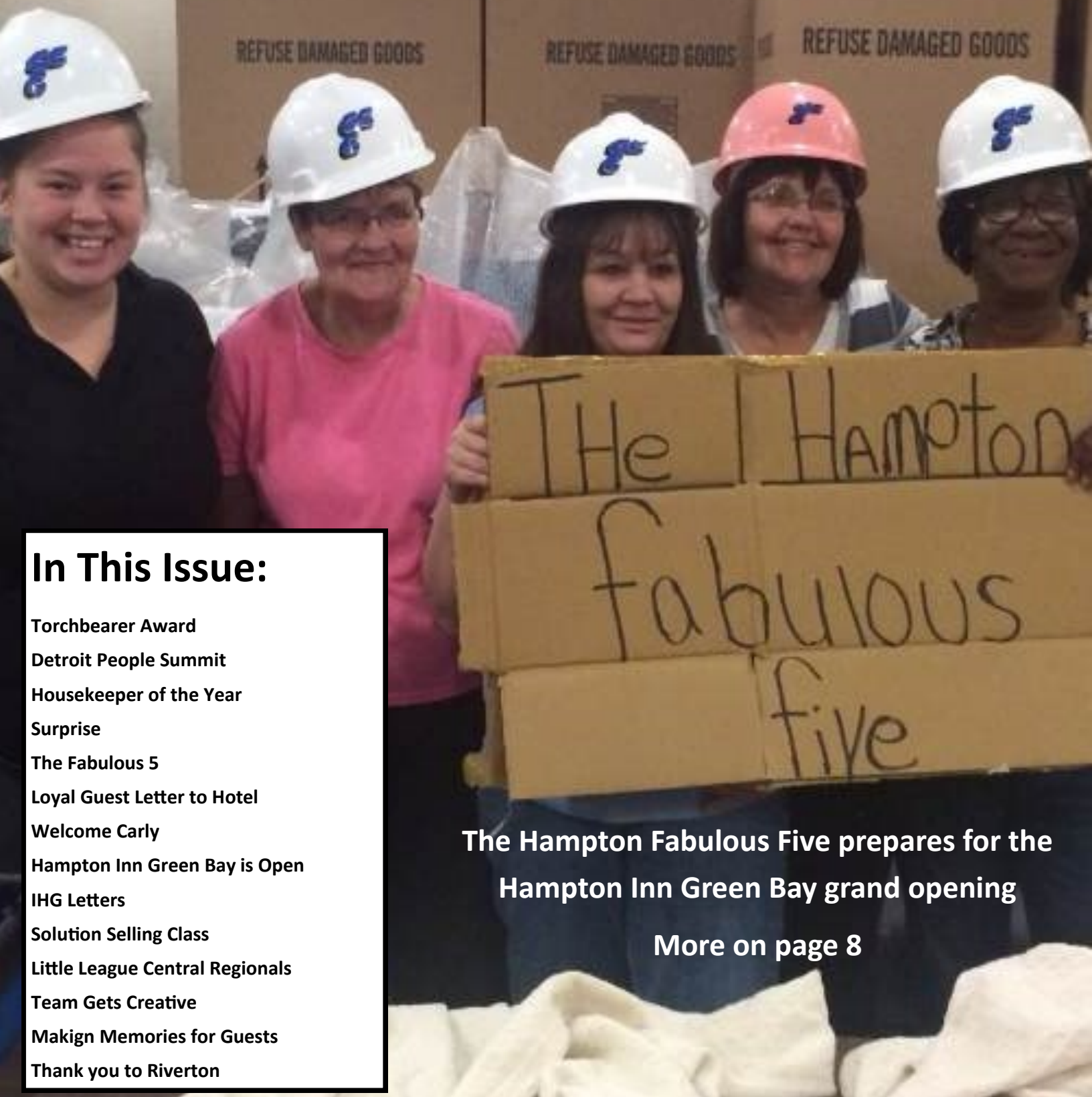


# American Hospitality Management

Summer, 2015



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# Torchbearer Award

IHG awarded Staybridge Suites Carmel with the Torchbearer award



Staybridge Suites Carmel has received the Torchbearer award from IHG. This award is given to the Top 8 Staybridge Suites ranked for a 12 month rolling score. The Staybridge Suites Carmel finished with a #6 ranking.

The time period of eligibility for the award is July through June with the official announcement made in August.

