

American Hospitality Management

Fall, 2017



AHM Second Annual GM Conference

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Fairfield Inn and Suites Celebrates 30th Anniversary

AGM Nelson Buck shares what CVGMT did to celebrate this milestone



During the week of October 23-27, team members all over the world celebrated Fairfield's 30th Anniversary in a variety of ways: by getting together for Rally Day celebrations, sharing Fairfield's story and heritage with guests, and supporting Fairfield's partnership with Habitat for Humanity by participating in local projects to support the charity, or by joining other Fairfield teams at one of the 12 global Fairfield-sponsored Habitat build sites.

"We at The Fairfield Inn & Suites Cincinnati Uptown University Area decided to share this wonderful milestone with all of our guests who were with us at the time by sharing stories and a great big cake that all enjoyed," said AGM Nelson Buck.

Sounds like everyone had a great time celebrating with the Fairfield Inn & Suites Cincinnati team!



AHM Hosts Second Annual GM Conference

A letter from Peg Stump sharing highlights from the three day conference

AHM hosted the 2nd annual AHM GM Conference in Lexington, Kentucky. There were 19 General Managers in attendance, along with representation from AHM Corporate, vendors, owners and presenters.

Staybridge Suites was our host hotel for lodging. A big thank you to the Staybridge Suites staff for their hospitality. Sarah Morgan and her staff at our sister property, the Holiday Inn Express & Suites, were a huge help with preparation and assisting with help wherever it was needed. Cameron Jones, the Director of Sales at the Staybridge Suites volunteered to be the official photographer of the event and did an absolute fabulous job! The group was treated to a welcome reception on Sunday night at the Vault Room, tour of Buffalo Trace Distillery on Monday night with festivities and awards ending on Tuesday night at the famous Tony's steakhouse in Lexington. We were very honored to have back as a presenter this year, Mark Hoefling from IHG. Mark is an amazing presenter and everyone thoroughly enjoyed his words of wisdom. New this year for presenters, Mark Gapetz from J. Smith Lanier on Risk Management and Mary Donley, Director of Sales from Staybridge Suites, Carmel, IN. on Sales and Marketing. Mark gave the group some very informative insights on Risk Management as well as investigations. A big THANK YOU to J. Smith Lanier for sponsoring the luncheon on Monday at the Campbell House. Mary Donley brought the house down with her "awesomeness"! Great presentation on Sales and Marketing, a lot of useful information for our General Manager's to utilize for their properties. Brad Hoover from M3 joined us again this year as a presenter. Great job to Brad on all the accounting knowledge. A big THANK YOU to M3 for sponsoring our Tuesday luncheon at the Campbell House. Suzanne Erhart, AHM's CFO, gave a presentation on credit card fraud and charge backs. Great job Suzanne, a lot of great helpful information for the properties. The AHM Regionals presentation was a fun filled time with Q&A, with prizes!

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Great job Regionals, we appreciate all you do! Finally, the best for last, Don and Fred answered questions asked by the General Managers and thanked everyone for not only attending the conference, but being away from their hotels and families. How lucky are we to have such great leadership from our Co-Founders!

Thank you to Chris Norman and Shawn Mackey who volunteered and drove the shuttle vans. New this year for the conference, "Video of your Road Trip. Boy, we did not expect all the great entries and the thought and time people put into this! A total of 4 videos were entered and the winners were: Joy Underwood, Mike Kent, Brooke Smith and Kim Walters. Honorable mention: Jesse Stauffer, Chris Norman and Mary Donley. What great fun! All pictures and videos of the conference will be posted on Shutterfly. David Wespiser, President & CEO of Hotel Development Services, LLC. , "one of our awesome owners" was celebrating his birthday on Tuesday of the conference. The group surprised David Monday night at Buffalo Trace Distillery with a group photo of "David"! Our amazing Social Media Specialist, Heather Gaynor prepared all the "David" face pictures. Thank you Heather!

