

STAYBRIDGE
S U I T E S

American Hospitality Management

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Business of the Year

Hampton Inn and Suites receives award at 2015 Riverton Chamber Annual Awards Banquet

The Hampton Inn and Suites Riverton received a huge honor recently. They were voted **Business of the Year** at the 2015 Riverton Chamber Annual Awards Banquet.

The property which was nominated by Guest Service Associate, Anika Greenhalgh and voted on by all of the members of the chamber of commerce accepted this award at the banquet on April 17. Receiving this award is a great accomplishment and privilege for the Hampton Inn and Suites Riverton team.

"I was very excited by the honor and the staff was to, to be able to say we achieved and accomplished so much to help better our community was very exciting and to receive this award above so many other business that were equally deserving is a great recognition of our staff," said GM, Ryan Preston.

At the banquet, Assistant General Manager, Ashley Strickland wrote and gave an incredible speech. Her words were a testament to the hardworking, community driven, motivated staff at the Hampton Inn and Suites Riverton. You can read her speech below which shares just how involved the entire team is.



Guest Service Associate, Anika Greenhalgh and General Manager Ryan Preston at the 2015 Riverton Chamber Annual Awards Banquet



Guest Service Associate, Anika Greenhalgh at the 2015 Riverton Chamber Annual Awards Banquet





The Speech Written and given by Assistant General Manager Ashley Strickland

There's a saying, "It's the people that make and build the company," Although I'm unsure of who spoke these words of wisdom, in this case, it's more than fitting.

Having worked at the Hampton Inn and Suites for only a short two years, I have come to know the amazing, quirky, and loyal staff who are nothing but passionate for the work they do. I have never known a more genuine handful of people who go above and beyond every day, and not because they feel like they're obligated to. Their enthusiasm is contagious and I'm lucky to work with the people I not only call my coworkers, but my friends. These very same people carry over their wonderful attitudes to their personal lives, where they volunteer their time for a multitude of various activities.

