

American Hospitality Management

Winter, 2014

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TownePlace Suites Joins AHM

American Hospitality Management introduces one of its newest properties and all it has to offer



The TownePlace Suites by Marriott in Goodyear Arizona offers an incredible location with amenities to match and as of September 1, 2013 American Hospitality Management is proud to be the new management team behind the property.

Located off I -10 the property offers quick and easy access to the greater Phoenix area including area businesses, the airport, dining and entertainment. The hotel is centrally located near Glendale, home of the 2015 Super Bowl and close to the Cleveland Indians and Cincinnati Reds spring training. Guests can see their favorite artists at Jobing Com arena, visit Phoenix International Raceway or tailgate before the big game at the University of Phoenix, Cardinals Stadium.

When guests aren't out and about enjoying all the local area has to offer they can find all the comforts of home right at the property. There

is a complimentary breakfast buffet each morning, high speed wireless Internet, a 24 hour business center and a warm and friendly staff to meet all their needs.

The pet friendly property has 118 smoke-free suites designed with guests comfort in mind. The suites feature living and sleeping areas with a fully equipped kitchen, luxury bedding and a well-lit ergonomic work desk. If visiting on business there is one meeting room with 350 sq. ft. for all your business needs. Guests can also take advantage of the fitness center, outdoor pool and Bar-B-Q and picnic area.

General Manager Briar Fulford started with the property as AGM in 2011 and took over the GM position in May, 2013, three months before AHM officially took over management of the hotel. It has been a fairly seamless transition since the AHM team has been able to accommodate the hotels staff

and keep most procedures the same as what they are accustomed.

The TownePlace Suites team is currently gearing up for their busy season which begins at the end of February and stays strong through the end of March with the Cleveland Indians and Cincinnati Reds conducting their spring training just a few short miles from the hotel. They are also getting ready for the Nascar race at the end of February which sells out the entire area.

"I think that our team is stronger than it has ever been since I started in 2011. Every single staff member has something unique that they bring to the table and we wouldn't be as strong as we are as a team without each individual that works here," said Fulford.

We are thrilled to be a part of this property and are looking forward to all its continued success and guest satisfaction. Welcome to the AHM family!

The Best of the Best

Staybridge Suites Carmel receive praise from a guest in need



We had a terrible house disaster and had to stay at a hotel nearby. I was familiar with Staybridge Suites as my son and his family stay there for the race every year and liked it a lot. It was the best decision I've made since the disaster. We were there from August 1 till mid-November. Not only is the hotel very beautiful and full of amenities like the pool, gym and pantry, but the staff is above and beyond any expectation, especially for long term. They really are your

family away from home and go out of their way to make you feel welcome. The most fun is the social hour on Tuesdays, Wednesdays, and Thursdays. You get to meet other guests, get to know the staff better, and there's free food and drinks. What could be better??? A beautiful, well run place to be if you have to be away from home!!! And very reasonably priced a well...we LOVE those people and that place. XOXO to Staybridge Suites, Carmel, IN!

Everything A Guest Could Hope For

The Holiday Inn Express – Wisconsin Dells impresses with a great facility and great staff

Driving through to Milwaukee, we decided to try a quick stay at the Dells. Not what I expected! Extremely courteous staff all around; desk, breakfast bar, lifeguard etc. They were very attentive to our needs, going out of their way to make certain we were comfortable. For a non-waterpark hotel, Holiday Inn Express WI Dells has a spectacular pool area. Huge kiddie pool as well as a large pool with a winding waterslide for the big people. Since it is December, we were not fortunate enough to experience the outdoor pool which appeared to be quite large with numerous activities. And last but not least, our room was spotless with incredibly comfortable beds and pillows. Game Room, Pools, Office, Workout Room, fabulous beds, this hotel truly had everything we could hope for.



Employee of the Year

We take a look at two employees who received Employee of the Year honors



The 2013 Holiday Inn Express-Acme Employee of the Year is Head Housekeeper **Amanda Anderson**. She has been with the property since April, 2011 and works hard for guests and her team.

At the end of each year every member of the team chooses a person they believe has gone above and beyond all year and this year Amanda was chosen.

"I would like to commend her for a job well done. She has worked very hard this past year and went above and beyond daily to assist guests and her peers and for this she was recognized by her peers and myself," said GM, Jo Ellen Vert.

A well deserved honor. Congratulations Amanda and thank you for your hard work and dedication to your team and guests.



