

# American Hospitality Management

WINTER, 2015



Congratulations  
Fairfield Inn and Suites  
New Buffalo  
on receiving the  
Marriott Silver Award

(Pictured is GM Erik Molineaux)

## In This Issue:

- Grand Opening
- Courtyard Gives Back
- Spreading Holiday Joy
- Congratulations Fred and Kathy
- AHM Celebrates the Holidays
- Heartbeat Incentive
- First Annual Toy Drive
- Marriott Awards
- Employee of the Year
- People's Choice

# Grand Opening

The Staybridge Suites Lexington gears up for its grand opening



The team at the Staybridge Suites – Lexington is gearing up for its grand opening. On March 24, 2015 the new property will open its doors to the public for the first time since construction started in the Fall of 2013.

This is the first Staybridge Suites not only in Lexington but in the immediate surrounding markets. The property is also the first upper scale extended stay to hit the immediate area in and within a 4 miles radius in 30 years.

Getting the hotel prepared to open has taken a lot of time and hard work. The team is working tirelessly on marketing and sales

information, setting up rate structure and room inventory, meeting with vendors and selling the hotel.

Currently the property is training its new staff. On February 2 and 3 the hotel held a job fair that brought 100 potential team members out. Management was able to hire the majority of the opening staff at the event and now while training they are helping to get the hotel ready.

*Continued on page 3*



The process has been a long yet rewarding one. According to General Manager, Barbara Jean Beighle it feels “amazing” to be opening so soon.

“It has been a long time coming with a few hiccups on the way so very glad the day is finally here. The community is excited about the hotel as well and we are receiving great feedback already on the look and the amenities we will have,” said Beighle.

The property will have a horse racing theme for the grand opening event, an extremely fitting theme for the city known as the “Horse Capital of the World.” AHM is looking forward to the opening and all the success in this property’s future. Thanks for all the hard work Staybridge Suites Lexington team!



# The Courtyard Gives Back

The Courtyard New Albany gives back to the Nationwide Children's Hospital



**T**he team at the Courtyard by Marriott New Albany recently gave back to the Nationwide Children's Hospital in Downtown Columbus, OH.

During their holiday Christmas party the Courtyard staff made tie blankets for six children at the local hospital, three boys and three girls. General Manager, Sari Hill has made/donated blankets in the past however this is the first time her team got involved to make this a charitable event.

Due to it being the holidays, and the influx of people volunteering at the Children's Hospital during this time, the team made the blankets apart of a large "Christmas Morning Basket" that was delivered to the kids from Santa on Christmas day.

In an effort to increase their presence in the local community the hotel has decided to focus on two charities throughout the next year. They will continue to do small fundraisers and donations to the Children's

Hospital and will be participating quarterly with an organization called "Souper Heroes", where the team will be making, serving, and providing soup at a local shelter. In addition to all

of this the team did a "manager's pie in the face" day where associates could donate \$5 for two pies and put them in the face of any manager they chose to. All of the donations collected also went to the Children's Hospital.

Great job Courtyard New Albany! You are really making a difference in your community.



# Spreading the Holiday Joy

The TownePlace Suites Goodyear gives back during the holidays



The gang at the TownePlace Suites Phoenix/Goodyear stayed busy spreading holiday cheer this Christmas. They held their annual Toy Drive and Client Appreciation dinner in mid-December and collected over 300 toys.

The team also collected over \$100 from the staff members who were able to wear blue jeans every Friday during November with a \$5 donation to the TPS blanket fund which is a brand wide fundraising effort that benefits children who are in need of extra warmth in the winter time. The property was able to provide over 30 blankets for the children at the New Life

Center in Goodyear, AZ, a shelter for domestic violence victims and their families.





# CONGRATULATIONS!

Congratulations are in order for American Hospitality Management's Senior Vice President and Co-Founder, Fredrick Kindell. Him and his fiancée Kathy Brown got engaged on Thursday March 12, 2015 in Chicago. Also a big Happy Birthday to Fred whose birthday was March 13.

