

American Hospitality Management

Summer, 2016



AHM held first annual GM Conference

More on pages 1-3



AHM GM Conference

AHM held its first annual General Manager conference

American Hospitality Management held its first annual GM conference May 9-12, 2016 at the Inn at Bay Harbor in Petoskey Michigan.

Twenty two general managers attended, five regional vice presidents and the entire AHM corporate staff.

Throughout the conference several activities and seminars were held. There was an HR presentation, a risk-management presentation, an AHM regionals presentation, Mark Hoefling, CHA/Director - I.H.G. came and spoke, and the group took a trip to visit the Mackinac Bridge in Mackinaw City Michigan. People were able to golf, mingle and eat great cuisine. On the final day of the conference everyone was able to visit the AHM corporate office, tour the building and meet any staff that was unable to attend previous days.

This conference enabled the AHM team to meet, greet and network. According to HR/Payroll Coordinator, Peg Stump everything from the week was a highlight. The weather was perfect and having the opportunity to get AHM staff together for photos, group activities and networking was priceless. The AHM corporate staff is still talking about how wonderful it was to meet everyone and get a chance to socialize. One of the most popular comments was "now I can place a face with a name!"

"I can't express how proud I am of the people I work with at AHM. When you interact with colleagues on a day to day basis either by phone or email, it was great to meet and get to know one another on a personal level. I had the opportunity to share with Lisa from PHXYR, that had just celebrated her daughter's birthday, showing me pictures, to Jesse from INDCA that made sure he bought a kite in Mackinaw City to take home and fly with his kids. Kudos to Carly from CMHAL whose luggage was delayed, but she handled it like a pro; she went shopping in downtown Petoskey's Gaslight Shopping District. There were several that took advantage of the awesome golf courses that Bay Harbor have," said Peg Stump.

The first AHM conference was a huge success. The staff at the Inn at Bay Harbor was amazing; everyone thoroughly enjoyed themselves and was able to gain more knowledge in their respective areas.

Plans are already in the works for the second annual AHM GM Conference for Fall 2017.

Thank you to everyone who attended and made this event what it was. To those who were unable to make it we hope to see you next year.







Knot Just a Bar



Knot Just a Bar, located in the village of Bay Harbor, in the Marina district was a great place for everyone to meet, relax and enjoy their evening after a full day of meetings. The establishment had a great atmosphere, great food and was within walking distance from the Inn at Bay Harbor.

John, the manager of Knot Just a Bar made sure everyone had a variety of great food; Michigan perch, deep fried turkey, mac and cheese and Cherry Cobbler for dessert. The staff at Knot Just a Bar were awesome and catered to the

teams every need.

The walls are covered with hundreds of names of people/groups that complete the 69 World of Beers. AHM completed all 69 beers in one evening, giving them the bragging rights for their name on the wall. The Shot-Ski is a popular way to get people together to share a shot, several of AHM's finest participated in this fun event!





IHG Extended Stay Summit

Staybridge Suites hotels attend annual IHG event



® The annual IHG Extended Stay Summit was held in Chicago Illinois August 1-3, 2016 at the Crowne Plaza Chicago O'Hare.

All AHM Staybridge Suites (Kalamazoo, Okemos, Lexington and Carmel) General Managers attended the IHG conference where they were able to listen to speakers and visit leaders from IHG. AHM President and CEO, Don Schappacher along with Regional Vice President, Chris Norman were in attendance.

This event is beneficial to all those who attend each year. Each team gains knowledge they can use daily at each of their properties. Everyone is already looking forward to next years event.



Celebrate Service Week

The Holiday Inn Express Lexington celebrates with a week of activities

Celebrate Service Week was held in June and the Holiday Inn Express Lexington Downtown had a great time celebrating their employees. The fun-filled week included

games and treats every day and was finished off with a celebration cookout at a nearby park.



“Everyone has worked very hard this year as we went through renovation. Some days weren’t easy as we tried to provide the same great experience to our guests amongst the renovation dust and noise, but everyone

came to work every day with a smile on their face ready to work extra hard to ensure our guests were affected as little as possible. Celebrate Service Week was a perfect time to show them how much we appreciated all their hard work,” said GM, Sarah Morgan.

By the photos the week looked like a great success and a lot of fun. Thanks for all your hard work team!



