



American Hospitality Management

Summer, 2017

**The Fairfield Inn & Suites Detroit Lakes
is Open for Business**

More on pages 2-5



Fairfield Inn & Suites – Detroit Lakes, MN is Now Open

This beautiful 69 room hotel located on the shores of Detroit Lake opened July 20, 2017, becoming the 869th Fairfield Inn & Suites in the Americas. The hotel is within walking distance to dozens of restaurants, shops and entertainment.

General Manager Vickie Swenson and her team had the hotel crisp, clean and ready for opening day. The hotel was guest ready with 100% of the rooms vacant and ready prior to Marriott's final walk through on July 19, 2017.

"Congratulations to Lurry Lacour, Vickie Swenson and the entire team on the opening of the new Fairfield Inn & Suites, Detroit Lakes, MN. Great work. Welcome to the AHM group." said AHM Sr. Regional Vice President, Chris Godfrey.

Below are interior photos of the new hotel.







A Guest Review of Fairfield Inn & Suites Detroit Lakes

A recent guest at the new hotel is impressed by the property and staff

Hi Vickie,

I have to tell you about our stay at your NEW Inn last Wed., August 9. We had just spent a couple days with family following an unexpected funeral in the St Cloud area. We got a late start to head back to our home in Montana and called ahead to a Fairfield Inn that we found online. We arrived about 11:30 at night and truly were exhausted.

Your night staff was so helpful, friendly and awesome to work with. The foyer lights were dim, it was quiet, clean, calm and beautiful in there. When we got to our room I couldn't believe how comforting it looked. First impressions are the ones that stick with you and my first impression was one of thankfulness for such a clean, comfortable and welcoming room.

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After a great night of rest we packed up and went down to a truly wonderful breakfast in your lobby area. Everything was clean and well prepped. Every single staff member from your Inn that passed us (3-4 ladies in uniforms and a gentleman (utilities?)

also in uniform all said good morning to us. They all looked well-groomed and professional. I wish I had gotten the name of the registration clerk at the desk, dark hair and about 5'5". She was so friendly and kind. We did not realize the Inn had just opened 3 weeks earlier.

You have done an excellent job with your staff and the Inn, making sure first impressions were positive ones left in our minds. The next time we travel to Minnesota to see family, your Fairfield Inn will be the place we stay.

Thank you so much for a great stay.

Cheryl Lee, RN,





American Hospitality Management Presented with Marriott's Horizon Award from Marriott International

On May 1, 2017, Marriott executives presented American Hospitality Management (A.H.M.), based in Cheboygan, Michigan with the prestigious Horizon Award.

This award recognizes the best of the best in hotel management companies that partner with Marriott. It is given to companies that embody Marriott's spirit to serve philosophy, focus on associates to create a well-managed and engaged workforce, and provide outstanding customer service. The award celebrates Marriott franchises that have demonstrated excellence in their portfolio operations with the reliable development of new properties.

A.H.M. was co-founded in 1999 by Donald Schappacher, President & C.E.O. and Fredrick Kindell, Senior Vice President. Along with the Marriott brand, A.H.M. owns and operates 24 hotels across the United States, with 11 hotels in the pipeline. A.H.M. manages/owns brands such as Marriott, Holiday Inn, Hilton, Choice, Best Western, Wyndham, Accor, GrandStay, AmericInn, along with several independent brands. A.H.M. is a third party management company offering a full array of services for full and limited service hotels.



LFTRI Director of Sales Retires

A letter from Residence Inn Lafayette GM Joddy Cormier announcing Claudy Hebert's retirement



It's with mixed emotions that we announce the retirement of our dear friend and beloved "Redhead" Ms. Claudy Hebert. She has served as Director of Sales at the Residence Inn by Marriott Lafayette Airport since 2010. Her last day was July 27, 2017.

Ms. Claudy is a gifted sales person and has served the Lafayette area with integrity for over 30 years. She is the kind of person who is not afraid to pick up a paint brush, inspect rooms or to do any job that needs to get done.

Ms. Claudy's dedication to the success of our hotel can only be matched by her dedication to her family and faith. Her warm spirit and never ending friendship has cultivated many long lasting relationships with our associates, clients and community leaders over the years.

