

FAIRFIELD INN & SUITES Marriott

GRAND
OPENING



**Fairfield Inn and Suites Cincinnati
Celebrates Grand Opening**

More on page 4

American Hospitality Management
Fall, 2016



IHG Torchbearer Award

The **Staybridge Suites Carmel** received IHG's Torchbearer Award for the second straight year.

The Torchbearer Award is given to the top performing hotels in each of IHG's brands. To receive this award a property must have their Overall Satisfaction Scores above a 90%.

To be presented this award for the second year in a row means a lot to the Carmel team. According to General Manager, Jesse Stauffer, the entire team works extremely hard throughout the year and it is nice to be able to congratulate them in this way for all of their hard work.

"I want to thank all of my team members for helping us achieve such a great honor again. And I want to thank everyone at AHM that supports us to help make us successful as well. And Chris Norman I guess," said Stauffer.

Congratulations to the entire Staybridge Suites Carmel team on this prestigious award. You deserve it! Thank you for all your hard work.





NEW ALBANY CHAMBER *of Commerce*

Board of Trustees

Courtyard by Marriott GM Carly Price joins Chamber of Commerce Board of Trustees

The Courtyard by Marriott - New Albany, General Manager, Carly Price was recently voted on to the Board of Trustees for the New Albany Chamber of Commerce 2017 year.

Carly was approached by the Chamber of Commerce last year to apply for a position on the board. She submitted an application and the current board of trustees voted her in as one of their newest members. She will be officially ratified at the annual meeting on December 1, 2017.

January 1 through December 31, 2017 will be Carly's official term with the Chamber of Commerce. During this time the board will meet monthly to discuss issues and policies directly affecting the Chamber of Commerce and the city of New Albany. They will be responsible for putting the next year's budget in place and attending special events throughout the community that are put on by the chamber. Carly is looking forward to this experience and her new role.

"Honestly, I was truly honored to have been chosen as a board member. Knowing that the Chamber of Commerce and its current board members have faith in me to serve and play a part in bettering our community," said Price.

According to Carly she is most looking forward to forging new relationships with other leaders in the community and being more closely involved with the chamber and everything they do within New Albany.

We are sure Carly will excel in this new role as she does in her current one as General Manager. Congratulations Carly!





Grand Opening

The Fairfield Inn and Suites Cincinnati Uptown/University Area had their grand opening on October 20, 2016.

Over 200 guests were invited to the property to celebrate and view the hotel. Guests could enjoy a delicious catered meal and live entertainment in the lobby throughout the day.

Construction began in June, 2015 and ended September 2, 2016. The process was very organized thanks to Marriott who gave the team in place a layout of tools to help them go from construction to opening day. These tools helped the sales team create business and the operations department take care of the logistics before opening.



Director of Sales, Neal Pyszka has had an overwhelmingly positive response from the University of Cincinnati and the community already. People are looking forward to experiencing this new hotel.

The team at the Fairfield Inn and Suites is looking forward to the upcoming months as the hotel begins to bring in large accounts along with sports teams. Awareness has already been building for the property and they are looking to keep that momentum going.

Pet Friendly Property

The Hampton Inn and Suites Riverton pet friendly policy made all the difference to this couple



Hello. We wanted to take a few minutes to thank you and your staff for making our September 14, 2016 stay so nice. We travel frequently, and since we have a well behaved small French bulldog, we need accommodations that accept pets-- preferably Hilton/Hampton.

We were warmly welcomed when we arrived, and pleasantly surprised to find that we did not have to get back into our car to find dinner-- your staff were preparing hamburgers, hot dogs, and brats, as well as hosting beer and wine for an evening reception.

Upon arriving in our spacious clean room, we found your welcome letter and a personalized note from our housekeeper. Wonderful touches!

Our experience with you confirmed that Hampton will continue to be our first choice for hotels when we travel. On the downside, of the 14 nights we needed lodging between Ridgefield, Washington and Lenexa, Kansas and back, only two other Hampton besides yours accepted pets. This is so disappointing, and resulted in our having to book rooms at Best Western or other chains that do take pets. We would much prefer to do our business with Hampton, and would rather spend our money with Hilton/Hampton. 14 nights adds up!

Thank you again for dinner and a great breakfast. Please share our thanks with staff and your corporate office. We sincerely wish more Hilton properties would allow stays with pets, and would be happy to discuss this further if that would help. You folks were terrific!

Sheila and Curtis Everett and French Bulldog 'Luna'.