HAPPY BIRTHDAY AND CONGRATULATIONS!!



# Facebook Giveaway

**American Hospitality Management** held a Valentine's Day Facebook contest where fans of the page could guess how many conversation hearts were in the jar. The person with the closest guess won 1 FREE night for them and a guest at any AHM managed property!

There were 222 hearts in the jar and the closest guess was made by Nicole from Louisiana with a guess of 225. Giveaways are a great way to build a Facebook fan base and get your hotels name out there. Plus they're fun for your followers!



# The Fairfield Inn and Suites Comes Through For A Guest

The New Buffalo team does whatever they can to help a guest in the winter weather



FOR MR. ARNE SORENSON  
THE PRESIDENT AND CEO OF THE MARRIOTT HOTELS  
INTERNATIONAL AT THE CORPORATE OFFICE  
IN BETHESDA MARYLAND...

THE MARRIOTT HAS COME THROUGH ONCE AGAIN.

I WAS STAYING IN CHICAGO AND CAME TO THE FOUR  
WINDS RESORT AND CASINO ABOUT TWO HOURS  
AWAY AND AS LUCK WOULD HAVE IT THERE WAS A  
WHITE OUT WHERE YOU CANNOT SEE FIVE FEET IN  
FRONT OF YOU AND CAROLYN MY ASSISTANT COULD  
NOT GET TO ME WITH THE RENTAL CAR.

I TOOK \$700 TO THE CASINO AND LEFT MY  
AMERICAN EXPRESS AND VISA CARDS IN THE SAFE AT  
THE HOTEL IN CHICAGO.

I NEEDED A ROOM FOR TONIGHT IN NEW BUFFALO  
WHERE THE CASINO IS.

MR. ERIK MOLINEAUX IS THE GENERAL MANAGER OF  
THE FAIRFIELD INN AT NEW BUFFALO MICHIGAN AND  
WAS SO GOOD TO ME AND WILLING TO GIVE ME A  
FRIENDS AND FAMILY RATE TO ASSIST ME AS WHEN I  
GOT TO THE HOTEL I HAD EXACTLY \$100 LEFT OUT OF  
MY \$700

MR. JUSTIN SIGHTES THE ASSISTANT GENERAL  
MANAGER WAS SO KIND TO ME...

WHEN I ASKED HIM IF HE WOULD BE WILLING TO  
WORK WITH ME...

HE SAID....WE WILL DO WHATEVER YOU NEED.

BOTH OF THESE DEAR GENTLEMAN ARE GRAND.

KAYTEE AT THE RECEPTION DESK IS THE EPITOME OF  
GRACE AND KINDNESS...

SHE DOES ALL SHE CAN TO ASSIST THE GUEST AND HAS  
A PRECIOUS PERSONALITY THAT LIGHTS UP THE ROOM  
AND IS AN ASSET TO ANY GENERAL MANAGER OF ANY  
HOTEL. SHE IS THE BEST.

ERIK....JUSTIN....AND KAYTEE WITH THEIR WARM WEL-  
COME ON A FRIGID DAY...

THEIR WILLINGNESS TO ASSIST WHEN SAFE DRIVING  
WAS NOT PERMISSABLE...



# Guest Comments

## Fairfield Inn and Suites New Buffalo...

**“This hotel is clean, modern and very well maintained”**

My job requires a lot of travel and some very extended stays. It just seems to me that most hotels have gone “cold”. This hotel is clean, modern, and very well maintained. Which is what I expect from a newer hotel. The thing that made my experience worth writing about is the friendly, caring staff. During my extended stay they always found ways to make me feel appreciated, and cared for. The commitment to customer

satisfaction starts right at the top with Eric, the General Manager.

## TownePlace Suites Goodyear...

When you need a clean comfortable place for a getaway you can't beat the TownePlace Suites.