Ms. Claudy is looking forward to spending more time with her husband Gerald, her garden and continuing to help build the athletic department at the University of Louisiana. GO RAGIN CAJUNS!!!

Ms. Claudy's retirement is our loss, but a well-deserved respite for her. We all wish her the very best in this next chapter of her life.



Residence
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Marriott

General Manager of the Year

Mike Kent is named Staybridge Suites General Manager of the Year 2016



"I want to thank my team for this award. I am very grateful to receive this award, but my team truly won this with their hard work, and dedication to our plan." Staybridge Suites - Okemos, General Manager, Mike Kent.

Each year one General Manager from each IHG brand is given the honor of being named General Manager of the Year. To be considered, candidates must be nominated by a hotel management company.

American Hospitality Management, Regional Vice President, Chris Norman, nominated Staybridge Suites - Okemos GM, Mike Kent.

Mike was recognized for this achievement at the Annual Owner/General Manager Conference in Vegas.

"Our team won this award. I have surrounded myself with hardworking, dedicated people, who want to be an elite hotel. Our Executive Housekeeper and Assistant Executive Housekeeper are the two best leaders in a housekeeping department I have ever seen. They work hard every day to ensure our rooms, and hotel is clean, and comfortable. Our AGM, is vital to our success as well. She works constantly to ensure the team has the tools they need to be their best! I have been lucky to see her grow into a great manager, and look forward to seeing her become a GM someday soon," said Kent.

Congratulations to Mike Kent and team!



In The News



American Cancer Society Relay For Life
THANK YOU
for helping to save lives from cancer.

Hampton Inn

Carol Smith and Tilia Morrison
Relay For Life Event Leads

The **Hampton Inn & Suites Riverton** put together a team for Relay for Life this year. They named themselves Team Hampton! The Riverton team is doing great things in their community.



Work is progressing nicely on the **AHM Center**. Landscaping will be completed in the near future to finalize the project.



The **GrandStay Hotel & Suites—Mount Horeb, WI** and the **Hampton Inn & Suites—Riverton, WY** have both been awarded the 2017 Certificate of Excellence from TripAdvisor for the consistently great reviews they've earned on TripAdvisor. Great job teams!



Hampton Inn & Suites Riverton received a Certificate of Appreciation. Every year since Ryan Preston has been GM they donate rooms and highly discount rooms to the VOA for families of veterans who come into town for a special event held by the VOA for veterans that were KIA or wounded.

Baby News



Grandstay Hotel & Suites - Delano, MN, General Manager, Heather Bahn had her baby on June 25, 2017. **Hailey Addison Bahn** was born at 7lbs. 10oz and 19 inches long. Congratulations to the family!



General Manager of the Staybridge Suites - Carmel, Jesse Stauffer and his wife Holly welcomed a new bundle of joy. **Everett Bruce** was born on May 9, 2017. Congratulations!!



AHM Senior Regional Vice President, Chris Godfrey is a grandpa! He and his family welcomed **Franklin Paul Bauman** on June 23, 2017. Congratulations!



Regional Vice President, Lurry Lacour recently welcomed a granddaughter. **Cassidy Lacour** was born on May 3, 2017 in Boca Raton, FL.

Property Promotions

Brooke Smith is named General Manager of the Homewood Suites Lansing



Brooke Smith

General Manager

Homewood Suites Lansing at Eastwood

Brooke Smith was born and raised in Charlotte, North Carolina before moving to Michigan. With 7 years in the hotel industry her portfolio includes Front Office Manager for Wyndham, Front Office Manager and Director of Sales for Choice Hotels, Assistant General Manager/Sales for Marriott Fairfield Inn & Suites and Co-Owner/Choreographer at Adventure Dance Center 2012-2017.

The Homewood Suites will be her fourth opening for a new business. Brooke opened her studio in 2012 along with being a part of the new Buffalo Wild Wings opening a few months later then moving on to the Fairfield Inn and Suites Lansing at Eastwood in 2016.

