

American Hospitality Management

Winter, 2016



In This Issue:

People's Choice Award

Habitat for Humanity

Wedded Bliss

Property Promotions

Staybridge Suites Kalamazoo

Chamber President

Deadwood Mountain Grand

Trump Speaks in Waterloo

Great Example of Customer Service

Team Goes Above and Beyond

Congratulations

Property Hosts Recruiting Fair

Staybridge Suites Sales Blitz

Letter From Guest

Helping Hands



People's Choice Award

Holiday Inn Big Rapids won the 2015 award for favorite hotel in Mecosta County

Congratulations to the Holiday Inn Big Rapids for winning the Mecosta County People's Choice Award for Favorite Hotel.

Each year the community votes in several categories for favorite local businesses and this is the fourth year the Holiday Inn Big Rapids has received the award for favorite hotel. It goes to show the impact this property has had in the community.

The ownership's investments in the hotel's recent renovations have aided in the continued dominance of the Big Rapids area. The full building renovations breathed new life into a building that was popular, but showing its age. Without the investors giving the property its new décor, fixtures, landscaping and exterior the success that the team witnessed mid-2015 and that has continued into the start of 2016 would not have happened.

"The associates and I are proud of this building and its legacy. She is a grand lady that continues to be the leader of service in the community. The leadership staff takes pride in each of their departments as well as the entire building and each day our service culture grows stronger and closer together. Instead of operating as three distinct areas the hotel has become one strong group where each department is celebrated for its achievements as well as its challenges," said GM, Eric Vert.

Continued on page 3

The Holiday Inn has a long history in Big Rapids. It is the cornerstone of guest service for the city. With the conference center and restaurant the Holiday Inn of Big Rapids has been a center of the community for a number of events and happenings. There are families that host multiple generations of weddings, baby showers and holiday parties with them. IHG and AHM both want service to be memorable and with their engaged team members the property continues that tradition daily.

The community knows the facility is able to meet their needs for events. The Chamber of Commerce holds their annual holiday gala with them. FSU/ Friends of Ferris hold their annual event in the month of February. The hotel is not only a tradition in the community they are the stick at which the other area hotels are measured against.

The property's team continues to go above and beyond to make sure the hotel is the best it can be for not only guests but the community as well. Keep up the great work team!



Thank You Mecosta County
for Voting Holiday Inn Hotel
& Conference Center

Your Favorite Hotel!

NEWLY REMODELED



(231) 796-4400

1005 Perry St.
Big Rapids, MI 49307
www.hibigrapids.com



Habitat for Humanity

Hampton Inn and Suites Riverton team assists in building a home



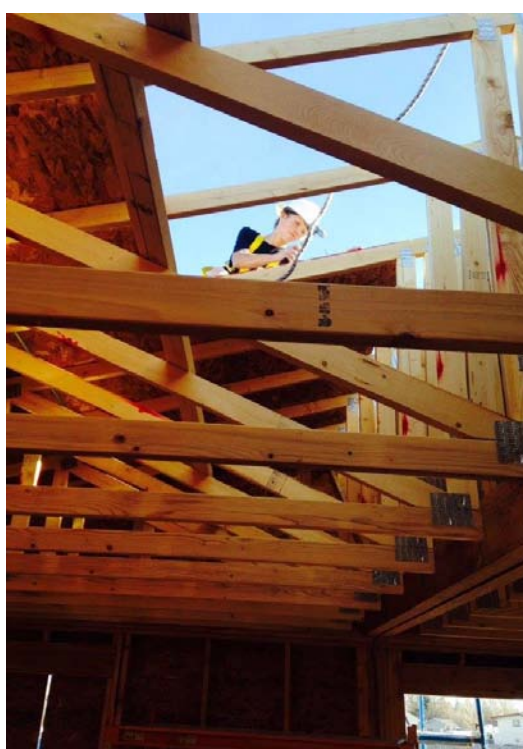
The Hampton Inn and Suites Riverton team joined Habitat for Humanity in building a home for a family in need.

This is not the first time the property has worked with the organization. In fact, this is the second home the team has had a hand in constructing and is a project they take immense pride in.

Team members Ashley Strickland (Operations Manager), Dennis Hardin (Maintenance) and Ryan Preston (General Manager) began constructing the home in November along with students from Riverton High School. The volunteers were able to get the home closed up before the winter weather set in by getting the majority of the roof sheathed. Forced to take a short hiatus due to the elements they will be getting back to work February 20 to help complete the home.