PS The reason for our trip was to pick up Luna's half-brother 'Berli' from their breeder in Kansas. Both dogs could be ambassadors for well-behaved pets. We would love to be able to enter 'pet friendly' into the hotel website and find many more options such as yours for future travels across the nation..



Ferris State University Hospitality Program

Eric Vert joins the Advisory Board to help lead future hospitality professionals



Eric Vert, General Manager of the Holiday Inn Big Rapids joined the advisory board for Ferris State University's Hospitality program on October 14, 2016.

The board meets annually to discuss and suggest changes to the Ferris State University Hospitality program. The purpose is to keep the program updated with working professionals in order to provide the students with a relative understanding of the current demands in the hospitality industry.

Julie Doyle, the head of the hospitality department, asked

Eric to join the board as an active operator of the Holiday Inn Big Rapids. The property has a past seated strongly in Ferris State University.

"I take the assignment as a great honor. It is not very often that you are asked to help direct an education system of future professionals," said Vert.

Many of the professionals that are involved with the hospitality program at Ferris State University are alumni of the program themselves and most of the board is spread throughout the United States. There are executives of management companies and operators much like Eric. Everyone is able to share stories of remodeling woes, staffing and the general misconceptions of the business.

"The future is full of promise. Being a leader of an operating hotel and witnessing the fire and drive that new hospitality program graduates have fills me with hope and pride for my industry. But we can't educate by books alone and real life experiences are important. To be allowed to help direct that passion is an honor I do not take lightly. We tell these students to learn everything they can while they are in school but don't always understand why their practical knowledge is not always in line with their book aptitude. My hope is to help make that less of a deficit for our graduating professionals," said Vert.

Eric believes the board and he will give participants of the program an opportunity to have real life experiences to direct their learning process.

Congratulations on this new role Eric. The students of the Ferris State University Hospitality Program are fortunate to have you as a leader to help guide them as future professionals.



Holiday Inn

Guest Receives Superior Service

A letter from a Courtyard New Albany guest who was impressed with GM Carly Price's outstanding leadership

I wanted to take a moment and commend the staff at the New Albany, OH Courtyard. I go out of my way to stay at this hotel because of the unparalleled service I consistently receive from the staff. Leading the staff is Carly Price, CTA and General Mgr. During my last stay, Carly was not able to provide me with the room I requested. She went way above and beyond to make sure I was comfortable. Here is an excerpt from her email to me:

Hello Ms. Cross,

I wanted to reach out to you and thank you so much for your understanding regarding your room change. My goal is never to create an inconvenience for our guests and you were very gracious and I sincerely appreciate it. I also added rewards points to your Marriott Rewards account to further express my apologies and thank you for your loyalty.

If there is anything I can assist you with during your stay please don't hesitate to reach out to me. Enjoy your stay!

CARLY PRICE, CTA
General Manager

The only thing that could make this experience better is knowing that Marriott will commend Carly for her outstanding commitment to customer service. I too am in the customer service sector and know how important it is to always strive to provide the best to our customers. I also know that superior service is ALWAYS attached to leadership. Carly is a prime example of what great leadership looks like. Additionally, her hotel is ALWAYS clean and comfortable. The staff is ALWAYS friendly and accommodating. Keep up the good work Marriott. You hired a superstar!!



Property Hosts Open House

Holiday Inn Express Lexington held an open house after renovations were complete



The Holiday Inn Express Lexington/Downtown UK Campus team held an open house on September 29, 2016 to show off their newly renovated property.

All guest rooms and public spaces were renovated by early August and to celebrate they invited all past, current and potential clients to showcase the brand new hotel and to thank them for their continued patronage.

Continuous tours were given throughout the event while a musician played in

the lobby and guests enjoyed delicious food and drinks from Season's Catering. Door prizes donated from local businesses and sister hotels were given out and guests had a great time.

"Overall, the event was a success! It was very exciting for us to be able to have everyone here and show off the new hotel. We received awesome feedback! Everyone loved it and couldn't believe it was the same hotel," said GM, Sarah Morgan.

The team made several connections that have already turned into contracts for a tremendous amount of room nights in 2017.



IN THE NEWS



Sr. Regional Vice President, **Chris Godfrey** dances with his daughter, Sarah, at her wedding on July 16, 2016. Congratulations to Sarah and her groom, Nick!



AHM Payroll Coordinator, **Kim Morgan** celebrated her Halloween birthday at the office before taking her grandkids trick-or-treating!