## Holiday Inn Express Wisconsin Dells...

My wife and I stayed at this Holiday Inn for a weekend getaway. I was very happy with the hotel, I do not have one bad thing to say. The front desk staff was friendly, the room was clean, the bed was great and the breakfast had a lot to offer. Even the swimming pool was very nice! If you're looking for somewhere to stay in the Dells that isn't a water park stay here!

## Roosevelt Hotel Williston...

This is Jessica from room 106. I just wanted to thank you for being sweet to me and my family. You are awesome not many people here in ND are like that. You made our stay great and I will be calling for future stays. Thank you.

## Staybridge Suites Kalamazoo...

I have stayed here many times over the past two years. I have never been disappointed. The entire staff is friendly, efficient and accommodating. The rooms are well appointed and comfortable. The fitness room is adequate with new-ish machines and weights. The location is ideal. For a modest hotel, this is well worth the price.

**“The entire staff is friendly, efficient and accommodating”**

# Guest Comments

## Holiday Inn Express Wisconsin Dells...

The customer service was so excellent. They were friendly and very attentive to needs. Quite honestly, I don't think I have ever had such great customer service at a hotel. We are a Studer hospital where I work, and we are all about customer service.

**“The customer service was so excellent”**

## TownePlace Suites Goodyear...

Great! Staff was always willing to help and they were very friendly. Clean and very quiet.

## Residence Inn Lafayette...

The stay at Residence Inn in Lafayette was a wonderful experience. The property was clean and inviting. The staff was professional, warm, and accommodating. Breakfast and happy hour was first class. I would recommend this hotel for any occasion.

## Staybridge Suites Indianapolis...

This is an amazing hotel. The staff are all very friendly and helpful. The complex and rooms are very clean. Cleaner than some 5 star hotels you pay 3x for. The beds are comfortable. The pillows could use an upgrade but I bring my own anyway. The evening reception (Tue-Thurs) is a very nice plus with a complementary meal, wine and beer. Will definitely stay here anytime we have to go to Indy.

## GrandStay Appleton...

This is the best place to stay in Appleton! I travel for business quite a bit and have been to many hotels. This one always has friendly staff, clean rooms and just a great atmosphere! I wouldn't stay anywhere else!

## Courtyard by Marriott New Albany...

**“The staff was welcoming and hospitable”**

We stayed here for two nights for my cousin's wedding. It was a great location for the reception. The family gathered after the reception and enjoyed visiting and talking in the lobby area. The hotel rooms were quite clean and fresh. The staff was welcoming and hospitable. The hotel seems to be in an area that is growing and developing. I would stay here again!

# Riverton Team Goes Above and Beyond

Hampton Inn and Suites Riverton receives a great guest review for excellent customer service

Dear Ryan:

I had a wonderful stay and great service at the Hampton Inn & Suites in Riverton, WY during my recent stay.

Please let your staff know that I greatly appreciated all their efforts to make sure my rewards went under the right account, my room was keep clean, and my special circumstances didn't trip them up.

You may recall that during the week of Dec 14 -18, 2014 the Wind River had a long drawn out freezing fog and rain event. My stay concluded on the morning of the 17<sup>th</sup>, however, my flight was canceled.

As a result I returned to the Hampton Inn & Suites to stay another night or two. My contact during this event was Nicole who took care of all the arrangements and adjustments.

After returning to Alaska I began to pull my receipts together. Missing the hotel receipt, I called and once again spoke with Nicole. We both thought everything was worked out, however, I had to call her again.

The result is that Nicole contacted the right people, updated the right reports, faxed me the billing for the one night (the others came from the booking agent) with all the corrections notated.

Again, I would like to express my sincere appreciation for your staff but specifically for Nicole. Might you please consider a company "shout out" for her excellent customer service and a notation in her personal file for the same.

My travel plans in the near future not include a return trip to Riverton, WY; however, if I am back in town my plans will include a stay at the Riverton, WY Hampton Inn & Suites.