All in all, what a great event! We are an awesome group of people! What a great opportunity for everyone to get together, network and create long lasting friendships. Thank you all for being a part of the AHM family. See you at the next conference!

AHM would also like to take this opportunity to thank HR/Payroll Coordinator, Peg Stump for all her hard work planning this conference and making it a fun and informative experience for everyone. Thank you Peg!















AHM Oversees in Excess of \$6,000,000 in Property Improvement Plans

Holiday Inn Express - Wisconsin Dells

The Holiday Inn Express – Wisconsin Dells is undergoing a complete renovation. The pool area, lobby, breakfast area and all rooms are being updated. The PIP began in April 2017 and is scheduled to be complete by the end of December.



The Holiday Inn Express - Wisconsin Dells pool under construction

Staybridge Suites - Kalamazoo

The Staybridge Suites – Kalamazoo PIP includes a new courtyard, exterior paint, new outdoor signage, wall vinyl in hallways, fitness equipment, fresh paint in guest rooms, new carpet, photos, chaise lounge/pull out sofa sleepers and new desk and breakfast bar chairs. Exterior work started in 2016 while interior updates began in September 2017. The anticipated completion date is December 31, 2017.



The Staybridge Suites - Kalamazoo remodeled courtyard

Fairfield Inn & Suites - New Buffalo

The Fairfield Inn and Suites - New Buffalo is currently updating their wallpaper, carpet and paint throughout the property. The PIP started on September 04, 2017 and will continue through this year.



The Fairfield Inn & Suites - New Buffalo lobby is in the process of renovations

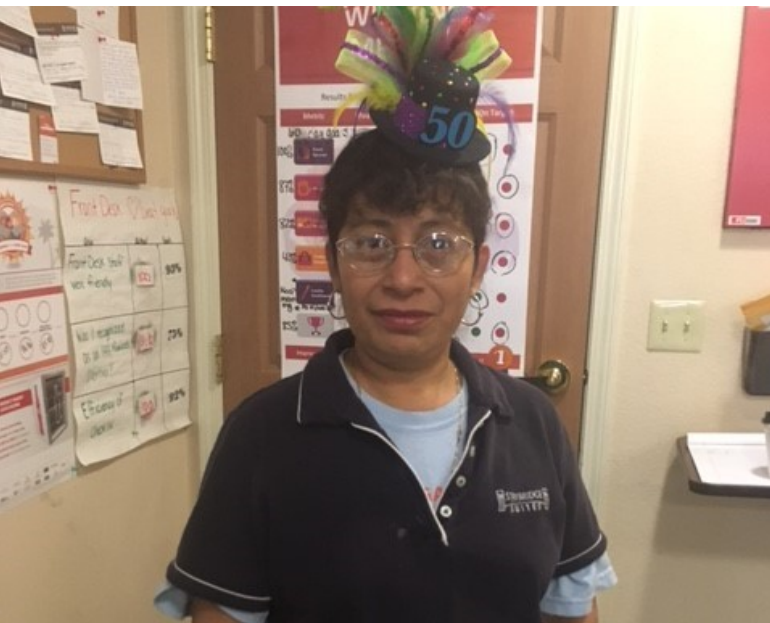
In The News



AHM's **Tami Morrow**, **Elena Comps** and **Peg Stump** celebrated Halloween this year by dressing up for work.



Terri Sarrault celebrated her 10 year work anniversary with AHM. **Fred Kindell** and **Suzanne Erhart** presented Terri with a nice little "something." Thanks Terri for all you do!



This is **Veronica**. She is a housekeeper who has been with the Staybridge Suites - Kalamazoo for just over 4 years. The team recently celebrated her 50th birthday. Happy Birthday Veronica!



President and CEO/Co-Founder **Don Schappacher** is a grandpa! His grandson was 7.7 pounds 21 inches and his name is Donald R Schappacher, III; Tripp for short. Congratulations to the family!



Holiday Inn Express Wisconsin Dells...