Her new role as General Manager has consisted of a detailed amount of training thus far. Along with setting up vendors and accounts for the new hotel,

working closely with her director of sales (Josh Dalley) and making sure they stay on track with roadmaps and currently going into pre-sell mode for the hotel.

"I look forward to opening up my 2nd hotel as a GM mostly for the experience and to further my portfolio and education. I am thrilled to build a new team that I can grow with and make Homewood the best that it can be. I am very team oriented and I am only as strong as the team that stands with me," said Smith.

Brooke is looking forward to sticking with the Homewood Suites by Hilton motto "Be at home" because she wants her guests to feel welcome from the moment they step through the doors and continue to feel that way after they have left.

"My guests are my family and they are my biggest critic's they will push me and my team to always strive to be number one," said Smith.

The Homewood Suites Lansing at Eastwood is set to open in late November. Congratulations on your new position Brooke, we look forward to all you will bring to this hotel and your team.



Property Promotions

Josh Dalley is named Director of Sales of the Homewood Suites Lansing



Josh Dalley

Director of Sales

Homewood Suites Lansing at Eastwood

It is a pleasure to announce Josh Dalley as Director of Sales of the Homewood Suites Lansing at Eastwood.

Josh who most recently worked with the Hampton Inn and Suites Okemos, MI has a wealth of hotel experience in both operations and sales. This is his 10th year working in hospitality, all with Hilton properties and has been a part of three Lighthouse Award Winning teams for Hampton Inn locations in

Michigan.

Thus far, the majority of Josh's time has been focused on pre-opening tasks to ensure the hotel is on track. The property recently went live on the web and his next order of business is actively making outside sales calls and ensuring positioning on third party booking sites as they enter pre-sale.

"I'm looking forward to successfully opening a beautiful new property in a great location, with an award-winning team and still getting to work with some of my favorite clients in the Lansing markets," said Dalley.

Josh is married 8 years this October. His wife, Crystal and him, have two beautiful daughters (ages 5 & 8) and they live in Owosso. He enjoys sports and music, loves fantasy sports, especially daily fantasy sports (DFS), is a DFS correspondent at www.fantasypros.com – a trusted resource site for fantasy football research, where he provides weekly articles for both baseball and football. He also enjoys traveling, casino/sushi date nights with his wife, and the occasional sports video game for relaxation.

The estimated opening date for the Homewood Suites Lansing at Eastwood is late November 2017. Congratulations on your new position Josh.



LFTRI General Manager Praises Employee

Residence Inn Lafayette GM pens note about an exceptional employee/mom



In case anyone ever wonders what a “Mother Father” is - Kate is the perfect example. She is that Mother and Father to both Aliyah and Jackson. Aliyah was recently in her first dance review and one of her numbers was the “Father/Daughter dance”. Well in true Mother Father spirit, Kate found a way to be there for her daughter. Aliyah felt so special and proud that Kate was her mom.

This is the spirit in which Kate works with us at the Residence Inn. Whether it be Front Desk, Maintenance, Shuttle, or Housekeeping; I can ask her to do ANYTHING. Kate truly is a special part of our team too!!!

Joddy Cormier
General Manager
Residence Inn Lafayette Airport

Residence
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Executive Housekeeper Celebrates 16 Years

WMGNO employee celebrates work anniversary with the hotel

Executive Housekeeper at the Holiday Inn Express Hotel & Suites Acme, Sara Hinkley celebrated her 16 year work anniversary on August 3, 2017.

Sara has been with the property from the beginning and her investment in the wellbeing of the hotel and the hotels guests is irreplaceable.

Congratulations on 16 years Sara. Thank you for all that you do, your hard work and dedication to the Holiday Inn Express Hotel & Suites.





Holiday Inn Express Wisconsin Dells...

Felt like home. So nice to be surrounded by people who make you feel welcome and really mean it. Never felt like we were an interruption of the front desk when we had a question or 2(or 3). Housekeeping always said hello and smiled when we walked down the hall. The manager greeted us, and the gentleman in charge of the breakfast area was tending to it like it was his own home! I wish I remembered everyone's names. There was even a note in our room to enjoy the rest of our stay. WOW! They all WOW-ed me!!