Corporate Office Renovations

The AHM corporate plaza is in the process of being renovated



Chris Godfrey, Don Schappacher and Fred Kindell assist in landscaping; pulling out bushes and tree stumps.

The American Hospitality Management home office building has been undergoing major renovations as of late.



Construction began in March 2016 and is ongoing. The walls have been repainted, the carpet replaced, new lighting fixtures and interior signage installed, various landscaping updates have been made, there is a new heating and cooling system and the parking lot has been resurfaced and restriped.

Currently the restrooms are in the process of getting a face lift and come spring construction will begin on the exterior of the building.

Below are a few photos you can see the before and after of some of the changes.

Technicians installing the heating/cooling system at the corporate office



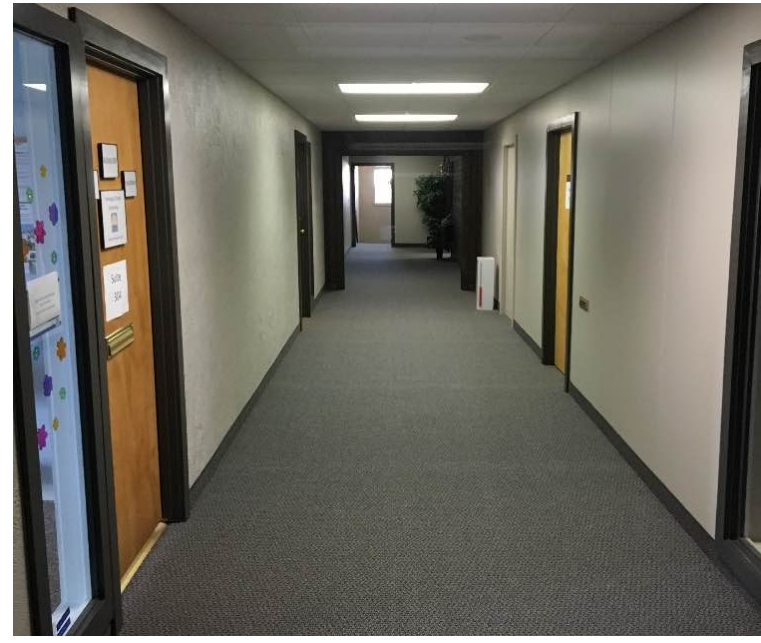
BEFORE



AFTER



BEFORE



AFTER



BEFORE



AFTER

IN THE NEWS



Assistant General Manager of the **Holiday Inn Big Rapids**, Nyssa Myer married Ben Johnson on April 23, 2016. Congratulations to the happy couple!



Once each month team members from the **AHM** corporate staff go out to dinner after work. A different restaurant is chosen each month and whoever can make it does.



Staybridge Suites Kalamazoo Director of Sales, Allison Krafft, got engaged on August 6, 2016! Her fiancé, Gil Roberts, took her on a sunset boat ride in Orange Beach, Alabama. We wish them the best!



The **Fairfield Inn & Suites Cincinnati Uptown/University** opened August 31, 2016. Pictured is some of the team in front of the property while under construction.