“The highlight is getting to work with other people from the community to help a family in need of affordable housing. I truly enjoy being able to have a lasting impact on our community and the joy it will bring to one family in need. I really enjoy learning all the aspects of building a house from the ground up and seeing how things really go together. I have no plans to stop helping and working Habitat and I hope this will be a lasting relationship,” said GM Ryan Preston.

This has been a great way for the property and its team to get involved in the community and make a difference. For information on getting involved with the Habitat for Humanity visit their website www.habitat.org.





Wedded Bliss

Congratulations are in order for American Hospitality Management's Senior Vice President and Co-Founder, Fredrick Kindell and his wife Kathy.

The couple tied the knot in an intimate ceremony on January 1, 2016 in Tybee Island, Georgia with close family and friends surrounding them.

After meeting five years ago at a super bowl party the rest is history. Kathy has 3 daughters and 3 grandchildren and Fred has 3 sons and 3 grandchildren. They have become a modern day Brady Bunch. Engaged March 12, 2015 in Chicago the couple is now happily married and enjoying life as newlyweds.

Congratulations to you both we couldn't be happier for you. Cheers to a lifetime of wedded bliss.



Property Promotions



Lucinda Bush

Lucinda Bush began her journey in the hospitality industry at the Holiday Inn Express in June of 2015. She was a Front Desk Clerk & Loyalty Champion. It was then that she realized this wasn't just a job, she had found her career. In Nov. 2015, she applied for & received the Director Of Sales position at the Holiday Inn Express Lexington. Although she had no previous sales exposure in this field and was labeled as "very green", she would not allow that to stop her. With good communication skills, dedication, consistency and perseverance, her goal is to continue accommodating existing loyal guests and to obtain tons more. Bush believes the property is a wonderful establishment, with a great team and looks forward to a prosperous 2016!



Melanie Moseby

Melanie Moseby has accepted the Assistant General Manager position for the Holiday Inn Express Lexington. Melanie has over 15 years experience in the Hospitality Industry. The last 5 years she has worked for IHG properties with the exception of one independent Full Service Hotel. She started at the Front Desk and has worked her way up in to Accounting and Management. Melanie is excited to be a part of the American Hospitality Management team and says she hopes to be for many years to come. Melanie says she loves her position and staff, from the very first day she felt like family.



Kaitlynn Jones

Kaitlynn Jones has been a Front Desk Attendant at the GrandStay Hotel and Suites Mount Horeb since it opened in May, 2015. As of October, 17 Kaitlynn began her position as Front Office Manager. Right now the project she's working on is building the hotels social media presence and in turn increase occupancy once more potential guests see all the property has to offer - packages, seasonal deals, and flash sales in particular. Making the career change from retail to hospitality has been a big move for her, one she's very glad she made. Kaitlynn will be moving to the Kansas City area within the next 5 months, so her current goal is to gain as much experience as possible in Mount Horeb so she can become a GM hopefully shortly after the move to KC. Right now she says she is loving her new role.



Fairfield Inn and Suites New Buffalo...

[**“Service was Excellent”**] A good stay of 100+ days. Service was excellent. I can honestly say that the girls who service the rooms are top notch and friendly. I enjoyed talking to them and they took care of my room so good. I will gladly stay here again

AmericInn Hotel and Suites Douglas...

We stayed during Winter Break. Excellent Value, Great Hotel, Very Clean, Nice Pool and Hot Tub. Staff was very friendly and helpful. Breakfast was good. Free coffee, hot chocolate and tea through out the day.

Courtyard New Albany...

Daughter's wedding held locally with many out of town guests, many stayed at Courtyard New Albany and all very happy with stay....staff was very helpful for all....shuttle service provided, making a number of trips to and from the wedding and reception site.....rooms very clean and quiet....lobby and patio area excellent and all enjoyed the comfort provided.

AmericInn Hotel and Suites Hawley...

Great hotel just outside of Fargo that was clean and friendly. Enjoyed my time there and would recommend staying there to anyone in the area. We stayed in the suite with out 3 kids and they loved the bigger room.

Country Inn and Suite Appleton...

This is our go to hotel. Wherever we are looking to get away we go here if possible. The rings are clean and spacious. But the staff really make this place. Very cheery and ready to help. Whirlpool suites are too due for!

Holiday Inn Express Sidney...

The room's were great. The staff as courteous and helpful. The continental breakfast was very delicious, The hotel was bright and clean. Access to the hotel was easy, We had a large group of people arrive at one time the lady at the front desk checked every one in in a short time.

Staybridge Suites Indianapolis...