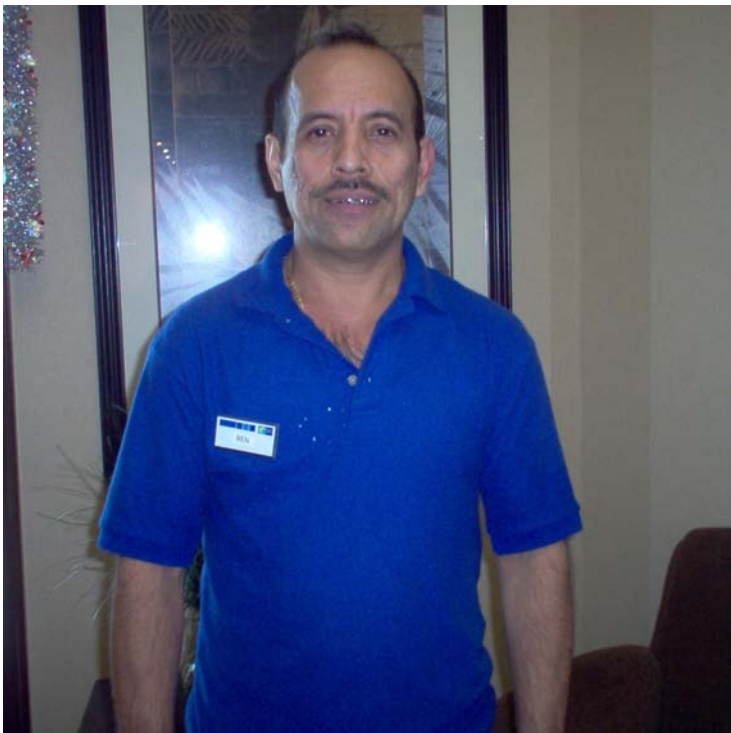
Ben Rodriguez is recognized as the Holiday Inn Express - Wisconsin Dells 2013 Employee of the Year. Ben is recognized because of his constant and superior effort in the Housekeeping Department.

During his time with the hotel; Ben has set the standard for friendliness and efficiency and does both with an outstanding attitude. He helps lead the department to improve the hotels overall performance. Ben always goes above and beyond to create a winning team environment and is therefore recognized for his leadership in raising the Hotels OSAT scores.

Ben truly defines: "going that extra mile to assure Happy Guests."

The Staff recognizes and thanks you for your leadership in creating a:

GREAT HOTEL- GUESTS LOVE!



Guest Comments

Holiday Inn Express Wisconsin Dells...

"Every staff member we interacted with was ridiculously nice"

My friends and I stayed there on NYE and we couldn't believe how awesome this hotel was. Every staff member we interacted with was ridiculously nice, the rooms were clean and the beds were super comfortable! Each bed had at least 4 pillows, two soft and two firm. The continental breakfast was awesome and we got a late check out with no questions asked. I will definitely be staying there for every Dells trip from now on!

Holiday Inn Express Lexington...

This is an extremely comfortable hotel in a great location in Lexington, a quick shot to downtown. The rooms are spotless, with substantial furniture and comfy beds. The free breakfast includes amazing cinnamon rolls, sausage, biscuits and gravy, a pancake maker, and usually a special dish each day. The staff at breakfast keeps it well stocked and even comes to each table to see if you need anything (hot sauce, thank you!). The indoor pool looks great and I heard good reports about it. The pet policy is \$25 for each stay, well worth it for this cut above La Quinta. Not too much grass outside for dog-walking tho. This is my second stay here in a few months; I ended up here (without my dog) on the second stay through Hotwire with a really good price, but the price is reasonable anyway for this quality. Desk staff also very helpful in terms of recommendations.

Staybridge Suites Indianapolis...

We did business in and around Indy then moved to Indy and stayed in a suite hotel by Hilton until we got our home. So we know Indy hotels. Then a snowstorm sent us to Staybridge and what a HUGE difference from other local hotels. First off they gave people without power a discount, which in below zero temps was like a warm hug while other hotels charged more. The woman on the phone was friendly, sympathetic and outright welcoming. Once at the hotel we were amazed at the level of cleanliness and the extreme effort the staff went to make guests feel at home. Their breakfast service food is far superior to other hotels, even serving Wolfgang Puck specialty coffee. Indoor pool, hot tub, modern facilities and pet-friendly. We adored this place.

Comfort Suites Johnson Creek Wisconsin...