“My stay exceeded my expectations ” My stay at this hotel was economically priced room and lower than others in the area. I was able to get a great night's rest due to the comfort of beds and pillows. The hot breakfast included a variety of options -- eggs, bacon, sausage, pancakes, cinnamon rolls, fruit, yogurt, etc. Overall, my stay exceeded my expectations!

AmericInn Hotel & Suites Hawley...

Always a great place to stay. Great staff and very clean. Our son's family lives in Hawley, so we stay here quite often and have the grand kids come over for a swim. Really good breakfast, internet is good, and the staff is very helpful.

Grandstay Hotel & Suites Delano...

Great hotel, great rooms super clean nice complimentary hot breakfast! Pool is nice and great hot tub. Cute little downtown area with a few shops close to twin cities. Staff was very friendly also pet friendly.

Holiday Inn Express Wisconsin Dells...

The hotel was great. My room was so clean. The bathroom was updated, modern and clean. The room was spacious and had a fridge and microwave. The breakfast was great. Good choices and quality for a free breakfast.

Staybridge Suites Lexington...

This hotel is new and immaculate with very friendly and accommodating staff! Our room was very nice and clean and the bed was comfortable. The kitchen was fully stocked and the sitting area had a large sectional. Outside area was very nice as well!

Residence Inn Lafayette...

I had a two room suite - which served me and my family well - nice, big, quiet. The location is central - between downtown Lafayette and the southern areas of the city - which was perfect for us. Lots of restaurants and shopping in the area as well. The breakfast in the AM, and special evening socials were great. All staff was friendly and very helpful. The people I worked with mostly were Tressie, Cheryl, Steve, and Kate - all great representatives for Residence Inn and Marriott. I will definitely stay here again.

“All staff was friendly and very helpful”

Positive Guest Letter

BRPMI Event Coordinator Erika Griffes goes above and beyond helping plan reunion

Erika,

I wanted to take a moment to thank you for putting together our class reunion. The party that you helped organize went beyond our expectations. The food you helped us pick was wonderful, many compliments were said about it. The center pieces you put together were absolutely beautiful and added a finishing touch that was perfect. You have a definite eye for style and elegance. All of the suggestions you made about where to set things up was spot on, the room flowed extremely well. We would also like to thank you for all the questions that you answered along the way. Sometimes we felt like we were asking questions that we should know the answers to, but you treated us professionally the entire time. You spent more time with us than was needed because of our inexperience with planning a reunion, yet you always treated us like we were the most important.

You are a true leader and it showed the day of the event. You managed all your employees with leadership that helped make our reunion, elegant. The event you planned for us was wonderful and we were very proud to have it with you. If anyone ever asks for advice on where to hold an event of any type I will always recommend the Holiday Inn as long as you are affiliated with it.

I would also ask that you pass this along to your direct supervisor and the general manager of the hotel, I feel they need to know the caliber of employee that they have with them.

Sincerely,
Benjamin Royston



High School Graduates

LEXKY employees celebrate their children's recent milestone

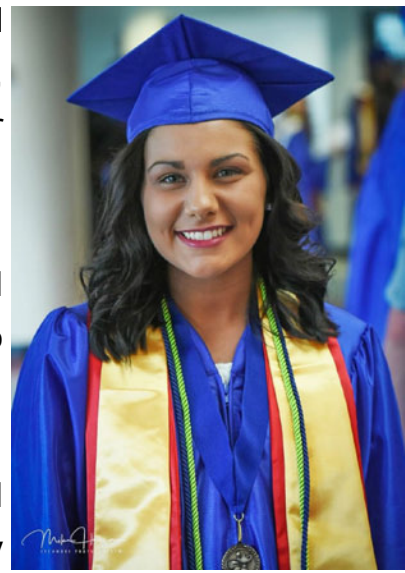


**Ayanna Moseby daughter of
AGM Melanie Moseby**

Holiday Inn Express – Lexington's Assistant General Manager, Melanie Moseby and Director of Sales, Lucinda Bush both had High School Senior Graduates this year.