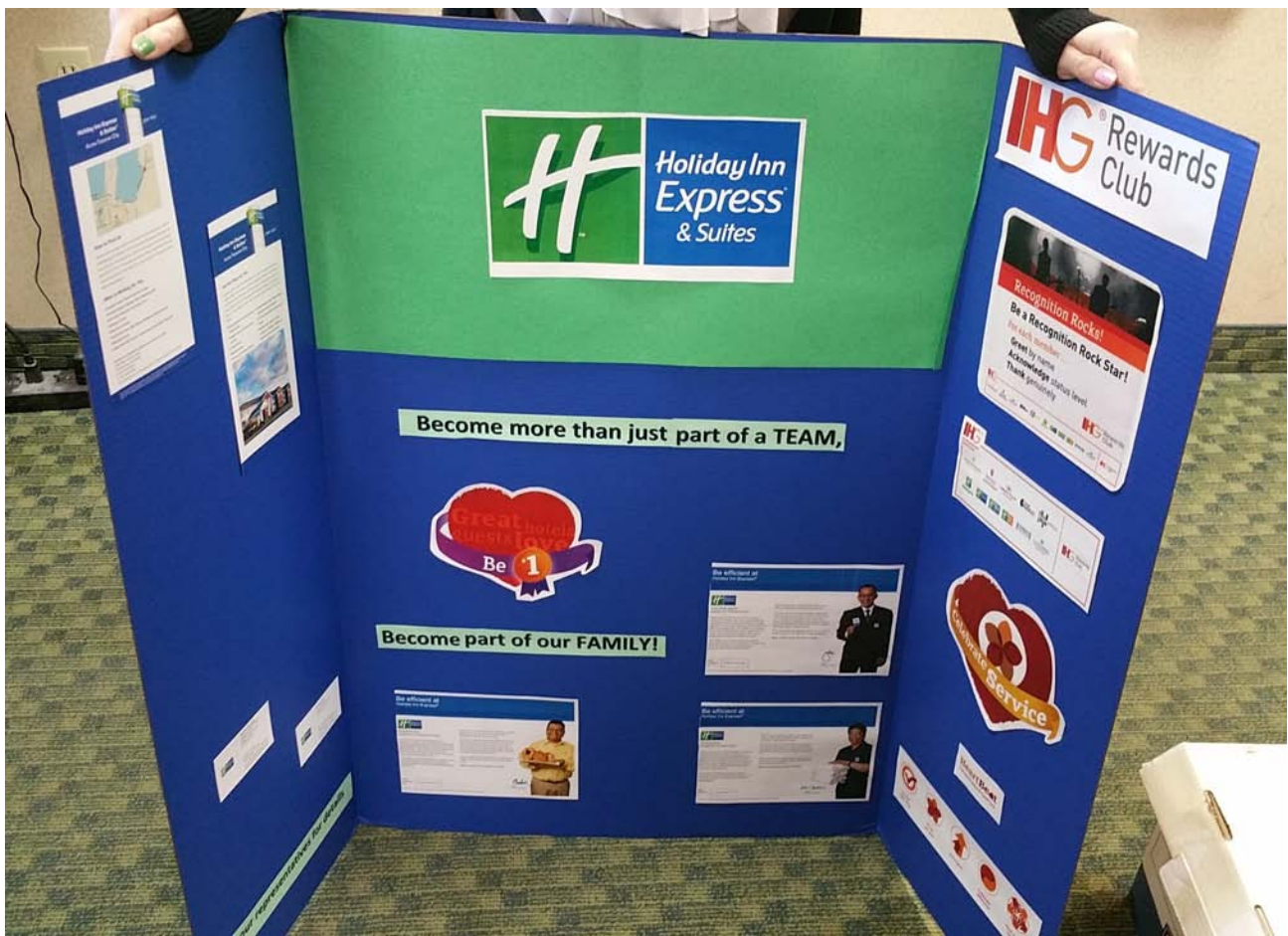
The staff is nothing short of enthusiastic when it comes to sponsoring different associations including college and high school sports. Just recently, we were a Booster for the college rodeo team. Last summer, we sponsored a little league softball team and also had some very dedicated employees volunteer to coach the team, and I do believe these same people are coaching again this year. The hotel and staff enjoy giving back to the community by making donations to well deserving organizations. This includes, but is not limited to, Relay for Life, Fallen Firefighter, Children's Advocacy Project, Rocky Mountain Elk Foundation, Wyoming Cares, as well as multiple benefits for families in need. I have never seen an entire staff volunteer for something together, as a team, until I worked at the Hampton Inn and Suites.

Everyone is constantly looking for new opportunities to join and volunteer for something they feel is important. We have a staff member who is a part of DOES (Daughters of Elks) which donates and volunteers time to some amazing organizations. We have, recently, gotten involved with Kiwanis, which is also a community oriented organization. Our general manager was voted on as president of the Chamber Board last year where he's been active in promoting community involvement. Recently, he's been finding sponsors for Alive @5, which is a family oriented event that will, more than likely, generate outstanding community involvement.

Of course, none of this would be possible without our fearless leader, Ryan Preston. He's always looking for new ways to inspire us and to challenge us to be better than we were yesterday. To say he's energetic is a gross understatement, and although we tease him for this, his energy and enthusiasm has affected us all. One of his favorite sayings is, "your actions speak louder than words." He's inspired all of us to take action for what we feel matters, because he genuinely cares for every one of his staff members. He wants the Hampton to be a pillar for the community and wants our actions to speak volumes and reflect that passion we hold for our community.

This brings me to one of my favorite sayings by Jim Goodnight, "Treat people like they make a difference, and they will."

Even though this award is directed toward the business as a whole, it's really a tribute to the amazing people who work there because their actions have made all the difference. Congratulations Ryan on Hampton Inn and Suites making Business of the Year. Hopefully receiving this honor will be an inspiration in yours and your staff's continuing effort to help our community thrive.