-Lou Transit Friend-ly Solutions Louis H. Friend, III



# IN THE NEWS



The team at the **TownePlace Suites Phoenix/Goodyear** celebrated the hotel's 5<sup>th</sup> birthday on December 18<sup>th</sup>. They decorated their lobby and served birthday cake to the guests. Happy Birthday TPS!



The **Staybridge Suites - Kalamazoo** helped Western Michigan University celebrate their December graduates. The team had posters for families to write congratulatory notes, hung banners and made goodie bags. The celebration was a huge hit and the team can't wait to do it again for the May graduates.



**Holiday Inn Big Rapids** finished the year with an OSAT ranking of 216 out of 824. They started 2014 at 671 so that is about a 475 ranking jump in 12 months! They are now ranked 2<sup>nd</sup> in their GEO group where they started as 5<sup>th</sup> at the beginning of 2014. Great job team!



Nyssa Meyer at the **Holiday Inn Big Rapids** and her now fiancé Ben Johnson got engaged over Valentines weekend. Congratulations to the happy couple!



# Heartbeat Incentive

There was a Heartbeat incentive through IHG for the months of July – December. The **Staybridge Suites—Kalamazoo** team worked very hard to exceed the goal that was set in front of them, and they achieved it! Below is a part of the letter the hotel received from Gavin Flynn from IHG.

**Congratulations!** Your hotel KALAMAZOO - AZOSB has earned a score of 87.72 for the July - December 2014 incentive period and has successfully achieved a 200% incentive target. **As a result of achieving this target, your hotel will be receiving an incentive payment.** This payment will appear as a credit on your January 2015 IHG Invoice and will be listed as "July - December 2014 HeartBeat Incentive Payment."

Sincerely,  
Gavin Flynn  
SVP Partnerships, Planning, and Delivery

## More IHG Incentive Recipients;

**Staybridge Suites - Okemos, Staybridge Suites - Carmel, Holiday Inn Express - New Buffalo and Holiday Inn Express - Lexington** were also recipients of the IHG Incentive in the second half of 2014! Congratulations to all of these properties.



# First Annual Toy Drive

The Hampton Inn and Suites Lafayette collects toys for children over the holidays

The Hampton Inn and Suites – Lafayette, Louisiana held its first annual Christmas toy drive this holiday season for the children in the surrounding community.

The team encouraged people to purchase a toy for a child who may not have any for the holidays and drop it off at the front desk of the property between November 1 and December 16. Upon dropping off a toy the person donating would receive 10% off of a stay with the hotel.

There was a great response and several toys were collected and gifted to The Faith House of Acadiana who credited the property of making their Christmas “so special.” What a wonderful way to give back.



# AHM Celebrates the Holidays

American Hospitality Management held their annual Christmas party on December 18 and Senior Vice President and Co-Founder, Fredrick Kindell hosted the event at his home.

The home office staff gets into the Christmas spirit and looks forward to celebrating the holiday every year. Not only did the team celebrate with a potluck and gift exchange they brought the fun to the office with an ugly Christmas sweater party day. Enjoy the pictures!



# Marriott Gold Award



Congratulations are in order for the Courtyard New Albany who received the Marriott Gold Award at the 2015 Marriott CFRST General Manager's Conference, held in Washington DC.

The award is granted to hotels that are in the top 5% of the Courtyard Brand for Overall Guest Satisfaction Scores. The property ended 2014 ranked 51 out of 998 Courtyard hotels.

Well done Courtyard New Albany team!

# Marriott Silver Award

The Fairfield Inn and Suites New Buffalo received the Marriott Silver Award at the 2015 Marriott CFRST General Manager's Conference.

This award is given to a property that scores in the top 15% of the brand for the year on Guest Scores. The Fairfield Inn and Suites has won this award three straight years now; 2012, 2013, 2014. As an award achieved by guest feedback, it goes to show the hard work and dedication this team puts forth in making each guests experience a positive one.

"It is a great honor to receive this award," said GM, Erik Molineaux, "It is a team effort."

Congratulations Fairfield Inn and Suites New Buffalo!