Melanie's daughter, Ms. Ayanna Moseby graduated from West Jessamine High School and plans to attend BCTC this winter.

Lucinda's daughter, Ms. Madison Bates graduated from Montgomery Co. High School and is currently attending Morehead State University.



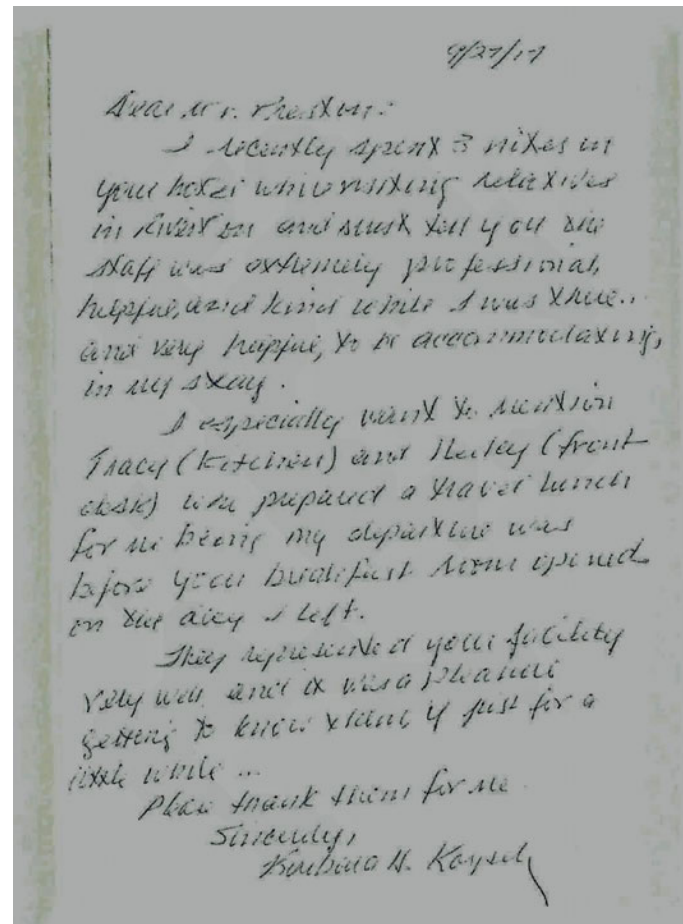
**Madison Bates daughter of
DOS Lucinda Bush**

Congratulations to you both. Good luck in the future!



Riverton Guest Letter

Guest writes thank you note to show appreciation





Rally to Serve

Fairfield Cincinnati AGM Nelson Buck shares importance of event



October is the month Fairfield Team Members around the globe take time to reflect on the Brand's heritage, connect with the community, and celebrate their team's successes. This year's Rally to Serve and Rally Day events took on added importance as the team celebrated Fairfield's 30th Anniversary.

Fairfield has partnered with Habitat for Humanity for over 13 years to help those in need of housing in local communities. Since 2004, Fairfield has contributed labor, funds, and supplies to the completion of over 500 homes.

"This year we at the Fairfield Inn & Suites Cincinnati Uptown University Area were able to donate nearly 30 hours of volunteer time on October 26th in the construction of a home in our community," said AGM Nelson Buck.

This was the first time the team has been able to help but they already have more time scheduled.

"We had 4 members of our staff who braved the below freezing temperatures but we have three times that many signed up for our next event," said AGM Nelson Buck.