Property Participates in Veterans Job Fair

The Holiday Inn Express Acme participated in the Veterans job fair in Traverse City in March, 2015. According to General Manager, Jo Ellen Vert, not only was it a great way for the property to get the word out that they were hiring, it was also a great way for them to give a little something back.

The job fair was held at the Haggerty center in Traverse City for Veterans that were in need of jobs. Jo Ellen and her team were able to get some great applicants as well as hire a few people, giving the property the opportunity to add some great people to the amazing Acme team.

"It was definitely a great experience for us and something we would love to continue in years to come," said GM Vert.



This job fair sounds like it was a great opportunity for both the property and the veterans who attended. Thanks for sharing Jo Ellen!



Hampton Inn Downtown Green Bay Renovations



The Hampton Inn Downtown Green Bay is currently undergoing a full overhaul. General Manager, Barb Myer gave us some insight into the history of the property and what we can look forward to at its completion.

The hotel was built in 1972 and opened as a Holiday Inn, which it operated as until January 2011. It became a Clarion Hotel by Choice and remained a Clarion until the hotel was purchased by the City of Green Bay for the expansion of the KI Convention Center located across the street from the hotel. The City of Green Bay demolished a section of the hotel (Restaurant, Bar & Banquet Facility), but the hotel's front desk and 7 tower sleeping rooms remained. The hotel was purchased by Fox River Hospitality, LLC in February, 2015 and construction began to completely renovate the hotel. The hotel has been completely stripped to the studs and is being rebuilt inside.

The property will be opening in August 2015 as a Hampton Inn with 135 luxurious sleeping rooms, including 14 Suites, complimentary Hot Breakfast, Meeting Room, Fitness Center, Business Center, Suites Shop,

Indoor Pool and free surface parking. The hotel is situated on the Fox River in the newly revitalized downtown Green Bay and less than 5 miles from historic Lambeau Field, the home of the Green Bay Packers. The hotel will be connected to the newly expanded KI Convention Center which is currently going through a 25 Million dollar expansion and will have 80,000 sq. feet of meeting and convention space.

Great progress has been made in a short time and we're looking forward to seeing the property when it's complete.





Pictured is the Commerce Lexington representatives holding the ribbon, owner Carl White cutting the ribbon, his daughter Crystal Montgomery and her son, owner Dave Wespiser, AHM President Don Schappacher, AHM Senior Vice President Fred Kindell, Jimmy Taylor with IHG, DOS LaTonya Jackson and GM Barbara Jean with her daughters Faith and Hope

Open For Business



Director of Sales, LaTonya Jackson and General Manager, Barbara Jean Beighle at the ribbon cutting ceremony

The Staybridge Suites Lexington KY opened to the public on March 24, 2015 but they made it official with a ribbon cutting ceremony at the property on April 30.

The Grand Opening was a success with over 200 people in attendance. According to General Manager, Barbara Jean Beighle it was a “privilege” to have owner Carl White, his daughter Crystal Montgomery and her son be a part of the ceremony. The hotel is off to a great start.

“The property is off to a great start with over 20 rooms staying 30 plus nights within 5 weeks after opening so looking forward to having more guests call our hotel “home”, said GM Beighle.

Congratulations to this new property and its team! For more information on this hotel you can visit <http://www.ihg.com/staybridge/hotels/us/en/lexington/lexlp/hoteldetail>.



FERRIS STATE UNIVERSITY

Holiday Inn Big Rapids banquet department team member, Wayne Bersano was recently elected President of the Student Government at Ferris State University (FSU).



Wayne, who is in his junior year at FSU is a student of the hospitality program and is looking forward to his new responsibilities as President.

“As President my main role will be connecting and communicating with students, administration at Ferris, and community members. I will also be overseeing the distribution of the Student Activity Fund and a lot of the events that Student Government puts on such as Pancakes with the President and the Leadership Dinner,” said Bersano.