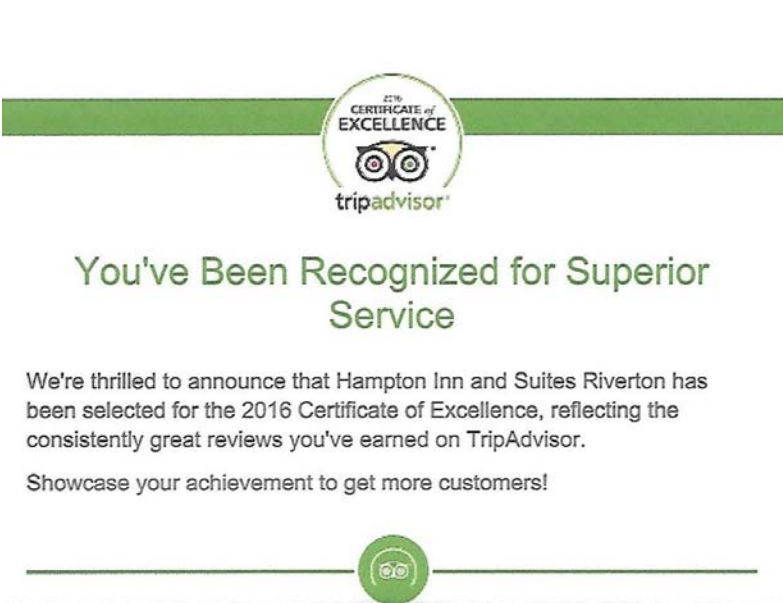
IN THE NEWS



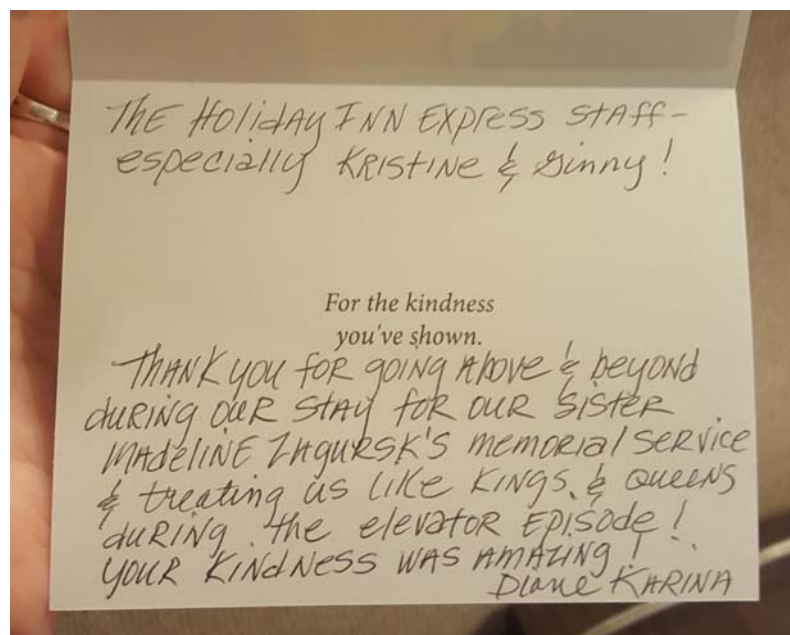
Jesse Stauffer, GM of the **Staybridge Suites Carmel** had to fish a wedding ring out of the pool drain that a guest lost. Nice job Jesse!



The **Holiday Inn Big Rapids** Director of Sales, Angie D'Amico and her staff presented current and potential clients with a lasting impression of the hotel. The team hit the town with Koozies, Jones Soda, IHG Business, Rewards Sign Ups, and Restaurant Coupons and Promo's.



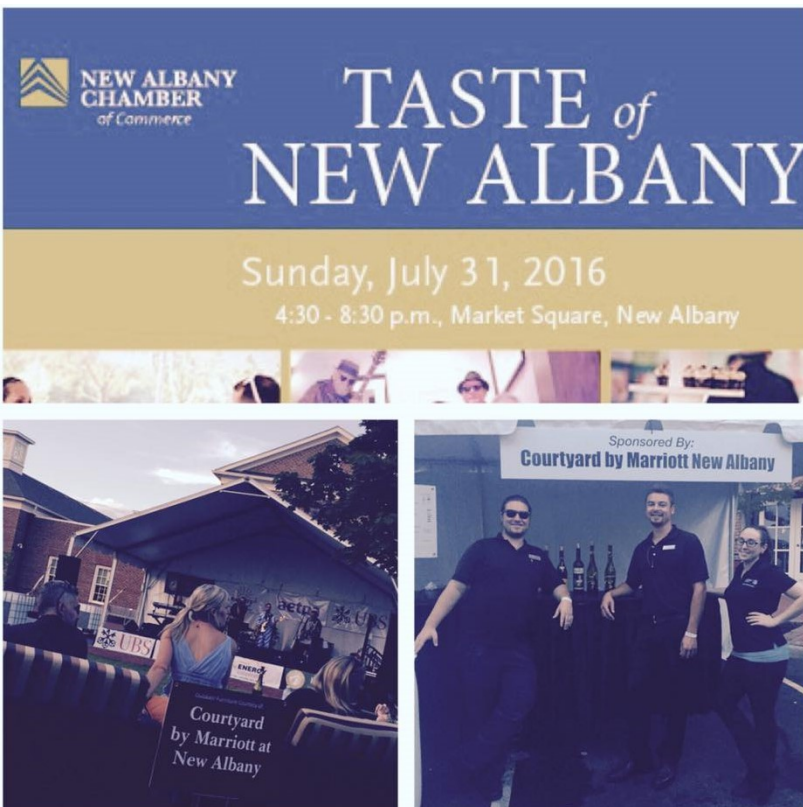
The **Hampton Inn and Suites Riverton** has been recognized with a Certificate of Excellence for Superior Service from TripAdvisor. Nice Job Riverton team!