This is a huge accomplishment for the

property and its team. While they have been close several times to receiving this award in the past they have always just missed it, receiving the Quality of Excellence Award which is still a huge accomplishment and something to be proud of.

It had been a yearlong goal for the team to be at a 93% Overall Satisfaction every month to be ranked high enough to win the award. They finished at 93.25%.

"I could not ask for a better team to help us earn this success together. We were so dedicated to the goal which made getting the award so very sweet," said GM, Stauffer.

*Continued on page 3*





# Torchbearer Award *Continued*

The team focused on this every day of every month for an entire year. It was not an easy goal to achieve and according to General Manager, Jesse Stauffer they deserved to have some fun and enjoy the efforts of their hard work.

In celebration of this triumph, GM, Jesse Stauffer and his team brought their families together to celebrate. Each employee works extremely hard and takes time away from their families to make the hotel a success. It was important to GM, Stauffer to make sure that the families were also involved in order to thank them for their support at home.

Congratulations to the team at the Staybridge Suites Carmel!



# Detroit People Summit

Staybridge Suites Kalamazoo Joy Donaldson serves as a panel member



Joy Donaldson, General Manager of the Staybridge Suites Kalamazoo recently had the opportunity to serve as a panel member of Managers at the Detroit People Summit.

The Detroit People Summit which was held on July 21, 2015 is a training class open to all IHG managers to discuss how to better utilize the people tools that IHG offers to all brands. Each attendee received a training credit for their hotel.

People tools are found on the Merlin website. Each brand has their own tools that are specific to the brand and what the brand represents. The summit shared some of the tools and how to best use them to produce the highest results from each team.

Being a member of the panel is a privilege, something a manager must be recommended for and asked to participate in. Joy was chosen due to her hotel performance and use of Merlin People Tools.

Joy's role at the summit was to sit on the panel with

four other managers and share suggestions and ideas that she uses that help to best hire, train, and engage her own employees.

"It was an honor for me to be chosen and then once I got there, I realized that I was the only extended stay brand at the Summit. So, not only were there no other extended stay brands, I was the only extended stay brand representative on the panel. It speaks a lot for Staybridge Suites and how we operate and hire the right people," said GM Donaldson.

There were approximately 30 General Managers from IHG brands in attendance all of whom were looking for some great insight and advice on how to hire, train, and engage their teams. Also in attendance were three IHG area managers and two IHG Brand Consultants.

According to Joy the Detroit People Summit was "a great experience!"

Thank you for sharing Joy. We know you were the perfect fit for this role.



# Housekeeper of the Year

Marcos Hernandez of the Staybridge Suites Carmel receives award



Marcos Hernandez has been with the Staybridge suites Indianapolis-Carmel since July 2011 and in his current position as Executive Housekeeper since May 2013.

This year Marcos received the Executive Housekeeper of the Year award.

General Manager, Jesse Stauffer nominated Marcos without him knowing so when the news came it was complete shock and surprise.

Once he was told the exciting news Marcos shared with the team that he has worked in housekeeping for almost 10 years now and nobody has ever given him an opportunity to move up. When GM, Stauffer promoted him to Executive Housekeeper 2 years ago, Marcos made a very tough decision to stay here and work while his family had to go back to Mexico to care for their family. He has been working multiple jobs to support his family since.

“This was the best decision I have made to stay here and take advantage of the opportunity and working at this hotel has changed my life,” said Marcos.

It is very touching to GM, Stauffer personally to know how managers, can affect the lives of their teams.

According to Stauffer, Marcos is a true leader. He has grown over the past 2 years to become one of the best housekeeping teams in Staybridge. This year his cleanliness scores were above 95% which is extremely difficult to do.

“We are very proud of Marcos and his contribution to the overall success of this hotel. He deserves the recognition and commendation,” said GM Stauffer.

Congratulations Marcos! You deserve this award and the entire AHM team is very proud of you. Thank you for all your hard work.



# Surprise

AHM surprises Monica Leis with retirement party

Monica Leis, Director of Operations, has been a part of the AHM family since its inception in 1999 and this year she made the decision to retire.

The AHM corporate office team wanted to show her just how appreciated she was and how missed she will be. On June 19 the AHM team and members of Monica's family gathered at President and CEO, Don Schappacher home for a surprise party to celebrate Monica and her career with the company.