After graduation Wayne would like to get into a management training program with one of the top hotel and restaurant management companies and eventually open and manage his own hotels and restaurants. He thoroughly enjoys studying Hospitality Management at Ferris and feels that the program truly prepares students for the industry.

Currently Wayne is studying abroad in Germany for a semester which he says has been a “phenomenal experience”. Once he returns he will dive right in to his new role.



Holiday Inn

The FSU student newspaper, the Ferris State Torch, wrote a great article about Wayne and his future plans with his newly appointed position. You can check out the article at <http://fsutorch.com/2015/04/22/student-govs-always-smiling-new-face/>.

Congratulations Wayne!



Riverton Does It Better

Hampton Inn and Suites Riverton receives a letter from an impressed repeat guest

Ryan,

I had the pleasure of staying at your hotel again this past week; I traveled through Wyoming staying at the Hampton in Cheyenne and Rock Springs also. Your staff when I checked in Wednesday night was fantastic, what personality she had, I also saw her in the morning when leaving.

I have stayed at Hampton in Boise, Nampa, Twin Falls, Sheridan, Casper, Evanston, Idaho Falls and also Hilton Gardens in Twin Falls, Idaho Falls and Casper each month. Of all the Hilton hotels that I have stayed in regularly yours is the BEST. Here are some differences that I see at the other hotels compared to yours.

1. You are the only one that offers Hilton Honors chocolates
2. Cheyenne did not offer snack bags on Tuesday night
3. One Hampton does not offer cookies until 8 PM.
4. Rock Springs does not offer snack bags but does give everyone bottle water in morning if you are eating breakfast.
5. You are the only one that puts letters in the room to the honors member and your staff writes nice notes to the guest in the room.
6. I loved the big desk in the king room suite that was great to catch up on work, have never seen it.
7. You are the only one that I know of that has a manager night offering free food.
8. You have the most friendliest staff

I get a lot of surveys and I will rate all hotels compared to yours which is over all the best based on what you offer to what they do.

Look forward to staying again at the Hampton Inn Riverton.

Merry Christmas and a Happy New Year!

**Thanks Tony Bencina Regional Manager Utah, Wyoming,
Idaho**

American Facility Services Group



Five Star Review

A guest gives multiple great reviews about Holiday Inn Express Wisconsin Dells employee

Holiday Inn Express Wisconsin Dells Night Audit Clerk, Thomas, really impressed one particular guest. He called the IHG Guest relations line, went online and filled out a review and left a message to ensure General Manager, Jesse Kangas saw what a great job he did. Great job Thomas. Below you can read the guests comments;



Very Impressed with Night Audit Clerk Thomas-5*

Good: Atmosphere, Location, Room Cleanliness, Amenities, Recognition for IHG® Rewards Club Members, Facilities

Bad: Cannot take the staff with you when you depart

I highly recommend this property to anyone who may be traveling on business or leisure. You will not regret choosing this hotel!

The location is perfect and has plenty of places to eat close by. The breakfast at the hotel is deliciously fresh. The rooms are clean, comfortable, and modern. What makes this hotel stand out above the rest is Thomas whom works overnight at the Front Desk.

Thomas was very friendly, outgoing, professional, courteous, and compassionate. I could not have asked for a better personality to check-in this road weary individual.

Thank you for a great job and for helping to make great hotels that guests love!



Welcome to the Team

American Hospitality Management welcomes Suzanne Erhart



AHM is proud to announce Suzanne Erhart as our new Chief Financial Officer who started with AHM March 30, 2015.

Suzanne was previously the C.F.O. for VitalCare Inc. (7yrs) and McLaren Northern Michigan Hospitals Physician Practices (2 yrs). She also held the position of Vice President of Finance for LexaLite International (10+yrs in Lighting Industry). Suzanne is now looking forward to her role with AHM and all that encompasses.