Hampton Inn & Suites Riverton...

We are having an amazing stay at your hotel. The staff is incredibly friendly and attentive. Lori checked us in and helped us change room types and then gave us a list of restaurant recommendations. Housekeeping has done a great job. The food has been great and Lorie does a great job assisting everyone at breakfast. Love the evening reception too, what a great surprise! My wife was working down in the great room area and one of the girls from the front desk brought her a bottle of water. Best customer service!

Staybridge Suites Kalamazoo...

I really enjoyed my stay. Everyone there was very nice and always willing to help. I would easily recommend this as a place to stay. It is in a very good location, and easy to get onto the freeway without being right at the freeway.

Holiday Inn Express Wisconsin Dells...

I must start with I am a Hyatt rewards member and usually stay there. That being said this Holiday Inn Express has amazed me. Every single staff member has been so helpful and happy! Which makes my stay so much better! Plus they all go out of there way to make you happy. And this is all while they are under construction!

Courtyard by Marriott New Albany...

Courtyard Columbus New Albany was wonderful for accommodations for our wedding and wedding party! The shuttle service was convenient and the rooms were nice! I highly suggest using them! They were easy to work with and Wedding room coordinator Carrie Boor was awesome to work with!

GrandStay Hotel & Suites Mount Horeb...

I had a very enjoyable stay. The rooms are obviously well maintained and the beds comfortable. The staff takes pride in a job well done. They great you with a smile and are genuinely interested in you.

“The staff takes pride in a job well done”

Holiday Inn Express & Suites Lexington Receives Heartfelt Letter

A thank you to an employee from a family going through a difficult time

I have stayed at your hotel many times over the past four years. The relationship began due to your closeness to the UK Med Center. It continued due to the fine facilities and especially the excellent staff you have.

I have had several excellent encounters with your staff, but this past weekend was by far the best treatment I have ever seen in a hotel, bar none. I came in on Friday evening, my daughter was being transferred to UK by ambulance from another hospital close to our northeastern Kentucky home. I had tried to call and make a reservation, but something happened during the transfer and the call was dropped. I needed to leave so I didn't try again.

I stopped at your hotel on my way to the ER and asked if there was a room. Kayla looked and fixed me up quickly so I could get to the hospital. On Saturday, my daughter got sicker and my son and his family came to Lexington. Once again Kayla was eager to assist. I was a little distraught due to the situation with my daughter and was talking to my son on the phone to see if he was going to stay while she made the reservation, arranged for a rollout bed, and took care of everything while I fought back tears then headed to my room.

My son and his family arrived a couple of hours later and they were greeted by Kayla with a perfectly set up room and were quickly checked in. Kayla again was extremely gracious while she did her best to assist us.

This story doesn't have a good end for us as our daughter lost her four year battle with breast cancer late Sunday evening. We returned to the hotel sometime after 9 pm and asked Kayla if we could get a rollup bed for my youngest son for the night to our room. She handled the request as she had previously and asked if we were OK. When I told her about our daughter's passing, she expressed her condolences and came around the counter and gave my wife, my son, and me a hug and said she would take care of the rollout bed in a moment. She had genuine tears in her eyes and was very sincere.

We retired to the room, a few minutes later Kayla brought the bed and asked if there was anything else we needed. We asked for extra towels for the extra person. She saw that our room had not been made up that day for some reason (doesn't matter and this is not a complaint), offer to straighten up and try to make us comfortable. We declined and she returned shortly with some towels and again expressed her condolences and wished us a good night.

I said all of that to say this; Kayla made our stay during this unfortunate event as if we were visiting a relative across the country and staying at their house. Her wonderful personality and efficiency of her work was pleasant and, for our family at least, helped us bear the terrible sadness we were feeling.

I don't know if you have an award or some form of recognition that you can bestow upon her, but you should do everything you can do to keep her as she will make your business flourish just because of the way she treats her customers.

After four long years of watching my daughter fight cancer, I don't know if we will ever have the need to stay in Lexington again, but if there is ever another opportunity you can rest assured that I will be staying with you.