We succeeded in surprising her and enjoyed an evening of food, laughs, gifts and even an original Chris Godfrey rap.

As for Monica's plans for retirement she would like to travel, spending more time with her son Brett in California and possibly spending a few months in Arizona or Florida over the winter.



*Continued on  
page 7*



# Surprise *Continued*

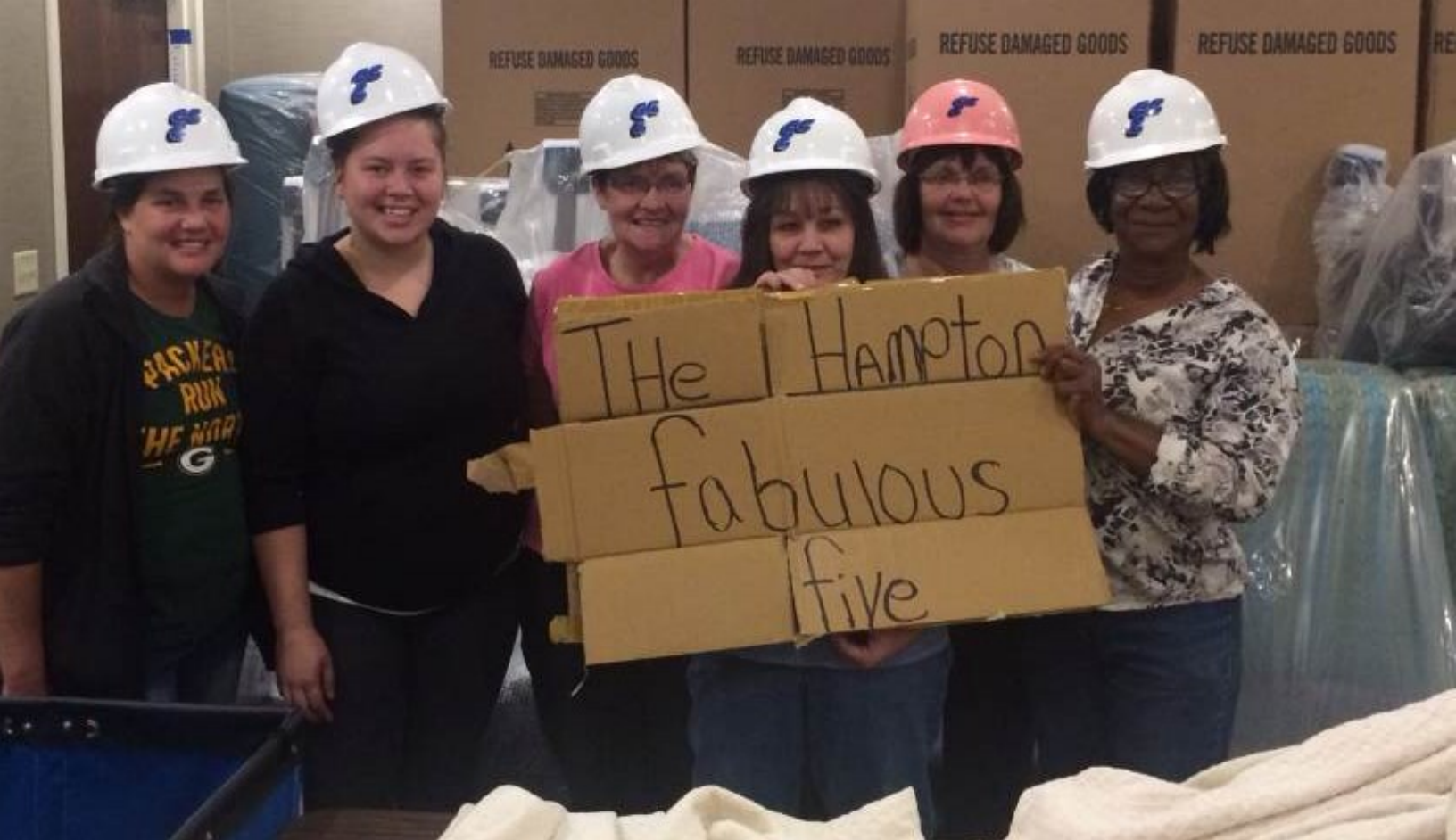
## AHM surprises Monica Leis with retirement party

Although she is looking forward to more free time she will miss her fellow co-workers. As she said, especially giving Senior Vice President, Fred Kindell a hard time 'I was pretty good at that whether I was trying or not,' said Leis.