"The Hospitality Industry is a fast paced industry. AHM is growing at a rate that requires a slightly different financial operational structure to improve synergies and efficiencies and I look forward being part of the team that drives that positive change," said C.F.O.,

Erhart.

According to Suzanne she has been extremely impressed by the top notch service provided by AHM to their customer base, along with the dedication and knowledge base of the employees. She has stated that everyone has been very open with sharing information and willing to make any changes to the structure that we determine need to be made.

If anyone has any questions or would like to share any concerns you can reach Suzanne at suzanne.erhart@ahm-hotels.com.

The company is very pleased to welcome Suzanne to the team and we look forward to our future with her being a part of it!

Welcome to the Team

American Hospitality Management welcomes Scott Ehrlichman



Scott Ehrlichman, started with AHM as our newest Regional Vice President on March 16, 2015.

He has been in the hospitality industry for 16 years. Most of his experience is with IHG properties such as Holiday Inn, Holiday Inn Express and Staybridge Suites, he has also worked at: Best Western, Hilton, Park Inn and Suites and Super 8. He's held positions as Front Office Manager, Assistant General Manager, Director of Sales, Corporate Director of Sales and General Manager.

With all his experience in the field he is looking forward to passing on his knowledge.

"I am looking forward to being able to work with several General Managers and pass on some of the skills and

knowledge that I have gained over the years in the hospitality industry. I was fortunate enough to have a good mentor as I was working my way up in the industry and I hope to rise to the challenge and be that for someone else," said RVP, Scott Ehrlichman.

Like any new position there is a learning curve but Scott feels with the help of his AHM colleagues he is really beginning to hit his stride and says he is very excited to be on the AHM team and is looking forward to growing with the company.

American Hospitality Management is thrilled to welcome Scott to the team! We are looking forward to what the future will bring with you a part of the AHM family.



The Hampton Inn and Suites Riverton is always getting involved in their community and this past February they began volunteering with the Habitat for Humanity.



Here is Dayton showing off his newly installed closet rod in the Habitat house

General Manager, Ryan Preston contacted the local Habitat for Humanity to express his team's interest in getting involved with the organization and they were happy to accept the help. Now every other Saturday three to four people including GM, Ryan Preston, other managers and staff members volunteer from 10AM – 4PM.

According to GM, Ryan Preston the team has really enjoyed their time with the organization and have learned a great deal in the process.



Andy Ekert who works for the Habitat for Humanity working on the soffit of the house

“This was an awesome experience for the entire staff we had so much fun and learned a lot of different trades about building the house from installation of siding, painting, Fascia, and Soffit, to cabinetry,” said GM, Ryan Preston.

Continued on next page





The team has been very hands on in the construction and is looking forward to meeting the family who will move in, who will also be assisting in the building process.



The Riverton team has enjoyed these past few months so much they plan to keep getting involved. The team has committed to finishing the house they are currently working on as well as helping to build at least one more home.

Thank you for sharing these pictures. What a great cause to be a part of. Keep up the great work team!

Dayton, Ryan and Cody working hard on the Habitat for Humanity house the Riverton team is helping build



If you want to follow the progress on these homes and the Hampton Inn and Suites Riverton's community involvement you can LIKE them on Facebook they regularly post photos and updates for fans of their page.

Hampton Inn and Suites team members Nicole and Cody measuring boards for the habitat house



IN THE NEWS



Sari Hill, GM of the Courtyard New Albany and her husband welcomed a precious baby girl to their family. Brooklin Gail Hill was born March 20, 2015 and weighed in at 7lbs 3oz and was 20 inches long. Congratulations to the family! She is beautiful!



Holiday Inn Big Rapids team member, Brittany Wood keeps the lobby area decorated throughout the year. She has been changing the theme at the desk with the seasons. It looks great!