# STAND UP COMEDY

AMERICA'S TOP COMEDIAN'S,  
YOU'VE SEEN THEM ON:



COMEDY  
CENTRAL

**LATE SHOW**  
*with David Letterman*



**HBO**

NOW SEE THEM HERE!

**7:30PM WEDNESDAYS**

**@ BIG RAPIDS HOLIDAY HOTEL**

**1005 PERRY STREET**

**(231) 796-4400**

**WWW.HIBIGRAPIDS.COM**

Comedians Provided By

**FUNNY  
BUSINESS  
AGENCY**

888.593.7387



# Employee of the YEAR

## Congratulations to the 2014 Wisconsin Dells Employee of the Year

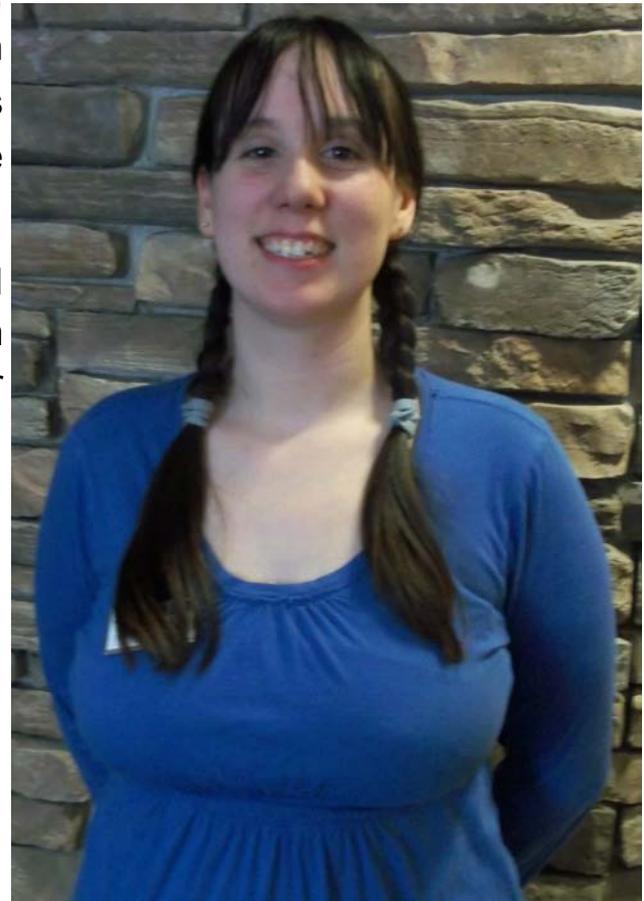
This letter is to recognize **Jacque Maravilla** as our Employee of the year for 2014. Jacque is recognized due to her constant efforts to improve the hotels performance and for an outstanding job in her department. Jacque is an example of a team player and has always gone above and beyond to help support the front desk, audit, breakfast, housekeeping and laundry department when we were in need of assistance. The Management & Staff recognizes you for your OUTSTANDING effort in helping out when we were short staffed.

Note: There will be a plaque with Jacque's picture posted in the Hotel's lobby. A \$150.00 bonus is also given in recognition of her outstanding effort. Again thanks for your fine efforts!

Sincerely,

Management and Staff

HIE Wisconsin Dells



# People's Choice



The Holiday Inn hotel and conference center of Big Rapids received the Mecosta County People's Choice award for 2014!

Area residents vote on this award of which the Holiday Inn has won three years in a row since taking over the hotel.

Congrats to the team it is well deserved!

**A** MERICAN  
**H**OSPITALITY  
**M**ANAGEMENT, INC.



American Hospitality Management  
520 North Main St, Suite 205  
Cheboygan, MI 49721  
Phone: 231-627-4873  
[facebook.com/AmericanHospitalityManagement](https://www.facebook.com/AmericanHospitalityManagement)  
[www.ahm-hotels.com](http://www.ahm-hotels.com)