American Hospitality Management collected donations in our corporate office for Toys for Tots and Coats for Kids from mid-October to Early-December. This is our second year in a row teaming up with these organizations. Thank you to everyone who donated and helped shop.



The Residence Inn Lafayette hosted a baby shower for breakfast attendant, **Brandee Jordan**, who is expecting a baby girl any day now. Her name will be Siya. Congratulations Brandee!

IN THE NEWS



The **AHM Corporate** team enjoys a Fall potluck in the office. This is something the staff does often to gather together on their lunch and enjoy delicious food.



Thanks to **Hannah Lemoine**, Front Desk Associate at the Residence Inn Lafayette for putting together some Halloween fun for one of the long term guests that was not feeling well on Halloween night. He told his mom that "his heart runneth over with happiness."



The **Hampton Inn and Suites Riverton** received a certificate from the Habitat for Humanity for continuing their partnership with the organization for the past two years. Great work Riverton team, keep it up!



Barb, Ryan and Jody hanging out with the Hampton mascot at the **Hampton General Manager** Conference in Orlando, Florida.



The **Holiday Inn Big Rapids** team got in the Halloween spirit by dressing up.



The **Staybridge Suites Okemos** team dressed up, decorated and even painted pumpkins at their Halloween social.



The **Deadwood Mountain Grand**, a Holiday Inn Resort hosted their annual costume contest with over \$2,000 in cash and prizes to be given away.



The **GrandStay Mount Horeb** crew celebrating Halloween with face masks.

Welcoming New Employees



Christine Dendel
Director of Sales
Staybridge Suites Kalamazoo

Christine has recently rejoined the team at Staybridge Suites in Kalamazoo as their new Director of Sales. She has over 6 years of experience in the hospitality industry, and a majority of that experience was earned at Staybridge Suites. She began working as a Guest Service Representative, working both 1st and 3rd shifts. She then transferred to full time Night Audit and eventually moved on to become the Front Desk Manager. During Christine's time away from Staybridge Suites, she worked for an event housing company where she oversaw many key accounts and developed many important sales and marketing skills. In her free time, Christine enjoys attending sporting events, golfing, and hiking.



Brodie Meche
Assistant General Manager
Hampton Inn & Suites Lafayette

Brodie comes with 12 years' experience in the Hotel business. He has worked all areas of the hotel including, sales, front desk, AGM and GM. He loves interacting with the guest on a daily basis as well as working with the staff. His background in the industry comes from IHG and he is eager to learn the Hilton way!!!

His hobbies are spending time with his godchild (Noah) and his family. Brodie always comes to work with a smile on his face and always engages the team daily before they begin their work day.

Treating Guests Like Family

Staybridge Suites Carmel DOS, Mary Donley goes above and beyond for a family in need



Hello Mr. Stauffer, I have been meaning to write this email for some time and have been negligent in doing so. Over this past summer we had the opportunity to stay at the Staybridge in Carmel on several occasions. Each time we were greeted with wonderful staff, spotless rooms and a hotel experience that would keep us returning to your hotel.

My daughter Meghan had undergone several surgical procedures with Dr. Price and the Staybridge was our home away from home. During one of those visits Meg had a complication that would require her to lay face down for 24 hours during recovery. This positioning was crucial to her surgery being a success. The question was, how do we do this without putting pressure on her eye in process.

The evening before I had met Mary Donley at a dinner social she was hosting in the hotel. We had a lovely time chatting and she told me if there was anything she could do to help our stay go better to let her know. I have heard that offer from many sales people in the past, so I took it with a grain of salt.

The next day we were confronted with Meg's complication and I remembered Mary's offer. I called her and asked her if she knew where I could rent a massage table or chair for the day, one that had the hole for your face so Meg could remain face down. Within an hour Mary had found us a table that was just 20 minutes away, and we were off to get it. The Massage Envy store that we picked it up at didn't want any money for usage, I was stunned at their generosity. Meg recovered fully, her surgery was a complete success despite the temporary set back.

The main point of my email is that whether you know it or not, you have an absolute gem of an employee in Mary Donley. She came through huge for us in a very difficult and desperate moment. As I said earlier, I have heard the "if you need anything" line from sales folks a thousand times, but Mary meant it. She didn't falter, she didn't hesitate, she reached out to her network of professionals to help us get past a tough moment. Mary treated us like family and that was absolutely the most important thing I remember from our stay at Staybridge. But wait, there's more. Two months later, out of blue, Mary calls to check up on Meg's progress. Now that is how you make a client for life! Mary didn't call because she is a salesperson, she called because she is a real person.