The **Holiday Inn Big Rapids** held an Easter brunch on Easter Sunday with a visit from the easter bunny. Children were even able to get their picture taken with the bunny. Sounds like fun!



TripAdvisor awarded the **Deadwood Mountain Grand Hotel** the 2015 Certificate of Excellence. This achievement is a direct result of their consistently great reviews from TripAdvisor travelers. Great job team job team!

Guest Comments

Holiday Inn Express Wisconsin Dells...

First time I ever felt the need to email a hotel for feedback. Just want to make sure the owners are aware of what a great experience we had staying for the weekend. Morning and night staff at the front desk, night maintenance guy, room service. Some of the nicest staff I have experienced in some time. Keep up the exceptional work!

**“Some of the
nicest staff I
have
experienced”**

Country Inn and Suites Appleton...

Located in a good safe place, clean, quiet, great value, super nice swimming pool with hot tub, friendly staff and decent breakfast with a lot of variety. Family friendly, plenty of parking and easy to get around in.

Staybridge Suites Okemos...

I usually stay at IHG branded locations for business. I'm not usually disappointed as most of the time they're clean and economical. I must say that the Staybridge suites really makes me feel like I'm staying in a luxury hotel. The bed was exceptionally comfortable. The water pressure was great and the temperature was nice and hot! The dinner on Tuesday Wednesday and Thursdays were very nice if you didn't want to go out, put the full kitchen inside the room made it Very appealing to stay home! That's the best way to look at this hotel it is though you're staying at home! But cleaner!!!

Holiday Inn Express Wisconsin Dells...

Sorry this e-mail didn't come much sooner, however I did want to let you know how impressed I was during our visit to your hotel on February 21st. Our team was in town to play in the WCC tournament at JAG. Compared to our past stay in the Dells your hotel was by far the best we've ever enjoyed. Very friendly and accommodating staff, very clean, and an outstanding breakfast. Thank you so much for a great stay. Hopefully we'll back (i.e. we have to win earlier games to earn the right to play in the Final Four in the Dells). - Director of Athletics and Head Men's Basketball Coach.

Residence Inn Lafayette...

My husband and I along with some friends stayed at this hotel for the weekend to attend a rodeo at the Cajundome. The hotel clerk Jamie was extremely nice and very helpful. The hotel was super clean and the staff was very friendly. When visiting Lafayette La. This is where we will stay.

Fairfield Inn and Suites New Buffalo...

**“First class
staff and
facilities”**

First class staff and facilities. Close to lots of places to eat. Seamless stay -- which is exactly what I wanted after a 6 hour drive!! The breakfast attendant was especially delightful and helpful. A clean, well maintained hotel. Can't go wrong (I have stayed here multiple times).



Pictured above at the annual regional meeting from left to right is Latonya Moore, Jesse Stauffer, Joy Donaldson, Chris Norman, Don Schapacher, Mary Donley and Mike Kent

Regional Extended Stay Summit



The annual Regional Extended Stay Summit was held May 11 - 12 in Columbus where American Hospitality Management won two of the five awards given out. The Staybridge Suites – Kalamazoo, MI won Highest Problem Handling Score and the Staybridge Suites – Carmel won Highest OSAT Score.

The event was a success and the team is looking forward to next year.



AHM vs. IHG in a round of family feud at the Regional Extended Stay Summit

Pictured with their hotels awards are Allison Kraft (Kalamazoo) Joy Donaldson (Kalamazoo), Jesse Stauffer (Carmel) and Mary Donley (Carmel)

Couple Says “I Do”

Joy Donaldson, General Manager of the Staybridge Suites Kalamazoo got married recently to her longtime love Rob Underwood. The couple has



been engaged for five years but life got busy and they never found the time to say “I Do”.

In March the couple went on a cruise to the Bahamas with their parents and when the ship docked on 3.14.15 Joy's father, a pastor

married the couple in an intimate ceremony in an empty gazebo next to the ship with a palm tree and the ocean in the background. According to Joy it was the “perfect day for the perfect wedding.”