While she did retire she is continuing to work from home on A/P which she said has been a good transition for her as she still interacts with both the corporate office and GM's of those properties.

All in all she is enjoying her retirement and we're happy to hear it. Congratulations Monica!





Pictured from left to right: Amy Van Severen (Executive Housekeeper), Carlee Etlicher, Sue Ohlson, Michelle Duval, Melody Menghini and Rose Mars. The first members of the Housekeeping & Laundry Department.

# The Fabulous 5

The first members of the Hampton Inn Green Bay housekeeping team

The Hampton Fabulous 5 are the first five team members of the Hampton Inn Green Bay housekeeping department. These five started working while the hotel was still under construction and they had to wear hard hats on the job.

This photo was taken in August by President and CEO of AHM, Don Schappacher, when the team started receiving room supplies and these women began the process of washing and preparing linen and terry for 135 rooms.

This team has worked extremely hard to get the property ready for guests, working in make shift areas for weeks and making sure everything was ready to go by the grand opening. They did it and the rooms look great.

Thank you for all your hard work. You really are a fabulous team!





# Loyal Guest's Letter to Hotel

Returning guest to the Staybridge Suites Carmel raves about property and staff

Hi Jessie,

Not sure if you'll remember me but my name is John Mahoney. You were the one who always made our stay at your hotel a pleasure when you first opened many years ago when we began staying there while visiting our daughters at Butler. We continue to remain a loyal customer still since our youngest daughter continues for the next two years on her way to a Pharmacy degree from Butler.

I am sending this email in an effort to praise the service that Seth has continued to provide us the past few years!! I want you to know that he has continued the outstanding service for us always with a smile and will go that extra mile to make sure our stay is as stratify in gas ever. Last week my wife and younger daughter stayed there while my wife helped move my daughter into her new apartment. Seth made them feel so welcome and made their stay as enjoyable as ever.

I don't know what emails do but I hope you realize just how Important I think Seth is to the continued success of your Staybridge! I will forever be a customer of yours and always look forward to our stays (of which we will still have two more years). There are other Butler families that are staying there from us letting them know how great your hotel is and they too continue to return. All our daughters are part of the Butler Women's Soccer team. Hope you can share this with Seth and thank him again for all he does!

Enjoy your week and will see you all very soon!

John Mahoney



# Welcome Carly

We get to know Carly Price the new Director of Sales of the Courtyard New Albany



Meet Carly Price, she started as the Director of Sales at the Courtyard, New Albany on May 26, 2015.

Carly started her hospitality career as a front office manager for Cedar Point Resorts and has been with Marriott for 6.5 years. She has worked at the front desk of a Springhill and Towneplace Suites and became the front desk lead there. She then became an accountant for the Renaissance Columbus Downtown Hotel, was appointed to be the Administrative Assistant for their Engineering Department and was then promoted to Food and Beverage Supervisor, overseeing the bar, restaurant and room service. Carly spent nearly 4 years with that property and then left to become the Assistant General Manager for the Fairfield Inn and Suites Polaris. Six months after becoming the AGM there she was asked to take over as Sales Manager. Carly then accepted the position at the Courtyard New Albany.

So far she is enjoying her new role. She has enjoyed getting to know hotel guests as well as her account contacts. She's had the opportunity to forge new connections and begin great relationships with new businesses, as New Albany continues to grow. According to Carly it has been a great opportunity to

develop her experience for her 5<sup>th</sup> Marriott brand and she has learned a great deal.

"I love the staff here too and everyone has made me feel like a part of the work family," said Price.

Carly is married to her high school sweetheart, who she's been with for 14 years and they will celebrate their 3<sup>rd</sup> wedding anniversary on October 20. In her spare time she works for Experience Columbus, the city's Convention & Visitor's Bureau, and the LC pavilion, the #1 concert venue in Columbus and she loves the Buckeyes.

Welcome to the AHM family Carly! We are happy you have joined the team and let us get to know you.







### Hampton Inn and Suites Riverton...

Don't bother staying anywhere else in Riverton! The competition just doesn't measure up. We always know what to expect for Hampton Inn. Free wifi and hot breakfast are a plus too. Hands down best accommodations I have found in the area. The staff was great, especially the breakfast attendant. She even brought us the sports page, it was like she was reading my mind.