We were not familiar with the area and needed a smoke free environment to stay in - plus a cup of coffee in the morning is always nice. When we arrived - very tired and later than expected- we were cheerfully greeted and checked in promptly. Every detail was as anticipated - or more! Recommendations for dinner were great! The room, pool and all hallways were immaculate! Staff are friendly and attentive. We are planning on returning here next time we visit the area. Come for a romantic stay or with the kids - either way you will enjoy your stay!

Courtyard of Marriott 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.

"Very clean and everyone was very friendly and helpful"

Guest Comments

Holiday Inn Express Wisconsin Dells...

Great location, close to everything in the Dells. Loved the presidential suite! Wi-Fi worked great. I believe it was a maintenance man, saw me with my two kids and took the time to turn on the water in the kiddy area. Front desk, Ryan, was very nice and took time to have a conversation with my kids whenever he would see us. The head housekeeper also took time to show me another room I was interested in seeing. They were exceptionally kind to our family. We will absolutely stay again.

**“We will
absolutely
stay again”**

Holiday Inn Express Acme...

This was our first time staying in a Holiday Express. We came up for New Years Eve and left the following day. Your staff brought out Computer paper and Toner Cartridge so I wouldn't have to run around town looking. They really made the New Year (2014) start out WONDERFUL. Please Thank all employees who worked Dec 31 and January 1.

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.

Polynesian Water Park Hotel Wisconsin Dells...

We were looking for a place in Wisconsin Dells to take our 3 year old granddaughter for her birthday. This facility seems older but is well kept. There were friendly staff everywhere, including the housekeeping people in the halls who all were smiling and acknowledged us with hellos. They were all very friendly toward our granddaughter who loves people. The woman we made reservations with was extremely helpful and when she learned the age of our granddaughter booked us in a quieter wing for naps and quiet times. The lifeguards were attentive and also very friendly as were the shop staff. The halls, pool areas, and our room were all very clean and smelled good. We were able to book a room with an actual bedroom door between the bedroom and sitting room so we could make it very dark in there for our granddaughter to sleep while still being able to watch tv in our bedroom. The indoor water park seemed more geared to younger children and as such fit those needs very well. The only complaint we might have is there was no internet of any kind available in the rooms, just the lobby. All in all this was a great choice for us and we are very, very pleased with our stay.

Hampton Inn and Suites Lafayette...

**“This hotel
staff is the
best in the
business”**

This hotel staff is the best in the business, taking great care of all guests during an ice and snow storm that shut the town down. They took care of us as if we were part of their family. feed us breakfast lunch and dinner when no one could leave due to the weather.

Guest Comments

Hampton Inn and Suites Lafayette...

**“The service
provided by the
staff is
impeccable and
second to none”**

The service provided by the staff is impeccable and second to none! i was iced in during my stay yet everyone made me feel comfortable and at home. The room was cleaned efficiently every day and staff members were helping clean ice from everyone's cars. Above and Beyond Service! Thanks so much!

Staybridge Suites Kalamazoo...

Our son attends school at Western Michigan. Now our daughter is looking at going here. This hotel is the most roomy, quiet, and well kept of all the ones I have stayed at in Kalamazoo. I like the larger spaces and don't miss the daily room service. The breakfast is good here much better than HIE. Have not had a bad room here. I traveling 40 weeks a year and find this one of my better non -five star hotels.

Kings Island Resort and Conference Center Mason...

Everything went really well Friday night. Your staff was very helpful, courteous, and just a joy to work with. I received a lot of compliments for the event, with one of our Lieutenant Colonels saying that that our military ball was one of the best ones he's been to in the past six years!! I don't know how I could've done it without your help and I would definitely recommend King's Island to our upcoming seniors. Thank You for everything Kathy! I really, REALLY do appreciate all of your help, time, and patience!

Holiday Inn Express Sidney...

Staff was friendly and helpful. Nice breakfast. Super clean room and comfortable. Our granddaughter loved the splash pool with the water jets! Would definitely stay again. (Also, very convenient walk to the grocery store - just across the street.)

Hampton Inn and Suites Riverton...

I don't think you could get better service than the Riverton Hampton Inn. They were accommodating from start to finish - reservations, information, check-in, and check-out. I've stayed at other Hampton Inn's before, but none had the service this one did...exceptional!