They are now a complete family with six kids ages 15,16,17,18,19,20 and 1 dog! Congratulations to the happy couple!



Coke Challenge

Congratulations to the **Holiday Inn Express Wisconsin Dells** who was the winner of the IHG Rewards Club Enrollments Coke Challenge!

Chris Schneider and his front desk team had 305 Qualified Enrollments for the month of April. On top of going above and beyond in enrollments their April IHG Rewards Club Recognition score was a 95.6. The team will receive some great prizes along with a Coke and pizza party for the hotel.

Each month the Holiday Inn Express Wisconsin Dells continues to lead the region in enrollments and recognition.

This year there was a hotel spin put on the usual March Madness Challenge. The challenge surrounded around IHG REWARD CLUB RECOGNITION! The goal for 2 months was to hit a score of 80 for recognition in February so that you could move onto the finals in March. Each region had 4 winning teams and each team received *25,000 IHG Reward Club Points to divide up among their team*. The Holiday Inn Express – Wisconsin Dells placed at number 4. Their team received a recognition score of 93.99%.

Great job team! Keep up the great work!



A Job Well Done

The Comfort Suites Johnson Creek team did an exceptional job hosting weekend conference

Dave,

I just wanted to take this opportunity to thank you and your staff for an exceptional weekend conference.

Every detail was attended to— the set up of every conference room was perfect. I really appreciated the built in screen in the VIP room, as well as the large screen provided in the larger ballroom. The hospitality was really great - ice cold water in every room at all times, and a well-appointed coffee break, too.

The lounge area was new to us this year; what a beautiful setting! Everyone was so comfortable, and Tim, the bartender, was absolutely great. Everyone commented on his friendliness as well as the availability of the pub food. I am so glad you arranged this.

The lunch and dinner buffets were tasty and attractively presented. Everything was the correct temperature, and served right on time. Brandon is the bomb!! His food was great, and his service even better!! He was always pleasant and very helpful; he never made me feel like my requests were bothersome to him at all.

All desk staff and housekeeping personnel were very friendly - absolutely no complaints about any of them. Please share my gratitude with each of your employees for a job well-done.



You and Rebecca thought of everything and really helped me to plan an awesome conference. I would highly recommend your venue to others for their events. I love the “small town” friendliness and service in Johnson Creek, as well as the “big town” professionalism and facility.

The Wisconsin Association of Cheer and Pom coaches thanks and applauds you!!

Thanks again, Dave!

Award of Excellence



Dear partner,

Congratulations! We are delighted to present you with this Award of Excellence for the Booking.com Guest Review Awards for 2014! On behalf of the entire Booking.com team and our mutual guests, we are proud to honour you with this accolade—a symbol of our gratitude and appreciation for providing the best possible accommodation experience for your guests.

As one of our most valued partners, you are receiving this award in recognition of your dedication and care in meeting and exceeding guests' expectations. By achieving an overall guest review score of 8 or above, based on a minimum of 10 reviews as of 23:59 Central European Time on December 31, 2014, you have demonstrated an outstanding commitment to your guests in delivering consistently amazing stays.

Connecting customers with the world's most incredible places to stay is at the core of our mission. Thank you for being a part of our success and for playing a crucial role in the fulfilment of that mission. Here's to creating many more beautiful memories for our mutual guests in the years to come!

Once again, we are exceptionally pleased to present you with your award and hope that you will display it proudly in your property.

With warm regards,

Darren Huston
Chief Executive Officer

Gillian Tans
Chief Operating Officer

A handwritten signature in black ink, appearing to read "Darren Huston".

A handwritten signature in black ink, appearing to read "Gillian Tans".

Celebrating Service



Here is the Holiday Inn Express Lexington, KY celebrating Service!

The team is enjoying some Tropical Shaved Kona Ice.

Great picture you guys, looks like fun!

A AMERICAN
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