I have to travel to Indy at least one week a month. I've tried other hotels but none are like the Staybridge Carmel. The rooms are always clean the staff is always friendly. You need to give it a try you won't want to stay anywhere else. They have social hour from 5:30 to 7:30 Monday, Tuesday and Wednesday. Free food and drink and plenty of socializing.

[**“The rooms are always clean, the staff is always friendly”**]

Staybridge Suites Kalamazoo

A letter from a guest regarding the impeccable service given by AGM Laurelei Morissette and team

Dear Ms. Donaldson,

I am writing to provide my highest compliments regarding your Assistant General Manager, Laurelei Morissette. Whenever I have stayed at the Staybridge Suites, she has always greeted me with wonderful warmth, enthusiasm, and professionalism, and I have observed her do the same with other colleagues, family, and guests checking in. She immediately recognizes and welcomes returning guests, and she also recognizes my IHG Platinum Elite status with the provision of my extra points and placing me into an available room in a location requested, which I greatly appreciate.

Laurelei is a terrific representative of your hotel and the IHG Group, and I wanted to share with you my observations and commendation for this outstanding assistant manager. I know in the hospitality business guests are often quick to complain when they have issues, but I believe that those hotel employees that go above and beyond should also be brought to the attention of the General Manager for praise!

I would also like to compliment other staff of this Staybridge Suites, including those who provide service and assistance with friendliness and efficiency in the dining room, laundry/housekeeping services, and more. In addition, it is wonderful that your Staybridge Suites hotel so prominently and proudly celebrates the Western Michigan University connection! I also express my own compliments to you, as General Manager, since you obviously must instill high standards in all those that work at your hotel.

With my best wishes,

Carol L. J. Hustoles



IN THE NEWS



Congratulations to the **Holiday Inn Big Rapids** for receiving the 2015 Booking.com award with a rating of 8.3 out of 10. Great job to the team!



The **American Hospitality Management** team had an Ugly Sweater Christmas Party over the holidays. Here are the winners! Tami Morrow – Ugliest. Fred Kindell – Uglier and Don Schappacher – Ugly.



The Banquet Chef at the Holiday Inn Big Rapids made AHM's Sr. Regional Vice President, **Chris Godfrey** this "hot dog" cake for his birthday. Happy Birthday Chris!



The **Residence Inn by Marriott Lafayette Airport** in Lafayette, LA got in the Christmas spirit this holiday season. The team decorated the hotel with a tree, wreaths, nutcrackers and more.

Chamber President

William Holler is named 2016 Sidney Chamber of Commerce President



Congratulations are in order for Holiday Inn Express Sidney, General Manager; William Holler who was recently named 2016 Sidney Chamber of Commerce President.

Elected to the Chamber board in 2013, Holler has been a voting member representing the hotel industry for 3 years. From there he followed the progression up to president.

In his new position he wears many hats doing everything from running meetings, spearheading committees and making sure the chamber staff has the tools they need to perform their role. He also serves as the face of the chamber for the community, attending events and meetings. A couple months into his new position, Holler is really enjoying the community connection.

“The most exciting thing about the role is it allows me to have a voice within the community and I am working on things that will help shape the business community of Sidney for generations to come,” said Holler.

As a hotel operator Holler believes his involvement with the chamber is extremely valuable. Not only is he able to make connections with other business operators in the community he has firsthand knowledge of what direction the community is heading. He is then able to use this information to develop strategies that will allow the hotel to capitalize on the changes.

Congratulations on your new position William! We are sure you will make a lasting impact on the Sidney community and its members.