Riverton Says Farewell to Team Members

A note from GM Ryan Preston wishing two employees well



Anika, will be leaving us at the end of October to move to Texas and explore a new life and adventure in a far off land of warmth 11 months out of the year free from snow and -30 degree weather, but she will engulf herself in bad hair days due to 100% humidity and 120 degree days, and plenty of shopping with MALLS. Anika has been with us for almost 4 years and has been an outstanding employee from housekeeping and front desk, Anika helped us achieve so many things for all our guests and played vital roles in training new employees so they understood our goals and values, Anika is will always be a friend to most of us and we will miss her steadfast dedication, loyalty, and somedays exciting personality when guests would try to check in at Noon or 1 or 2 o'clock, and OMG when a team tried to check in early I would just leave my office J/K, LOL. I for one will miss her commitment to excellence in everything she did an strives to achieve. Anika you have the world

at your fingertips make sure you never loose what makes you special, I will also have no reason to go to a play at CWC anymore because she won't be in them. Anika Thank you for all you have done, and more importantly being a great friend to all of us and I wish you the best in your future and in Texas.

Ashley Strickland informed me that she has accepted a position at the Casper Events Center and will be leaving us October 20th. Ashely just recently celebrated her 4 year anniversary in July so combined we will be losing 8 years of combined experience between the 2. Ashley brought something special to the hotel with always witty personality and bubbly smile an contagious laugh that some days could be heard at Walmart. Ashley has built outstanding relationships with all our guests and, employees beyond what I would have ever expected when I first hired her. She has been instrumental to get us to the goals we set to achieve 5 years ago and I have no doubt that without her we would have had a much greater challenge at winning the wall of fame 4 time, getting 2 outstanding QA, or being ranked in the top 90% of the Hampton inn & suites brand in 2017. I am sure she will be missed and her personality will be something hard for us to replace. Please join me in wishing both Anika and Ashley the best in their future endeavors.





Happy 50th Wedding Anniversary

GrandStay Hotel & Suites – Mount Horeb's maintenance man, **Peter Bruijn** and his wife, **Brynn Bruijn**, recently celebrated their 50th wedding anniversary.

The couple celebrated with a party in their honor with several friends and family in attendance.

Congratulations to the happy couple.



Property Promotions



Kevin Robinson
General Manager
Staybridge Suites Lexington

In June 2017, Kevin Robinson began his position as the General Manager of the Staybridge Suites –Lexington, KY.

Kevin received his undergrad degree from the University of Indianapolis in 2010 and his Master Degree from Capella University in 2013. He worked for Avis/Budget group for nearly ten years holding positions ranging from Shift Manager to Suburban District Manager. He changed fields in 2013 for a hotel in Green Bay, Wisconsin with G6 Hospitality. In 2016 he decided to get back to Indianapolis due to his mother's health where he became the AGM at the Staybridge Suites – Carmel, IN.



Josh Lamontagne
General Manager
Sleep Inn Spartanburg

Josh has been in the hotel business for 16 years. His experience was in the extended stay market prior to coming on with AHM. Josh is married to his wife Teri and they have 2 children, a son named Josiah and daughter named Madeline. Josh is a veteran. He was a combat engineer in the Army National Guard for 6 years. His hobbies include hiking, camping, hunting, and all things sports related.



Erin Isaacs
Assistant General Manager
Staybridge Suites Carmel

Erin Isaacs was promoted to Assistant General Manager in June, 2017. Erin has been working at the Staybridge Suites Carmel for 3 years and has shown great dedication to hotel guests and to her work. Erin has almost completed her tourism degree and we look forward to her continued success with AHM.

Congratulations Erin!

Great guest experiences happen here

Holiday Inn Express Wisconsin Dells



8.5

out of 10

Guest Review Awards 2016.
Booking.com



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 2017! 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,

A handwritten signature in black ink that reads "Scott Schrank". The signature is stylized with a large, looped 'S' and a cursive 'Schrank'.

Scott Schrank
Vice President
Focused Service BPS

cc: Gerald Haan



Supporting a Great Cause

The Salvation Army recently dropped off donation boxes to the American Hospitality Management Corporate offices for Toys for Tots/Coats for Kids.

The AHM team is already working hard on collecting items for families in need. This is an organization AHM has been a supporter of for several years. The staff collects money all year round to shop for families around the holidays.

The Salvation Army will be picking up items mid December. We encourage the community to stop in with any donations they may have.

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