You are so blessed to have Mary, and we are so blessed to know her. My wife and I will be staying with you in March 2017. Hopefully we will see Mary again during our stay.

Warmest Regards,
Scott and Diane Grafer





Holiday Inn Big Rapids...

“I enjoyed an excellent wonderful experience”

Good Morning Mr. Vert, I wanted to let you know that I had a fantastic stay at your property in Big Rapids, MI this week. Everyone was great, but I wanted to mention Joey, Brianna, and Abraham...Each went above and beyond to make my stay perfect. Please let them know how grateful I am for their customer service. I enjoyed an excellent, wonderful experience!

Holiday Inn Express Wisconsin Dells...

Came up to visit family and got to stay at the holiday inn the rooms were neat and clean the beds were really comfortable, the staff here was amazing and helpful... Thank you so much holiday inn. Hope to see you all next year.

GrandStay Hotel & Suites Chisago...

We reserved a King Suite. We were very pleased that it had a separate room with the King bed so we could put the kids down at night and still be able to talk in the other room. There was a nice kitchenette with large fridge, stovetop, microwave and even dishwasher! This was a great set up and everything was extremely clean. We would defiantly stay here again to visit our family.

Hampton Inn Green Bay...

I was here on business for the first time in Green Bay. This Hampton Inn is a great hotel, clean, comfortable with a friendly staff and wonderful breakfast options. I will definitely be staying here again on return visits for business.

AmericInn Hotel & Suites Hawley...

I am continually impressed by AmericInn. They're "no frills" except they kind of have frills. They are set up to create a homelike experience for you - a warm, inviting lobby with family-style tables, a TV and couches. Everything is so clean. The staff is so friendly and helpful. They had extra life jackets for the kids for the pool when we forgot ours. The front desk staff went and loaded us up with milk cartons at night so we'd have them for our kids. They offered a 1-bedroom suite which was so perfect for us. With two young kids, we always dread having to stay in hotels because their early bedtime means we have to hunker down too. This suite meant we could be in our room watching TV while they slept in the living room. You don't find that at every hotel. The rooms are super clean, comfy beds. It is so nice to find such reliable and cozy accommodations in small towns where there isn't much else!

“I am continually impressed by AmericInn”



GrandStay Hotel & Suites Delano...

Excellent facilities, wonderful staff. Breakfast was great there was always a person at breakfast to refresh items or to take care of special needs. Manager got us a terrific rate even though she had no special reason to do that. It was a terrific experience all around. Also access to the location was ideal, parking was more than adequate with easy access to main roads. gas and restaurants were nearby. Room and facilities were clean and fresh. Mints at front desk were also very good.

**“It was a
terrific
experience
all around”**

Holiday Inn Express Wisconsin Dells...

Easily the nicest holiday inn I've ever seen or stayed.

Country Inn & Suites Appleton...

This hotel was great. Staff was pleasant, pool was clean and just the right temperature. Beds were comfortable and the breakfast was Delicious. Also if you like to shop the mall is right there. I would most definitely recommend this hotel.

Courtyard by Marriott New Albany...

So impressed with our stay!! Its a beautiful almost new hotel with a great location!! Rooms are spacious and set up perfect, and the staff is wonderful and very helpful with directions and whats going on in the area!!

Fairfield Inn & Suites New Buffalo...

Very nice facility. We stayed on our way through from Detroit to the Minneapolis area. Nice clean and affordable room. Kids used the pool and fitness center. Loved the continental breakfast and excellent coffee.

Staybridge Suites Indianapolis...

Stayed at the Staybridge Suites while on a travel trip for work. The room was perfect and the Kitchen area was handy.

**“Mary Donley was
super friendly and
took care of her
guests like family”**

Especially enjoyed the microwave to heat up my corn bag! The food service for breakfast was great and the coffee and baked treats were available early. The complementary dinner Monday - Wednesday was the best! Mary Donley was super friendly and took care of her guests like family! If I ever make it back, I'll be sure to stay here. I will absolutely recommend to my co-workers!

Team Leaders Attend Conference

GrandStay Mount Horeb's GM and AGM get more informed on new industry trends



The Wisconsin Hotel & Lodging Association Conference and Trade Show was held Nov 6-8, 2016 and Rachel LaCasse-Ford (General Manager) and Jessie Bedward (Assistant General Manager) of the GrandStay Hotel and Suites - Mount Horeb were in attendance.

