rd.
Schaumburg IL 06195
224-659-3319

July 14, 2014

Erik Molineaux
11400 Holiday Dr.
New Buffalo Mi. 491147

Dear Erik,

I'm writing to inform you of the fabulous time we've again had at your Fairfield Inn. As I had told you we have been vacationing in New Buffalo for last 20 years. We have stayed at several hotels, but for the past 5 years have fallen in love with yours. Your accommodations are great and your staff is fabulous. Shonda Le, April, Eileen (come on Eileen), and Susan just to name a few are very personable, fun, and eager to please. Your rooms are always clean and inviting. We love your cute little breakfast, and the nice little extras you do. We always feel welcome and for this we will continue to vacation at your Fairfield Inn for many years to come.

Sincerely,

Nicholas Chervinko Jr.
And family
E-mail nicko757@aol.com

P.S. A little chilly at check in, maybe some Fairfield Inn scarves would be a nice touch!!

Cc: Marriott Customer Care
1818 N. 90th St.
Omaha Ne. 68114

New DOS Joins Staybridge Team

Staybridge Suites Kalamazoo shares their excitement about new Director of Sales



We welcomed Allison Krafft (she says an extra 'f' for fun!), our new Director of Sales on July 7th. Allison is pictured here on the left with Michelle Read, our Regional Sales Director with IHG, during a training class at our hotel.

Allison comes to us with a lot of sales and marketing experience in the sports field. She graduated from Northwood University with a Bachelor's in Management and Entertainment and Sports Marketing. She has a passion for building great relationships and is focused on providing a great experience for our guests.

Allison has a wonderful personality and has been a great fit with our team already. She is a go-getter with a focus on 'getting every piece of business that is right for our hotel'. She had an incredible first week of sales and we can't wait to see how our sales continue to grow.

Welcome, Allison!



Celebrate Service Week

Holiday Inn Express – Wisconsin Dells celebrates with activities to thank employees



The week of 6-15-14 through 6-22-14 was IHG's celebrate service week. The Holiday Inn Express in Wisconsin Dells had three days of activities planned to thank the employees for all they do to make the property as good as it is.

The activities are a way to recognize the team for their efforts and to show them how appreciative management is for all that they do. They ordered celebrate service shirts so the employees could wear them that week instead of the typical uniforms they wear on a daily basis. Monday they got ice cream and had all the employees who worked that day enjoy the treat while they were on break, Tuesday they ordered pizza for all the

employees so they had lunch on their break and on Wednesday everyone did a jelly bean count where every employee guessed how many Jelly beans were in the jar. The closest guess and winner was Katie who works the front desk. She won a traveling case from Wal-Mart as a prize.

Management along with the entire Wisconsin Dells team does a great job with customer service and keeping the property running smoothly. AHM appreciates all the hard work the team puts into their hotel. Keep up the great service!



Guest Shares Fun Letter of Appreciation

After staying at the Staybridge Suites Kalamazoo for three weeks guest shares thoughts on staff



We Love about Staybridge KALAMAZOO

1. Thoughtful, kind, incredibly friendly + **HELPFUL** staff
I let sets norms/culture of employees
EXAMPLES:

Hailee - help me get food, eat in courtyard
Jeff - bringing son to meet us, changing furniture around garage
Amanda (+ JOY) - helping us get STAYBR. Family Photo
VERONICA - Spanish talk, warmth + emotional support

JOY - openness to suggestions, wanting to do something special for Corn-crow hop, came for 4 mo without family
extended our stay repeatedly

2. **ACCESSIBILITY** + universal design
1st wheelchair accessible guest experience!
Breakfast!
Socials!

3. **BEING COOKED FOR** + ability to do laundry, print from computer, have guests

4. **COURTYARD**

5. **Diversity** - both staff + guests (non + D2)

Recognizing Staybridge Suites Employees

Members of the Staybridge Suites Carmel team Celebrate 4 years with the property



A strong team generates success and that is just what the Staybridge Suites - Indianapolis has behind them. Recently some of the staff celebrated their fourth year with the property.

"All of these employees are celebrating over 4 years working at my hotel and they have played a huge role into the success of this hotel. I thank them for their continued dedication to our guests," said GM Jesse Stauffer

From left to right are Isabel Alpizar, Carolina Martinez, Akhmed Fataliyev, and Irma Hernandez. Also not pictured is Jennifer Brown.

The hotels management and AHM appreciates all the time you put in. Thanks for your continued hard work and dedication team!



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