**"The competition  
just doesn't  
measure up"**

### Grandstay Appleton...

My wife and I are frequent travelers to the Fox Valley area and always look forward to staying at the Grand Stay Hotel. I recommend you stay here! The beds are very comfortable. The breakfast is the best.

### Comfort Suites Johnson Creek...

The hotel was super clean. The staff was extremely helpful and polite. The room was spotless. We had a room next to the outside door but we never heard a thing. Great location to the interstate and the outlet mall. There are restaurants and gas stations close by.

### Staybridge Suites Okemos...

During my four month stay with Staybridge, Okemos, the staff was very friendly and made a long stay really nice. The facility with all of the amenities, really make you feel at home and are nice to have on a long term stay.

### Holiday Inn Express Lexington...

The staff greets you with a hello or have a great day. Tiffany always smiles. The rooms are nice and comfortable. Breakfast is great. The location is close enough to downtown but far enough to get away from the traffic.

### Towneplace Suites Goodyear...

**"Staff was  
friendly and  
professional"**

Nice clean property . Staff was friendly and professional. Rooms were clean and quiet. Lobby and breakfast area also very clean. Newer property Easy access to freeway and multiple restaurants in the area.

Eric Vert, General Manager  
Holiday Inn Hotel & Conference Center  
1005 Perry Street  
Big Rapids, MI 49307

June 19, 2015

Dear Mr. Vert:

Last Saturday, June 13, 2015, my daughter was married and held her reception at your hotel. I just wanted to take the time to write you a letter about how pleased we were with the service.

Terrah Bernia was a joy to work with during the entire process. She was very helpful in assisting the set-up of the room, food choices, and all the other details of the event. She was also extremely supportive the day of the reception when my daughter was a bit scattered. Her calm and friendly manner put us all at ease and made us feel taken care of. The room was beautiful and I know that was due to Terrah's eye for detail and her hard work at making everything look just right. You have an excellent employee in her and I hope she will remain at the Holiday Inn for many years.

I also want to commend the chef on the absolutely delicious food. We received so many complements on the food. Many in our party were from Big Rapids and so between them and us, we will definitely spread the word of the quality of the food. The HI has not been known for their food in the past but that has changed!

Please give my regards to the banquet manager too. The servers were efficient and friendly. They looked like they were happy to be there and that made the event even more enjoyable. There were some instances where I could tell that they were green. For example, they removed dishes when the toasts and speeches were happening and thus caused unnecessary noise and commotion. I also saw one server pour champagne on a guest's hand by accident and he said "oops" instead of apologizing. The head table food and champagne were cleared before they were done so servers might have been a little too diligent. I have 20+ years of food service experience and have done over 100 weddings so I know the trade. My opinion was that the servers just needed a bit more training. However, their cheerful attitude outweighed any mistakes and I doubt if many guests noticed the inconsistencies.

You have a fine establishment and we were very proud to show it off to our many out-of-town family and friends. Thank you so very much as I am sure the results were due to competent leadership on your part.

Sincerely,



Carrie Franklund



**Holiday Inn**





# Hampton Inn Downtown Green Bay is Open

A note from GM Barbara Myer right before the property opened on the progress made

The Hampton Inn Downtown Green Bay by Hilton is scheduled to open the first week of September and we are super excited about the transformation of the new Hampton Inn. Work is going fast and furious with great strides being made every day. The Hampton Inn Downtown was formally The Clarion Hotel which closed July 2014. As we prepare to open the New Hampton Inn Downtown several of our former Team Members will also be returning to be apart of the new Hampton Inn which allows us to hit the ground running with a Team of experienced Super Star's in guest service. Combined we have over 110 years of experience in this very hotel between the current 7 employee's who have returned so far.