**“They were
accommodating
from start to
finish”**

In The News



InterContinental Hotels Group

At IHG everyone is working towards the same goal: Great Hotels Guests Love. We would like to recognize the hotels that Qualified for the IHG Heartbeat Incentive: **NBUMI, LANOM, WSCWI, INDCA, LEXKY, WMGNO**. Congratulations to the teams that made it happen!



TownePlace Suites employee of the quarter was Guest Service Representative Bianca Alejo. Fellow team members voted her into this position saying she makes it fun to come to work. She has been with the property for 1 year and always has a smile on her face. Great job Bianca. Thanks for all your hard work!



Bethanie Williamson was Holiday Inn Express - Wisconsin Dells December 2013 Employee of the Month. She is recognized because of her superior effort at the front desk. Great job Bethanie!



Fairfield Inn and Suites - New Buffalo GM, **Erik Molineaux** and his family recently welcomed a baby boy. Gabriel Isaac Molineaux was born Monday, January 27 and weighed 8 lbs 0 ounces and was 20 3/4 inches. Congratulations on your precious new addition!



The **TownePlace Suites** teamed up with Caballero Grill and held a Christmas toy drive. Over 300 toys were collected and delivered a long with Santa Clause to homeless children at the New Life Center in Goodyear, Arizona. Pictured are the managers with some of the toys collected. Amazing!



Assistant Head Housekeeper **Teresa Major** is Holiday Inn Express -Acme December 2013 Employee of the month. She has been with the property since June 2008 and was voted by her peers for going above and beyond. Thanks for all your hard work Teresa!

Celebrating The New Year

Comfort Suites Johnson Creek hosts "Bikers for Burn Camp" New Years Eve party



The Comfort Suites Johnson Creek recently received feedback from a guest who hosted their "Bikers for Burn Camp" New Years Eve party at the property. Director of Sales, Christine Aumueller said the event was great.

"I worked the event literally from beginning to end, and it couldn't have been a better time," said DOS, Aumueller.

The group has already reserved the entire hotel for New Year's Eve 2014, and their banquet again. Here is what Ron Gasser, planner of the event, had to say:

Hi Christine,

I am glad you had a blast! So did everyone else! We got nothing but positive comments back. I just printed off the contract you sent back on 1/3/14. I will get it back in the mail with a check so we get locked in for this year.

I/we have a few ideas for this year to change it up and keep it fresh. I already contracted the band "Dirty Boogie" for this year. After it was all said and done we had money left over to split between the WAFS Burn Camp for Burned & Injured Youths AND ABATE of WI "Share the Road" program. I made BOTH

organization aware that **because of you and the Comfort Suites of Johnson Creek** were so accommodating, we were able to produce a GREAT event for everyone AND raise some money! **THANK YOU!** Every little bit helps! We will advertise on our web site and Facebook site along with any other handouts we do throughout the year that you are a MAJOR sponsor of ours. Feel free to pass this email on to your "corporate bosses". If you ever need any referrals, please put my name and number down.



Thanks again. I look forward in working with you soon!

Making a Lasting Impression

A letter from a guest at Fairfield Inn and Suites New Buffalo raves about time spent at the property

10-January-2014

American Hospitality Management, Inc.

520 North Main Street, Suite 205

Cheboygan, MI 49721

To Whom It May Concern,

During the months of April 2012 through July 2013 I stayed at your Fairfield Inn & Suites property in New Buffalo, MI two nights each week while I was assigned to a project in this area. While I was there I became to know the hotel staff very well. In the past, I have had positive experiences when staying at Marriott hotels; however, the stays at Fairfield Inn & Suites in New Buffalo, MI exceeded the expectations of an already impressive brand.

Every time I stayed at this hotel I was always welcomed as if I had returned home, in fact I jokingly started calling this location "My cottage". Your staff at this hotel is very personable and truly enjoys ensuring that all guests feel welcomed and are comfortable during their stay. One of the ways that I relax at night is to have a glass of milk. The hotel team picked up on this and after a few visits had milk for me when I checked in.

I truly appreciate the efforts of this hotel and I will miss this entire team now that I have completed my business travel.

Respectfully,



Brian G. Saintonge



'Tis The Season

A look into the American Hospitality Management Christmas celebration



The American Hospitality Management team works hard all year to make sure the company and each property it manages is thriving. When the end of the year rolls around the team is ready to celebrate.

Fredrick Kindell's home for a potluck and gift exchange.

"Everyone had a great time. Good food, good conversation, good fun!" said Kindell.