During the three day conference there were networking events, a trade show, hospitality awards and educational workshops. Topics included Airbnb & the Online Short Term Rental Revolution, Engaging Hotel Guests, Hospitality Laws Impacting Wisconsin, The Future of Travel Technology, Safety and Security, and reaching Millennials.

"We enjoyed networking, getting to know new people in the industry and catching up with colleagues. Some sessions were extremely useful with information that can be incorporated into the daily operations. The Safety and Security session was an intriguing and useful break out session. At our next front desk meeting, we will roll out new protocols to ensure the safety of our guests and employees. Another major topic this year was the Millennial Mind and the future of Travel Technology. It's great to keep up to date with new trends in the industry as well as tools to react appropriately," said LaCasse-Ford.

Not only was the conference enjoyable their hotel accommodations were top-notch as well.

"The hotel accommodations were wonderful. The best was the view from our room looking out the window that overlooked the Fox River. We could even walk on the board walk. At night the bridges would light up in different colors creating the most beautiful affect as we sat by an outside fire along the river. It was beautiful," said LaCasse-Ford.

Sounds like they had an all-around successful conference and will be able to bring new information and practices back to their team.



The view from the hotel where the conference was held



Open for Business

The Fairfield Inn and Suites – Eastwood, Lansing hosted their Grand Opening on June 23, 2016.

All together over 100 local key corporate heads attended the event to celebrate the official ribbon cutting ceremony. Guests included several area businesses, some the property is already working with and some they are hoping to create future contracts with.

Boston's Gourmet Pizza and Sport's Bar catered the event complete with a serving staff and cocktails. There were door prizes donated from local businesses such as NCG Theater, Capital Prime and Capital Vine, a Complete Spa package, an overnight stay at their sister property Staybridge Inn & Suites Okemos and many more.

The team celebrated the leadership of AHM and Chris Godfrey (Senior Regional Vice President) and Fred Kindell (Senior Vice President & Co-Founder) in making this opening successful.

Since the opening the team has been working towards growing roots, getting the property known in the area, creating lasting relationships with corporate contacts and getting room nights on the books for 2017.

“We are off and running and excited at what Fairfield Inn & Suites Lansing at Eastwood has in store for us in 2017,” said GM, Kimberly Walters.

The team is looking forward to a promising future.





WALL^{of} FAME

Ryan Preston, General Manager
Hampton Inn & Suites Riverton
2500 North Federal Blvd
Riverton, WY 82501 United States

Dear Ryan:

Congratulations – your hotel is a Wall of Fame award winner for Second Quarter 2016! This award recognizes the top 15% of Hamptons and is based on your overall TQS scores. Your guests clearly find your product and service outstanding ... which speaks volumes about your team's dedication and Hamptonality.

Please congratulate your team for winning our Wall of Fame award – and for the hard work it took to get there.

Sincerely,



Scott Schrank
Vice President
Brand Performance Support

cc: Gerald Haan



Hampton Inn Green Bay Downtown
201 Main Street
Green Bay, WI 54301 United States

Dear General Manager:

Congratulations – your hotel is a Wall of Fame award winner for Second Quarter 2016! This award recognizes the top 15% of Hamptons and is based on your overall TQS scores. Your guests clearly find your product and service outstanding ... which speaks volumes about your team's dedication and Hamptonality.

Please congratulate your team for winning our Wall of Fame award – and for the hard work it took to get there.

Sincerely,

Scott Schrank

Vice President

Brand Performance Support

cc: Donald Richard Schappacher

Tourism Council of Greater Cincinnati

DOS Neal Pyszka accepts the position of Board Chair of Programs



As of November 1, 2016 Neal Pyszka, Director of Sales of the Fairfield Inn & Suites Cincinnati Uptown/University Area has been sitting on the Board for the Tourism Council of Greater Cincinnati.

The boards' purpose is to enhance visitor hospitality and tourism through industry and community education as well as to promote quality visitor service within and throughout greater Cincinnati.

Neal, a regular monthly meeting attendee got more involved when he was approached by the president of the board along with the membership chair. He gladly accepted the position of Board Chair of Programs. He will be

responsible for the programs, getting members excited about monthly topics and special guest speakers along with selecting the location and food for monthly luncheons.

"I am looking forward to giving the organization a fresh set of eyes along with trying new ideas that this organization has not tried before so looking forward to the great success," said Pyszka.

Neal is particularly looking forward to assisting in the planning of the annual rewards program. The event recognizes anyone in the hospitality industry in the Cincinnati area from hotels, attraction and restaurants. The rewards program is to acknowledge line employees that work hard to make their organization successful.