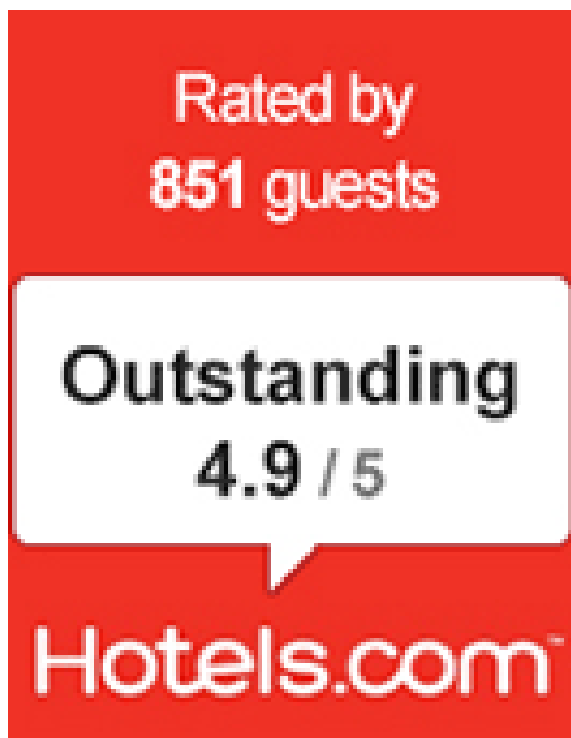
# IN THE NEWS



The **parade of Hamsters**, a 350-member motorcycle group showed off their custom bikes at the Deadwood Mountain Grand recently. Picture of the parade from the Black Hills Pioneer.



**Melissa VanDerMolen** is the new Assistant General Manager at the Staybridge Suites Lexington. Welcome to the team Melissa! Sorry no picture available.



Congratulations to the **Hampton Inn and Suites Riverton**, Hotels.com customers who have stayed with you have highlighted your property as one that consistently delivers outstanding service and offers a memorable guest experience!



The AGM of the Hampton Inn and Suites Lafayette, Lauren and her family welcomed a beautiful baby boy. **Sawyer Aiden Paxton** weighed 9lbs and 10z and was 20 inches long. Congratulations!



July 1, 2015

Holiday Inn Big Rapids  
1005 Perry Street  
Big Rapids, MI 49307

Guest Relations  
P.O. Box 30321  
Salt Lake City, Utah 84130-0321  
  
Direct Tel (800) 621-0555  
Direct Fax (801) 975-1846  
[www.ichotelsgroup.com](http://www.ichotelsgroup.com)

Attention General Manager and Hotel Team,

Congratulations!

Your hotel has qualified for the Guest Relations **Top 3<sup>rd</sup> Fee Award/Incentive for the 3<sup>rd</sup> Quarter, 2015** (July 1<sup>st</sup> – September 30<sup>th</sup>). This entitles your hotel to a waiver of the OCR 1<sup>st</sup> contact fees for the quarter specified above.

To meet this incentive threshold, your hotel needed a Guest Relations Index Score of .10 or less (which equates to less than 1 quality/service complaint per 10054 rooms occupied). **Your hotel achieved a 0.09.** For complete details please refer to the Guest Relations – Complaint Resolution addendum under standards documentation as found on IHGMerlin.com.

Thank you for the service recovery efforts your hotel demonstrates. The fee incentive will be re-calculated every quarter. We wish you the best in maintaining your Top 3<sup>rd</sup> status.

Thank you,



Chris Zoloth  
Director, Global Customer Care  
IHG

July 1, 2015

Holiday Inn Express Wisconsin Dells  
1033 Wisconsin Dells Parkway South  
Wisconsin Dells, WI 53913

Guest Relations  
P.O. Box 30321  
Salt Lake City, Utah 84130-0321  
Direct Tel (800) 621-0555  
Direct Fax (801) 975-1846  
www.ichotelsgroup.com

Attention General Manager and Hotel Team,

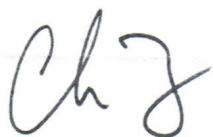
Congratulations!

Your hotel has qualified for the Guest Relations **Top 3<sup>rd</sup> Fee Award/Incentive for the 3<sup>rd</sup> Quarter, 2015** (July 1<sup>st</sup> – September 30<sup>th</sup>). This entitles your hotel to a waiver of the OCR 1<sup>st</sup> contact fees for the quarter specified above.

To meet this incentive threshold, your hotel needed a Guest Relations Index Score of .10 or less (which equates to less than 1 quality/service complaint per 10054 rooms occupied). **Your hotel achieved a 0.07.** For complete details please refer to the Guest Relations – Complaint Resolution addendum under standards documentation as found on IHGMerlin.com.

Thank you for the service recovery efforts your hotel demonstrates. The fee incentive will be re-calculated every quarter. We wish you the best in maintaining your Top 3<sup>rd</sup> status.