This holiday season they did just that at the annual Christmas party. On December 20, 2013 the team gathered together at Senior Vice President and Co-Founder

The AHM family had a great time and took several photos to share with everyone. Hope you had a great holiday season as well!



Staybridge Suites Events and Happenings

Staybridge Suites Okemos highlights hotels events and happenings for the month of February



The Staybridge Suites-Okemos celebrates *Staybridge LOVES our Guests* every February for the whole month and this year was no exception. Here are some of the things they do with and for guests to be sure they know how much they appreciate them and their loyalty to SBS.

- We started with fresh flowers in the great room every day on the tables
- Cut out heart shaped cookies and provided the frosting and toppings for decorating
- Provided art supplies for guests to make Valentine cards to take home for loved ones
- Handed out heart shaped donuts on Friday Feb 14th
- Had a "favorite love / romantic movie" group conversation and contest w/prizes
- Cold Stone Creamery featured make your own sundae night
- Grand Traverse Pie Company brought their famous Michigan Cherry Pie made with LOVE
- Put a Thank You "LOVE" note in every room with a register to win 1000 IHG Reward points in a drawing at the front desk
- Prepared a special SBS To Go bag for the morning with snacks, candy, 'LOVE' note, mints and fruit

They also LOVE their staff and gave them a special candy gift on paycheck day (Feb 14th) to express appreciation and love for them as well.

The festive atmosphere was contagious and lots of fun to play off of. Not only in each evening Social but at the front desk, throughout the housekeeping team and in the F&B department. Everyone really got in to it and it made the cold, snowy, winter season just a little easier to handle.

SBS Okemos is going through a soft good PIP. They have beautiful new carpet in the Great Room and the guests just love the change. New fresh wall paper in the common areas and hallways that makes that look new as well. The new bedding is getting rave reviews and guests are commenting more now than ever about how comfortable the beds and rooms are.

Meet Barbara Jean Beighle

Get to know the new GM her past roles and what she is looking forward to in her new position



With over 20 years of experience in the travel industry, Barbara Jean Beighle has served in a variety of key management roles. Her 15 years with Marriott International and 7 years with Creative Lodging Solutions (CLS) has given her the ability to look at travel from both the hotel and

client perspectives. While with Marriott she served as a General Manager Specialist as well as Area/Regional Trainer for sales and operational positions in the South, West and Midwest regions. During her time with CLS, a travel management company, she was a Director over compliance and operational auditing, hotel partnerships and the billing departments. Majority of her time being spent speaking or traveling to hotels across the U.S. and Canada in order to educate them on how they could capture a portion of the multi-million dollars in room revenue they would book for their clients yearly.

Barbara Jean joined the American Hospitality Management team starting as the Interim General Manager at the Holiday Inn Express –Lexington January 6, 2014 and is working on setting a plan for them to meet a goal of increasing OSAT scores to 88% this year. She is set to move to the General Manager position for the Staybridge Suites-

Lexington in June which is a new American Hospitality Management property expected to open late this year.

According to Barbara Jean starting with the Holiday Inn Express has been a great lead into the role as GM for Staybridge Suites since it has allowed her to have hands on experience meeting the needs and expectations of the chain and the management company. Her favorite part of her new position;

“Being back in a hotel again and meeting people from all over the country. I love serving people and teaching others about service,” said Beighle.

When it comes time to take on her new role as GM for Staybridge Suites – Lexington she is most looking forward to the extended stay concept because long term guests become part of the hotel family. She enjoys the evening receptions and greeting everyone at breakfast and said she tries to look at it as her own bed and breakfast and make each interaction enjoyable and she encourages her staff to do the same. It’s going to be “a lot of fun”, she said.

“I’m excited about the opportunity and look forward to welcoming all our guests “home” even if it is just for the night,” said Beighle.

Welcome to the AHM team Barbara Jean. We are excited to have you as part of the family and look forward to working together on upcoming projects!

People's Choice Award

The Holiday Inn Big Rapids receives People's Choice honors

The Holiday Inn - Big Rapids received the 2013 Mecosta County People's Choice award.

The People of Mecosta County vote on the 'Best of the Best' for the county. This is the second year in a row that the hotel has won the award. The votes are tabulated by the Pioneer Press in Mecosta county.

Great things are yet to come at the property and they hope to have a another repeat next year!

Congratulations to the property on their award. The team deserves it. Great job!



A **MERICAN**
H **OSPITALITY**
M **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

www.ahm-hotels.com