The **Holiday Inn Express Sidney** had 6 guests in town for a funeral and unfortunately there was an elevator issue and the guests were stuck for about 15 minutes before the team could get them out. This card serves as an example of good service recovery by the staff, taking a bad situation and making it a positive stay. Great job team!

Taste of New Albany

The Courtyard New Albany was a major sponsor for a popular community event



The Courtyard by Marriott New Albany was a major sponsor for the annual Taste of New Albany event that their Chamber of Commerce hosts every year. General Manager, Carly Price was a member of the coordinating committee that worked diligently over the course of the last year to help throw a successful/sold out event. You can visit the New Albany Chamber of Commerce website to get more information/details about the event.

Pictured is the staff at the sponsored bar and guests sitting on the hotels donated patio furniture as they watched the band.

Miss Kentucky Pageant 2017

The Holiday Inn Express Lexington will be the host of next years pageant

The Holiday Inn Express Lexington is excited to be chosen as the host hotel for the 2017 Miss Kentucky Pageant. The pageant will be held next July at the Singletary Center for the Arts at UK.

The hotel will be hosting all the organizers, judges, families and friends of the contestants.

Miss Kentucky 2016, Laura Jones, stopped by to meet everyone and tour the property. Pictured is General Manager, Sarah Morgan, Miss Kentucky, Laura Jones and Director of Sales, Lucinda Bush.



Community Involvement

Hampton Inn & Suites Riverton, GM, Ryan Preston joins the Wind River Visitor's Council



JOHN L. "Lars" BAKER
MAYOR

CITY OF RIVERTON
OFFICE OF THE MAYOR

816 N. FEDERAL BLVD.
RIVERTON, WY 82501

July 19, 2016

Ryan Preston
Hampton Inn & Suites
2500 N Federal Blvd
Riverton, WY 82501

Dear Mr. Preston,

Thank you for your interest in serving on the Wind River Visitor's Council Board. Pursuant to the Regular Council Meeting of the Riverton City Council held on July 19, 2016, I and the Council have unanimously appointed you to the Wind River Visitor's Council! Your term will expire July 1, 2018 where you can be reappointed.

Once again, thank you for taking the time and interest to serve on this very important committee. The future of our tourism in the community depend on the good will service of citizens, such as you, stepping up and providing the thoughtful insight into issues such as this. Should you have any questions or concerns, please feel free to contact me at 307-856-2227 or via email at lbaker@rivertonwy.gov.

Sincerely,

A handwritten signature in blue ink, appearing to read "John L. Baker", is written over a horizontal line.

John L. Baker
Mayor



GrandStay Hotel & Suites Delano...

We stayed here with our kids and g/kids for 1 night. We had the pool and hot tub to ourselves! Breakfast in the a.m. was delightful with a lot of variety. The front desk folks were very friendly and professional. The rooms were clean and spacious with wi/fi. A great place to stay.

Holiday Inn Express Lexington...

Lucinda, I want to say thank you to you and your staff. They were awesome! Everyone loved your facilities. We will definitely use you again when we come back that way. Your entire staff -- housekeeping, front desk, and even the gentleman remodeling -- were so friendly and helpful.

Holiday Inn Express Wisconsin Dells...

As soon as we came in we were greeted very friendly, not over the top but just right! room was ready and clean! I got nothing but courtesy from ALL staff. the food area was clean, food was great!! and I recommended this to all my friends! I just love the beds SOOOOOOOO comfortable!! my hats off to all the staff at this location! they really do their job well and it shows!"

Holiday Inn Express Lexington...

I understand that construction was going on but the very early start time for this construction and the late hours I had to experience loud banging and drilling was excessive. Sadly the walls and floors are very thin. The only reason I gave as high a score as I did in this review is because the staff was amazing. They were the nicest, warmest, most helpful staff I have ever had the pleasure of working with in all the Holiday Inn hotels I've been to. I hope they are given the word that they are exceptional as I'm sure they were under a lot of pressure with so much going on.

Holiday Inn Resorts Deadwood...