Thank you,

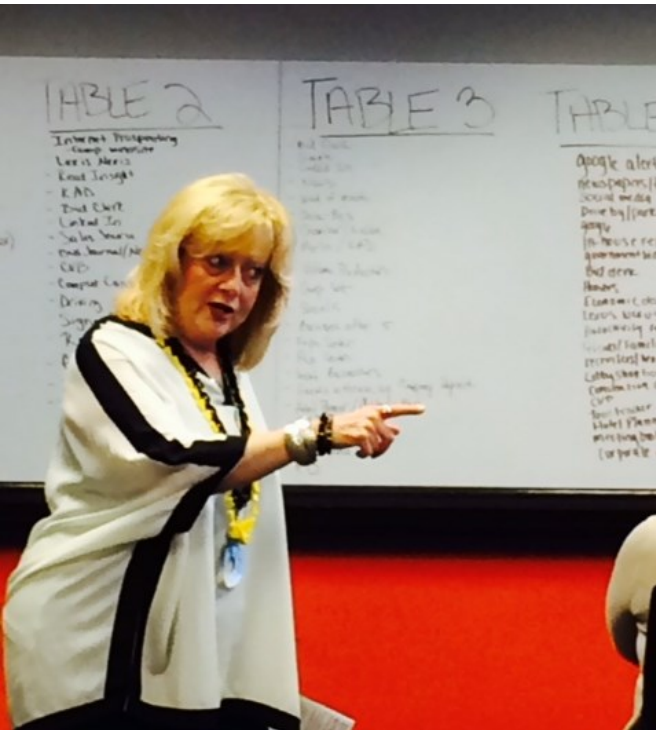


Chris Zoloth  
Director, Global Customer Care  
IHG



# Solution Selling Class

Staybridge Suites Carmel's Mary Donley assisted in teaching Solution Selling Class at IHG Headquarters



Mary Donley, Director of Sales for the Staybridge Suites Indianapolis-Carmel was invited by Linda Peters, Regional Sales Director for IHG to assist in teaching the Solution Selling Class for newly hired DOS's and General Managers.

The class was held at IHG Corporate Headquarters in Atlanta, Georgia from Monday May 18, 2015 through Thursday May 21, 2015.

"It was such an awesome experience and I feel so incredibly honored for the privilege of being selected to teach/train new sales people at IHG Corporate!" said DOS, Donley.

As the current Director of Sales of the year for all Staybridge Suites globally from October 2014 through October 2015, Mary is more than qualified to impart her wisdom on the topic to others. Not only is she qualified she thoroughly enjoys it.

"I loved every minute of it and I hope that I am invited again! Teaching/Training IHG Way of Sales is one of my favorite things to do! I love to sell and love teaching the selling process to new DOS's and General Managers," said DOS, Donley.

Sounds like Mary was the perfect fit for teaching this class. AHM is proud of you and all your accomplishments.



# Little League Central Regional Tournament

The Staybridge Suites Kalamazoo hosts a team playing in the annual tournament



The Staybridge Suites has the privilege of hosting a Little League Central Regional Tournament team each year in Kalamazoo. The winner of the tournament advances to the Little League World Series.

This year the hotel hosted the Bedford team, ages 13, from Ohio. The team stayed with the property for six nights and played five days' worth of baseball while they were there. The team ended up making it to the final four!

Property staff members, Allison, Garrett and Joy took the time one afternoon to watch them play a game and had a great time (pictured above). They must have been good luck because that day the team won 17-5.

Sounds like the team did great and the stay was a lot of fun.





# Team Gets Creative

Staybridge Suites Lexington adds special touch to engage with team

Staybridge Suites Lexington is being extra creative when adding that special touch to engage their employees and their guests. Tiffany Settles, Executive Housekeeper, has a staff that mostly speaks Spanish and wants to ensure that she is able to communicate with them about the day ahead, what they are doing well and what they need to focus on doing better. Each day she spends time in the morning typing up what she wants to say at stand up into Google Translate and then plays it for the staff at 9am each day. This does take her an additional 15 to 20 minutes a day but she will tell you it is worth it. Pictured is Tiffany by her computer using Google Translate.