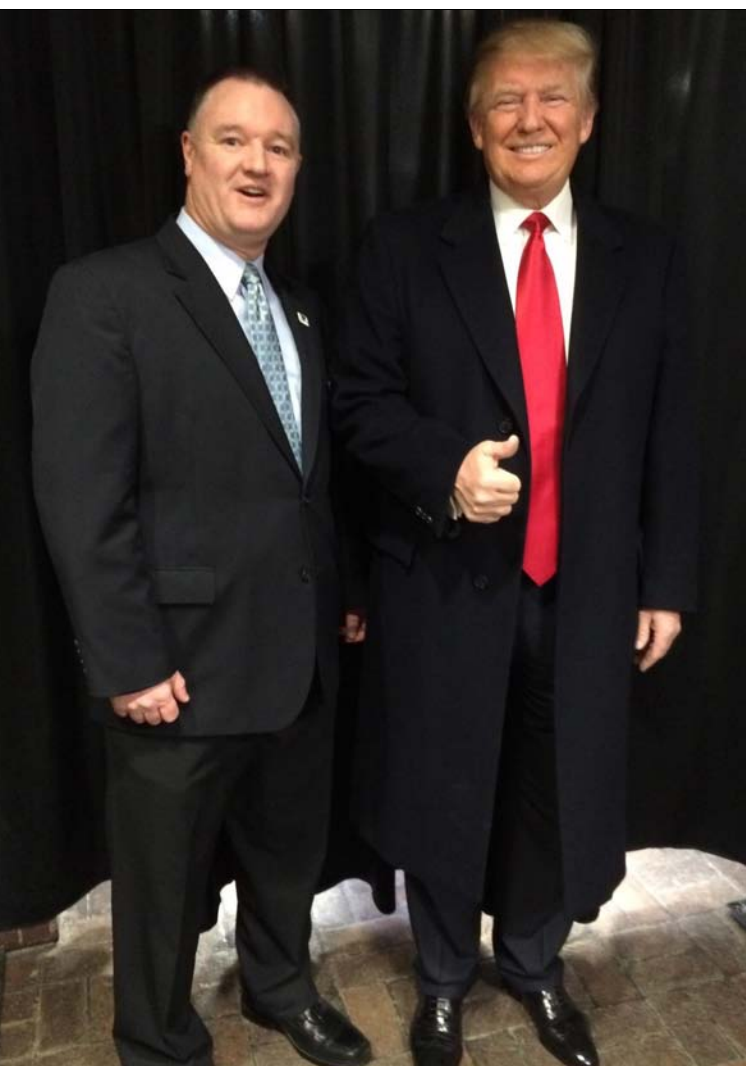
Deadwood Mountain Grand, A Holiday Inn Resort

Deadwood Mountain Grand, a Holiday Inn Resort was ranked #1 of all Holiday Inn Resorts for the month of February 2016 for guest satisfaction.

For the rolling 12 month ranking, the property moved up to #5 of all Holiday Inn Resorts. These results don't just happen.

"Leadership, attention to detail, dedication to guest satisfaction and a real spirit of hospitality must prevail to get these results," said AHM's Sr. Regional Vice President, Chris Godfrey.

Congratulations to the entire team for these outstanding results!



Trump Speaks In Waterloo

Republican frontrunner, Donald Trump continues campaign trail in Waterloo, Iowa.

The Ramada Hotel and Convention Center hosted the public event. Pictured left with Trump is the property's General Manager, Shawn Mackey.

Follow the link below to read the USA TODAY article written about the Rally.

<http://www.usatoday.com/story/news/politics/elections/2016/02/01/donald-trump-iowa-caucuses/79640934/>



A Great Example of Customer Service

Holiday Inn Express Sidney employee Victor Perez goes above and beyond for guest

I stayed at the Holiday Inn Express in Sidney, Mt, on the night of Jan. 10, 2016. On the morning of Jan. 11th. I was to meet my co-workers and deliver parts I had brought, to the job site in Fairview, North Dakota. Discovering my front tire on my truck was flat, I started to get ready to change it. It was very cold that morning so I went in to ask if they had an air compressor to air up my tire. They willingly got a small air compressor and a young man by the name of Victor Perez came to my rescue. He willingly aired up my tire to 70PSI, enough air to get to the job site and back to Sidney, to get the tire fixed. Victor helped me that cold morning without complaint. I offered him a tip, which he refused. I was sitting in my truck waiting for my co-workers to arrive. He then came back to my truck, checked the tire and gave me a Holiday Inn calling card with his name on it and told me if I had any trouble with the tire to call and he would come and help me. I believe this young man went beyond the call of duty. He was very helpful and kind. If I am sent to that job site again, which is a high possibility, I would definitely stay at your Holiday Inn Express.

Thanks so much,

Kim Abplanalp
Morton Electric



Team Goes Above and Beyond

Hospitality of the Holiday Inn of Big Rapids team impresses group

Subject: Shoreline Power

Saturday we had our company party at your facility.

Couple of things that I would like to share with you.

1. On more than 1 occasion I heard people say wow this is way nicer than I thought it was going to be.
2. The preparation of your staff was exceptional, even the little things were handled. We were in need of the wireless code which was already on a sheet of paper waiting for us. We did not need to hunt someone down to find it.
3. Your staff was very pleasant and courteous.
4. A special call out to Donyell. She was very present and I appreciated that. Most times we are greeted with hey if you need anything let me know. Donyell was always 2-3 steps ahead of us and I appreciate it.

Thank you to your whole team for making our night a success.

Daryl Holwerda

Powering forward.