Great hotel in a really cool city! In between Mount Rushmore and Devil's Tower, The Deadwood Mountain Grand was truly refreshing! Rooms were clean, food was great, and the town was within walking distance. A lot of fun for couples or families!

Holiday Inn Express Wisconsin Dells...

Employees were the most polite hotel staff personnel I have ever experienced. The housekeepers, the food service workers at breakfast and the front desk staff were so engaged as employees and did an outstanding job making the guests feel welcome. I observed them with other guests as well and that is because of an outstanding training program 'WAY TO GO HOLIDAY INN EXPRESS' keep up the good work and be sure your staff hears from you how great they are! They deserve to be recognized.

**“Employees were
the most polite
hotel staff
personnel I have
ever experienced”**



Roosevelt Hotel Williston...

I spent a week with 9 rooms at the Roosevelt hotel. The place was great with absolutely spectacular rooms and service!! But the way it beat every other property in town was the management and staff. From Chris Steffe G Mgr Roosevelt to his Desk clerks Tory Barbara and more they made your stay not only comfortable but memorable. They have spacious rooms with fluffybeds and pillows, great expanded tv which are flatscreens,microfridge,and everything else you can think of. Fitness center and a great recreation room with pool table and giant flat screen tv open till 11pm daily. They also have buffet Mon thru Thursday! But again the people make the place!!! Would stay here again and recommend it highly!!!

“This place was great with absolutely spectacular rooms and service”

Hampton Inn & Suites Lafayette...

Donald was very pleasant, accommodating and always smiling. He helped them with their car, luggage and road directions, etc. Even though they were elderly, he always smiled at their requests. She said the bed linens were so white, she did not see her special white jacket laying on top of the bed. They checked out, without the jacket. One hundred miles down the road she remembered. They immediately called the hotel and spoke to Donald. He said they could ship the jacket back to her, but they asked if they could pick it up when they drove back again, from their trip to Florida. She said Rachel DeCuir personally kept her jacket safe, until they returned to pick it up.

Holiday Inn Express Wisconsin Dells...

Hi Jessie! Thank you again for your communications! Our family had a GREAT time at your hotel on the 4th. I can't stress enough how much these getaways on the 4th of July mean to us, and to have a great location as your hotel to make those memories. I have a lot of respect for what you do and what you have to deal with on a daily basis, plus be good at it. Just while I was having breakfast the morning I was there, I saw you working hard to resolve issues with people and do it professionally. I hope your bosses realize what they have in you as a manager. I will honestly say that we do obviously stay at other places in the Dells, depending on what we are doing, but the 4th will always be special to us staying at the Holiday Inn and watching the fireworks! Thank you so much for everything and the great job you do. I look forward to seeing you again. Maybe I'll come in and say "hi" again! I hope you enjoy the rest your summer and the rest of the year. If you ever need a "secret" guest to review things for you at the hotel undercover, keep me in mind! Haha!

Country Inn & Suites Appleton...

“Employees are very nice and helpful”

Rooms and facility are well kept, nice pool, hot tub, and breakfast dinning area, nice computer room with printer, gym. Great selection for breakfast, also free paper, cookies, fruit is a nice touch. Employees are very nice and helpful. Highly recommend this motel.

Guest Shares Gratitude

Hampton Inn & Suites Riverton guests pen letter to team for exceptional service

Dear Friends at Hampton
Inn & Suites,

We can't begin to tell you
how grateful we are to your staff
for helping us in our time of crisis!
We came through town and our
truck broke down - it was 100°
outside, we had a pregnant daughter
& 2 dogs that we needed to get
out of the heat while we looked
for a new vehicle. This was a 2
day process & you were kind enough
to extend our time there after check
out so that our daughters & dogs
didn't have to sit out in the heat.
Our stay there was wonderful.

Our room was beautiful, Clean,
comfortable - Everyone on the staff
that we associated ^{with} was very friendly,
Professional & kind!

Thank you from the bottom
of our hearts!

Sincerely

Rick & Carole Loftus





Spirit of Hampton

Hampton Inn & Suites Lafayette GSR receives the Spirit of Hampton award

Morgan Scott, one of the Hampton Inn and Suites, Lafayette Guest Service Representatives was awarded the Spirit of Hampton Award in April, 2016.