I realize this sort of rambles, but please pass on our heartfelt thank you to Kayla for me and my family. She was a bright moment in an otherwise dark period that helped us get through those first painful hours.

I truly appreciate your staff and your fine facility.

Thanks,

Steven D. Arnold



“World Class Service, Super Comfy Bed”

WSCWI delivers comfortable rooms and exceptional hospitality



Stayed here for 6 nights and didn't want to leave! The customer service was top notch, from first night to last. Ryan was very friendly and clearly has a passion for taking care of his customers. I believe his passion may be contagious because the other front desk staff (especially Courtney) were also very willing to help make our stay the best one ever. We've stayed at many HIE hotels and this one, BY FAR, was our favorite!

The shower had great water pressure! Nothing like the horrible showers at the HIE locations we stayed at the

nights before and after this stay. (Thank goodness they were only one night each!)

The beds were awesome which is exactly what we expect from HIE. Clean linens, extra pillows, etc.

The rooms could definitely use an update/refresh as they are a bit outdated. Poor lighting, not great for putting makeup on or admiring oneself in the mirror. (LOL) There wasn't a desk or desk chair, so not the best when working on a laptop, but that too was where Ryan showed his awesomeness. He found us a chair on wheels and swapped it out with one of the others for the length of our stay.

Compared to the other HIE locations we stayed at during our trip, this was the most outdated decor/design, but it was the most comfortable and as mentioned earlier, the BEST customer service ever! We will definitely stay here again when we come back to the area!



WMGNO Employee Impresses Guest

A letter from a guest impressed by an employees extraordinary guest service

My name is Dan Shine. I am a retired school teacher, and my wife and I travel often. I have worked with many different types of individuals in my career, and I feel that after 34 years of teaching, and 67 years of life, that I'm a pretty good judge of character.

My wife and I stayed at your establishment on the night of May 11, 2017. On the morning of the 12th, while my wife was sleeping in, I was in your breakfast room drinking coffee and working on my computer. I was there for at least an hour and a half. While I sat working, I overheard one of your employee's as she worked and mentored a young lady who was taking care of the food etc. in your breakfast room. I listened to her instruct, motivate, encourage, and support this young woman in a manner that literally brought a tear to my eye. She was extraordinary! What a positive image for your company!

As I said, I was there working a while, and this employee, interacted with other people as well, and it didn't surprise me that she dealt with them like they were the most important person in the room. If ever there was a more deserving candidate for an employee award, it was her. When my wife and I get treated to great service we like to be sure we recognize it, so I complimented her, and I asked for her name. She told me it was Lisa Widrig.

I am sure you are aware that you have a jewel, but I felt like I had to pass along my observations. If there is someone at corporate that I could also contact I would like to do that.

Thank you, Dan Shine



LANDT Night Auditor Graduates from Law School

Javaron D. Buckley, Sr. shares his experience working for Marriott while attending Cooley Law School



Balancing school and work can be an overwhelming task. My name is Javaron D. Buckley Sr., Esq. I have two wonderful children: Javaron D. Buckley Jr. and Kamissa Deandera Buckley. I recently graduated from Western Michigan University Thomas M. Cooley Law School. I was able to maintain a full-time job while attending school full time. This was not always the case, at least for law students. Until recently, the American Bar Association strongly discouraged law students from working while in school because of how demanding the school's schedule is. Unfortunately, I did not have the leisure of not working, so I had to find a job that worked with my demanding schedule: Marriott. The Marriott provided me with a support team that helped me accomplish my career goals.

More importantly, having a team that supports your goal will play a big role in your success. My managers, Kimberly Walters and Brook Smith, actually encouraged me to study during my down time. How can anyone be more supportive than that!? I have been with the company for three years now: two years at the Residence Inn and one at the Fairfield Inn.

When people think of law school, they think of tons of reading and writing. They are right! I spent days and nights reading, writing, and researching the law so that I can master my craft to zealously advocate for my clients. Furthermore, law school taught me a lot about myself and pushed me to new heights. I was able to make the Dean's list three times and honor roll three times. I am proud recipient of the Robert E. Krinoch memorial award for my dedication to the legal field and law students.