## Making Memories for Guests

The Staybridge Suites Lexington team makes sure to entertain children staying at hotel

Melissa VanDerMolen, AGM, and Judy Hughes, Lead Guest Service Representative, used their creativity in stretching a budget and making a memorable take away for the children that stay at the hotel. Since July and August are the months of back to school deals, Melissa capitalized on that by purchasing boxes of crayons at an amazing price, .50 cents and 20% off. She got 150 boxes of crayons for \$62.50. Judy spent time surfing the internet to find coloring pages that showcased things about Kentucky including the state flower (goldenrod), the state car (Corvette) and the state insect (butterfly). Together they made a great take away for guests that have kids and the families are loving it. Thank you to Tiffany, Melissa and Judy for being creative in taking care of employees and guests. You rock!



# Guest Comments

A list of comments made by a group staying at the Fairfield Inn and Suites New Buffalo

You (Erik Molineaux) and your excellent assistant manager have really gone out of your way and above the call of duty to make us all welcome at your fine hotel for the past months. For us seasoned Road Warriors that is appreciated beyond words. Some of us arrive on Sunday and to leave our home environments to come to a nice place---- is appreciated.

Your front staff even though some have changed they always go out of their way to:

- Know who we are by name
- Place us in suites if they are available---even if they are not they often ask if we want a refrigerator for our rooms
- The breakfast staff always has the entire offering up and in place for us early risers. Again they know most of us by name and often ask if they can get us anything special (this is usually a service we only see in full service Marriott hotels in major cities)
- Your Housekeeping staff is well trained to make the rooms look and feel clean.
- You allow us to have the same room each week if we ask ---Keeps us from running into walls in the middle of the night
- There are always 2 to 3 towels in the room, along with the small towels
- Shampoo, conditioner, and soap are always in place on the sink
- The TV remotes are always place in front of each TV
- A pen and pad of paper are always next to the bed---I am sure that is for us that can't sleep and have ideas in the middle of the night
- For us that come back every week your staff allows us to leave stuff over the weekend which is great

Bottom-line Erik, You have an excellent Marriott property, your staff is well trained and for us frequent travelers you certainly make us welcome---For that we all thank you!





# Thank You to Riverton

Hampton Inn and Suites Riverton receives hand written thank you notes from guests

To the staff of Hampton Inn —  
Our family would like to thank everyone there who provided warm and friendly customer service during our stay there the end of May. We chose to stay at your hotel while in Riverton for the funeral service of our mom & grandma and most of us did not know that your staff knew why we were there. The flowers & cards you had in our rooms were very special and we thank you very much for them. If we ever have the need for a hotel room in Riverton, you can be sure it

Perhaps you sent a lovely card, Or sat quietly in a chair;

Perhaps you sent beautiful flowers, If so, we saw them there.

Perhaps you sent or spoke kind words, As any friend could say;

Perhaps you were not there at all, Just thought of us that day.

Whatever you did to console the heart,

We thank you so much, whatever the part.

will be at your hotel, The Hampton Inn.

Most sincerely,  
The family of Emilie Schierkolk



With sincerest thanks  
for your kindness  
and thoughtfulness.

I wanted to thank you for your service at our meeting earlier this week. The rooms were very well kept, the conference room was nice & had water and coffee. You made us some copies when needed. Ashley was very helpful in setting this up.

Your service was so positive, the group decided that Riverton would be the site of our next meeting - as time & money permits. On behalf of DWS & Vocational Rehabilitation's "Future's group" I commend you for your outstanding service -  
Ted Knowles



# Compliments for Riverton

Hampton Inn and Suites Riverton receives positive feedback

Hi Ashley,

I wanted to take a moment and send you an e-mail regarding my recent stay at your facility. From June 16-19, 2015, I was attending the Wyoming School Safety Conference in Riverton, and I elected to stay at the Hampton Inn. From the moment I arrived until I checked out, the entire staff was great to interact with. Your front desk personnel was efficient in their duties, while being professional on every encounter. Your employees always had a smile on their face and greeted each guest that came through the doors. In addition, the breakfast staff was great, and the hotel was kept very clean.

Being in the law enforcement profession, I know that often times, people complain when things do not go right, or someone makes a simple mistake. However, very rarely do you get compliments on a job well-done. I want to compliment your staff for the great stay during my three days in Riverton! Should I return in the future, your hotel will be the hotel I choose to stay at!



**American Hospitality Management**

**520 North Main St, Suite 205**

**Cheboygan, MI 49721**

**Phone: 231-627-4873**

**facebook.com/AmericanHospitalityManagement**

**www.ahm-hotels.com**