According to Hilton, this award “recognizes outstanding performance at both a hotel and brand level” and is the highest award given at an individual level. Morgan had a surprise party thrown in her honor, received a call from brand executives, a beautiful trophy commemorating her accomplishment and a check for \$350.

“In May, Morgan made one year as a GSR—what an impact she has made already,” said Assistant General Manager, Rachel DeCuir.

Congratulations Morgan and team!



Property Promotions



Kevin Robinson
Staybridge Suites Carmel
Assistant General Manager

The Staybridge Suites welcomes new Assistant General Manager, Kevin Robinson. Kevin began his leadership role with the hotel in April 2016 and will help continue the property on their path of success. Kevin spent 10 years in the rental car industry and 3 years in Hospitality before joining the Staybridge Suites Carmel team. He enjoys riding his motorcycle and comics. The team is excited to have him as part of the AHM family.



Melody Horn
Holiday Inn Express & Suites New Buffalo
General Manager

Melody Horn started her position as the GM of the Holiday Inn Express & Suites New Buffalo on Aug. 27th, 2016. She has been with the hotel since July 2, 2007. Melody grew up in the New Buffalo area and then went on to attend Southwestern Michigan College before moving back to the area. Ten years ago she owned and operated *The Three Oaks Florist & Gift Shop*. She sold the shop and thought she would be semi-retired but didn't enjoy it at all. After about a month she applied at the hotel and the rest is history. "I hope to continue doing what Vi has done, and that's having a successful hotel that we're all proud of. Not only do I want our guests to love our hotel, I want our staff to love working here," said Horn. We know you'll do great in your new position Melody!

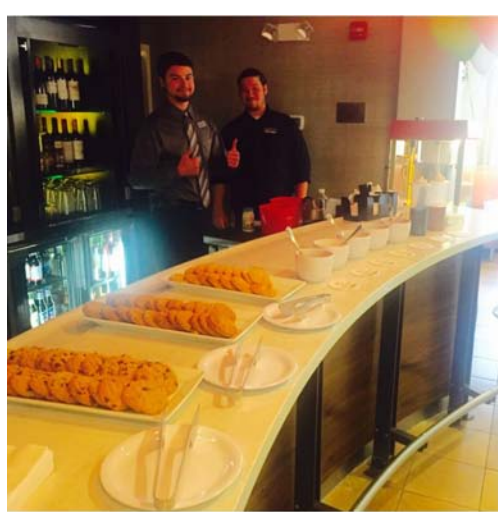


Alicia Goodman
Staybridge Suites Okemos
Director of Sales

Alicia Goodman started her position at the Staybridge Suites Okemos at the end of June 2016. Alicia was an Account Manager for FedEx before joining the Staybridge Suites team. She has a Master's of Science in Administration from Central Michigan University and has sales and marketing experience working with a variety of customers from small accounts, medium sized customers to key account management. She enjoys meeting with guests/customers and creating those relationships. She wants to continue learning and challenging herself. So far things are going well in her new position and she loves her co-workers. Welcome!

Courtyard New Albany Turns Three

A look back on the past three years and what the future holds for the property



The Courtyard New Albany celebrated their third birthday with a celebration at the property April 19, 2016. The team welcomed guests for an ice cream sundae bar, popcorn and cookies in the Bistro.

The property is located in a very special market due to the fact that up until early this year it was the only hotel within 10 miles of New Albany. According to General Manager, Carly Price that had a huge impact on the amount of growth the hotel saw quickly after opening and maintained up until this year.

With the arrival of a brand new hotel right next door came expected shifting in the market, but the hotel continues to eagerly welcome guests and stand by the amazing value the Courtyard brand provides. They have been fortunate to maintain long standing relationships throughout the community and have guests that have stayed with them since their doors opened and have become like

family. After three years the hotel still looks and feels brand new and guests share that daily with the team.

"They can't believe us when we tell them that we just turned 3 which is a direct reflection of the amazing team we have and the hard work they exemplify every single day," said GM, Price.

The future is looking bright for the Courtyard New Albany and everyone is looking forward to all the possibilities.

"I am excited for the future of the hotel and New Albany as a whole. With the amount of growth happening in the area over the course of the next 2 years there will be a lot of opportunity for the hotel to grow along with the community and forge new relationships", said GM, Price.