Continued on next page

I was also the valedictorian speaker for my class. Equally important, I was able to network and meet some awesome people during my time at WMU Cooley Law.

I am confident that working at the Fairfield Inn with a solid support team contributed to my success at both work and school. At the Fairfield Inn, my primary job is night audit. I've enjoyed it because at my location the night shift is slow and provide adequate time to study after I've completed my task. Moreover, the hotel industry is a lifelong career path. You'll meet interesting people - team members, guests, vendors, media - that open your eyes to the world and help you illuminate your own goals. Hearing customers tell their travel tales is a highlight of the day. It can lead to you having connections around the world.

The Fairfield is more than just work. It is my home away from home. The staff and frequent customers are family. In fact, I believe that the customers are the best part of the job. They bring all of the rich experiences. You get to meet people from all walks of life, which create the best opportunities to network, which could open up doors for you. For example, after the bar, I have a job lined up with Attorney Carlos Moore from the Tucker Moore Law Group. I met Carlos at the Fairfield Inn checking in. He saw me studying for the bar. I am now on his campaign to run for president of the National Bar Association!

Outside of school and work, there is traveling! If you are a fan of seeing the world, a job with Marriott is the key! A hotel stay can be the most expensive part of a vacation. With over 5700 locations in 110 countries coupled with the employee discount, it is no secret that Marriott is the key to getting out. Did I mention your discount extends to immediate family and friends?

All in all, I am thankful for a compassionate staff and a wonderful job with many career advancement opportunities. If you are a student that loves to travel and want job that could lead to a career, this company is for you.





Team Building



The Hampton Inn and Suites Riverton team signing the puzzle pyramid they just created.

The Hampton Inn and Suites – Riverton, WY recently had a staff meeting in which they built the puzzle pyramid pictured.

The staff had to assemble the pyramid that shows the foundation of what it means to be a part of the Hampton Inn and Suites - Riverton team and what their foundation and culture is built on. Once complete, each team member signed the pyramid.

Great team building. Go team Hampton!



Certificate of Achievement

This certificate is awarded to the team at

HOLIDAY INN EXPRESS - NEW BUFFALO, MI

For successfully completing the "Done in Q1!" Challenge

Congratulations! By passing your hotel's measured IHG Rewards Club standards in Q1, your team is on the way to building great relationships with our loyal members.

Signature: 

Liz Crisafi

Head of Loyalty and Partnerships
AMER

Date: May 1, 2017



Certificate of Achievement

This certificate is awarded to the team at

HOLIDAY INN - BIG RAPIDS

For successfully completing the "Done in Q1!" Challenge

Congratulations! By passing your hotel's measured IHG Rewards Club standards in Q1, your team is on the way to building great relationships with our loyal members. By taking it to the next level and also passing your Winning Metrics targets in Recognition and Enrollments your team is really showing our members that Relationships Rock!

Signature: 

Liz Crisafi

Head of Loyalty and Partnerships
AMER

Date: May 1, 2017





WALL^{of} FAME

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

Dear Ryan:

I'm pleased to honor you with the Wall of Fame award for Fourth Quarter 2016. This award, which is based on overall TQS, recognizes the top 15% of hotels in the Hampton brand.

Undoubtedly, you and your team find unique ways to connect with your guests and StandOut in the crowd. Please extend our congratulations and thanks to your Team Members for their hard work, Hamptonality ... and success!

Sincerely,



Scott Schrank

Vice President

Focused Service BPS

cc: Gerald Haan





Barb Myer, General Manager
Hampton Inn Green Bay Downtown
201 Main Street
Green Bay, WI 54301 United States

Dear Barb:

I'm pleased to honor you with the Wall of Fame award for Fourth Quarter 2016. This award, which is based on overall TQS, recognizes the top 15% of hotels in the Hampton brand.

Undoubtedly, you and your team find unique ways to connect with your guests and StandOut in the crowd. Please extend our congratulations and thanks to your Team Members for their hard work, Hamptonality ... and success!

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: Donald Richard Schappacher

General Manager
Holiday Inn Express Wisconsin Dells
1033 Wisconsin Dells Parkway South
Wisconsin Dells
53965
United States of America

Congratulations!