Congratulations!

General Manager of the Staybridge Suites Indianapolis, Jesse Stauffer and his wife, Holly, recently welcomed a baby boy. Meet Harrison Levi Stauffer. He was born February 18, 2016 and weighed 9 lbs. 21 oz.

Congratulations to the happy family!



Property Hosts Recruiting Fair

The Ramada Inn and Convention Center Waterloo hosts' event for the twentieth time

The Ramada Inn and Convention Center in Waterloo, IA hosted the University of Northern Iowa's International Teacher Recruiting Fair February 4, 2016 to February 7, 2016. It was UNI'S 40th anniversary of hosting this event and the hotel's 20th time to host.

General Manager, Shawn Mackey arranged for an anniversary cake to be made and presented to the UNI staff on Saturday. They were surprised and pleased with Shawn's thoughtfulness and the efforts of the entire Ramada Inn and Convention Center team's efforts to make their function a success. Thanks Shawn and your Team! Below is a letter received from Tracey Godon, the leader of the UNI Overseas Job Fair event;

Dear Ramada and Sullivan Center Staff:

I want to thank each of you for your efforts at the UNI Overseas Teaching Fair this past week. I know this is an event that requires you to go above and beyond in many ways, and I want to thank you all for doing so.

Your front desk team and Sullivan staff all did a great job, and Shawn, thank you for your involvement every step of the way, that was SO appreciated.

The cake was a thoughtful touch, and we loved it.

I will be in touch after my trip, but I wanted to extend my team's appreciation for all of your hard work in assisting us and our guests from around the world.

Tracey Godon, Director
UNI Overseas Placement Service for Educators
University of Northern Iowa Career Services



Letter From Guest

The knowledgeable and friendly Fairfield Inn and Suites New Buffalo team impresses guests



My husband and I went on a last minute weekend trip to New Buffalo Michigan this past weekend. We just arrived home and the first thing I wanted to do was send you an email regarding your hotel and staff. I had made the reservations online and in the special requests area, I asked for a

top floor room, extra feather pillows and early check in. Upon arriving at your hotel on 1-16 at around noon, we were greeted at the desk by Erik Molineaux. He was very welcoming and knowledgeable about the area and offered some suggestions about things to do. When I mentioned we only booked one night but we were considering another night, he very deftly talked us into the second night. I also want to add that all three of our special requests were handled with no problems. We ate breakfast one morning in the hotel and I want you to know the ladies that work that area are absolutely wonderful. I wish I had gotten their names so I could pass them along to you but there were three of them and they were all extremely hard working, fast and friendly. I let Erik also know this when we were checking because those ladies deserve some praise.

I just wanted to let you know that you have some very special people working at that hotel and we will certainly let our friends and family know that when staying in the area, your hotel is the place to stay.

Sincerely
Jacki Osipavicius

Staybridge Suites Sales Blitz

Staybridge Suites Indianapolis GM spends the day on local campus promoting the property



In October, 2016 General Manager of the Staybridge Suites Indianapolis, Jesse Stauffer took the initiative to perform a Sales Blitz on the campus of Butler University in the hopes to bring more awareness to the property.

While on campus, Stauffer posted fliers on informational bulletin boards, passed out Frisbees on parent's day and even got his picture taken with "Hink" the school mascot. He was able to interact with potential customers and has since seen a small increase in business.

This is the first time Stauffer has taken this approach to marketing for the property but it won't be the last. He believes it's a great idea for any hotel, close to campus or not.





Helping Hands

The AHM team collects toys and winter wear for families in need

American Hospitality Management teamed up with Toys for Tots and Coats for Kids this holiday season to help those in need.

Each year the home office team chooses an organization or family to support during the holidays. This year the team collected brand new toys and winter weather wear starting November 18, 2015 through December 18, 2015.

The Salvation Army provided three boxes for donations and in just one month each box was overflowing with donated items and additional space had to be designated to accommodate for more. The team ended up helping over 350 children.

AHM encourages each of their properties to work with their local Salvation Army/ United Way/Soup Kitchens, etc. to help provide for those in need. This was a great cause and something the home office team plans to do for years to come.

On the next page is the thank you card AHM received from the Salvation Army.



Dear staff @ Hospitality House,
Thank you so much for the help with collecting toys for our Christmas Toy Distribution. Without support from businesses like yours, we could not have helped about 350 kids have a happier Christmas.

Blessings,

Wynne Schott
Office Administrator

Angi Bork
Business Manager

AMERICAN
HOSPITALITY
MANAGEMENT, INC.



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