New Albany was recently ranked as the #1 suburb in the country. The amount of development in the pipeline for the area and the number of companies desiring to relocate their operation to the area is a true testament to that. With the coming growth to the area, Price is confident there will be an increase in demand in the local market and the team is excited for what is to come.

Happy Birthday Courtyard New Albany! AHM is looking forward to many more birthdays.



Staybridge Team Impresses Guests

A letter from a guest who stayed at the Staybridge Suites Kalamazoo for the first time

We have been traveling to Kalamazoo for years. Our oldest graduated from WMU and our youngest is almost done now. We have stayed everywhere around Kzoo. It's a tricky maze and a wide a variety of value/service & accommodations. But this is about Staybridge Suites...it's AMAZING. Everything. The People are the 1st thing you notice. Everyone, and I mean EVERYONE, goes out of their way to help you in a way that doesn't make you feel self-conscious for being needy. We typically stay at the nicer hotels and service is expected. But at Staybridge everyone seems to be so in tune with their jobs that they overlap each other. That is an amazing tribute to the management. Very well run! We had never stayed here before because never were there options for 1 bed KING available. There are KING options so don't wait years, stay at Staybridge next time in Kzoo. The people make it worth it. The parents of WMU students sealed it for us...Boy are we glad. Special thanks to the following and their nicknames after our 4 day visit last week:

1. Zeus, no nickname needed lol
2. Byron, "Cool Dude" Big Lebowski style
3. Matt, The Brit who was kind enough to mention and apply the WMU Parent discount.
4. Arianna, "Anonymous"(wife lol really thought her badge said that so the nickname)
5. Allison, "Baller, Shot Caller"
6. Laurel either, "Asst. GM but doesn't act like it lol" it's a good thing.
7. Melanie, "Coffee Stay Hot"

The GM, whoever that person is well you're doing an amazing job and I never did know who you are. That should tell you everything about a hotel you don't want to know who management is because the employees are handling things well. Kudos. We can't wait to come back...we will another year at least lol.



June 23, 2016

Holiday Inn Express and Suites Acme-Traverse City
3536 Mt. Hope Road
Acme, MI 49690

Attention General Manager and Hotel Team,

Congratulations!

Your hotel has qualified for the Guest Relations **Top 3rd Fee Award/Incentive for the 3rd Quarter, 2016** (July 1st – September 30th). This entitles your hotel to a waiver of the OCR 1st contact fees for the quarter specified above.

To meet this incentive threshold, your hotel needed a Guest Relations Index Score of .09 or less (which equates to less than 1 quality/service complaint per 11654 rooms occupied). **Your hotel achieved a 0.05.** 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 3rd status.

Thank you,

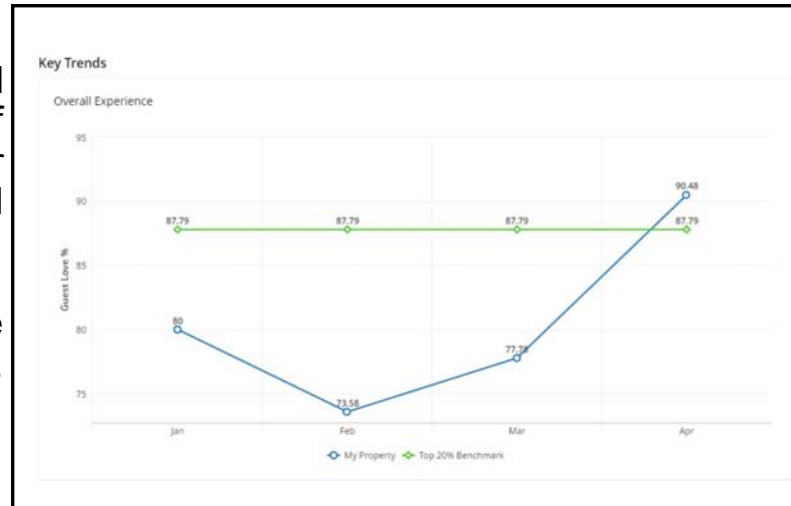


Chris Zoloth
Director, Customer Experience Optimization
IHG

Holiday Inn Big Rapids Guest Love Score

The Holiday Inn of Big Rapids (BRPMI) ended the month of April with a Guest Love score of 90.48. This put them in the highest bracket for the month on guest satisfaction score called Elite.

This is the first time since AHM took over the hotel that they have achieved this milestone. Great job to the entire team!



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