Congratulations on your new role Neal. We know you'll make a great difference with the Tourism Council of Greater Cincinnati.





CATCH ME
... AT MY ...
BEST

you've been caught!

Team Member caught: Ryan Preston, Mgr

Caught by: Tony Franzone

Catch was submitted by: Guest

Date of Catch Aug 24

I would like to recognize Ryan Preston and his entire team for a genuinely wonderful stay at the Hotel under his management. The rooms were clean and well-apportioned, however it was the gratis bkfst and suppers that were truly outstanding, which was supported by Ryan and his attentive staff. I could tell that Ryan ran a tight ship, because all of his team members shared his enthusiasm and attention to detail, from the people behind the front desk, to the servers and cooks. This is a huge "Attaboy" to Ryan Preston, because rarely do I see such dedication and pride of ownership in any service-related establishments. I travel a lot, and have never felt this compelled to recognize an individual, or team, or establishment, but in this case I wanted to give credit where credit is due. Good Work! My name is Tony Franzone, and I stayed 3 nts, 08/15-08/18/2016.



Property Receives 99% on Brand QA Assessment

The GrandStay Hotel and Suites Mount Horeb, received 99% on their brand QA assessment this fall.

This is the first review since the property has opened. The GrandStay® Quality Assessment is performed each year. The VP of Brand Operations visits each property and assesses everything from property maintenance and appearance, staff training, appearance, performance, and the level to which the property is being held to the brand's standards. Other items are taken into consideration as well, including guest reviews and ratings.

When reviewed, the property was clean and clutter-free both inside and outside. Training was up to date, ratings and reviews were stellar and the staff performed their duties ably.

"This is a great accomplishment! My team works very hard to keep our hotel clean and management works hard to keep things running smoothly," said GM, Rachel LaCasse-Ford.

Congratulations to the GrandStay Mount Horeb team! This is very well deserved.



Property Goes Above and Beyond for Group

The Hampton Inn and Suites Riverton receives plaque from appreciative guests

The Hampton Inn and Suites Riverton received a Team Webster plaque in April, 2016 from Charles Webster, Safety Manager for Total Safety.

ConocoPhillips (The world's largest independent exploration and production company) was doing a turn around and Total Safety was hired to run safety. The crew stayed with the



Hampton Inn and Suites Riverton from early-March to mid-May and to the total shock of the team, Charles Webster, gave them the plaque for taking such great care of his crew of 35 people.

It was a much appreciated surprise. The Riverton team is always going above and beyond for their guests and making them feel comfortable while away from home.

Riverton Employee Receives Handwritten Letter

Ryan Preston -

I want to make sure you know how wonderful Shannon was last night. After a 12 hour day I walked into the lobby and had made a reservation on the phone while in Dubois. I quickly realized I called the

Hampton in Rawlins not Riverton. I tried calling the other Hampton but got disconnected before I could speak to a manager to ask (plead) they not charge my card.

Shannon asked for the phone number and said she would call for me.

I checked in and by the time I unloaded my car she had called and cleared it up. The other Hampton would not charge me - because of Shannon's efforts. Thank you -

Shannon not only was a warm & friendly face - she went above & beyond to help me - a customer.

Being all the way from Los Angeles - I was so happy to be assisted in that way. Thank you to Shannon!

Best - Cynthia Colon



Courtyard New Albany Hosts Soccer Team

A letter the property received from the Pennine Soccer Club after a great stay



Kathy - normally I do not send these types of emails since I kind of expect things to go smooth with Marriott, but I must say that we had a great experience with the Courtyard New Albany.

The staff were friendly and helpful, rooms were clean, and overall you were extremely accommodating to us. The meeting room was perfect for our pizza party. Hopefully the staff took the rest of the food to eat!! Eagles Pizza was great too!!! Might want to tell other guests that too!!!

The staff at breakfast were fast, pleasant, and you even opened a little early for us!!

Overall, it was a great experience and it's never easy organizing a hotel for over 30 families, but you guys did a fantastic job!!!

Sorry for the noise while we were watching the World Series!

I sincerely hope we come down again to play because there's no doubt we will stay at the Courtyard New Albany!!!

Regards,

Mike Hutz
Pennine Soccer Club



Exterior Update

The Staybridge Suites – Kalamazoo recently updated the exterior of the hotel. Painting began in early September and was complete by the end of October.

Pictured to the right are before and after photos of the fresh exterior.

Thanks for sharing Joy! It looks great.

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