Holiday Inn Express Wisconsin Dells has been awarded with a Loved by Guests Certificate for receiving exceptional guest ratings and reviews from our customers, showing your outstanding dedication and service.

This certificate honors businesses that consistently earn top ratings from Hotels.com guests and with a rating of 4.1 out of 5.0, Holiday Inn Express Wisconsin Dells deserves a place among the best! We hope you'll proudly display the certificate for your guests to see and showcase your achievement on social media. We've even included some tips below to help you promote your fantastic performance.

Thank you again for being a great partner and we look forward to working with you and making this year another successful one!

Promote Your Win

- Display it in high traffic areas, like reception or lobby
- Share pictures of your award on social media sites like Facebook, Twitter and Instagram using #LovedByGuests
- Showcase your great score on your own website by downloading the dynamic widget from Expedia PartnerCentral



Johan Svanstrom
President, Hotels.com brand



Europe

The Angel Building
407 St John Street

North America

10440 North Central
Expressway
Suite 400

Latin America

Rua Joaquim Floriano
413 - 18o andar
Itaim Bibi

Africa & Middle East

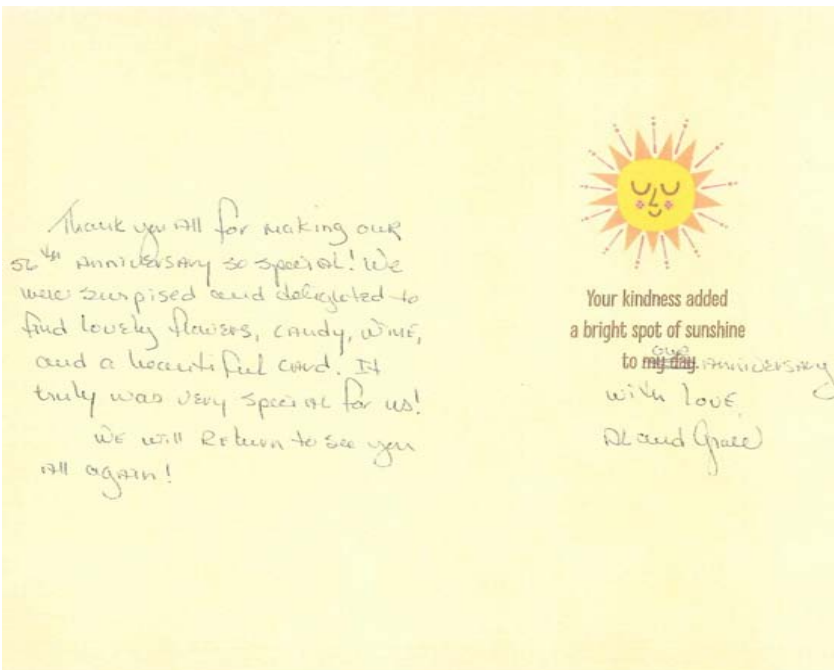
Dubai
Internet City
P.O. Box 502529

Asia & The Pacific

5th Floor
Dina House
Ruttonjee Centre

Property Receives Thank You Notes

Hampton Inn & Suites Riverton receives handwritten thank you letters from guests



Dear Sirs:

Your hotel was absolutely terrific during our stay on May 29. The reservation / front desk young woman was particularly helpful with local information and directions and the staffer in charge of the morning buffet on May 30 was terrific, friendly, helpful and delightful!! Our stay could not have been better.

Best Hampton Inn ever!

Thanks,

Richard & Jane Curtis

P.S.

Enclosed are the keys we inadvertently walked off with.

Dear Mr. Preston & staff,

Just a quick thank you for this note and the handwritten card from your staff. After 12 long hours on the road, eating dinner in our vehicle while driving, and arriving late — your notes were like a gracious host welcoming us into your home. We have stayed in many Hamptons all across the country and this was the first time we have ever been greeted in such a welcoming manner.

Thank you all for your efforts.
Take care & God bless!

L. Thompson



Thanks to all of you...
for everything.

We will never forget your kindness AND making us feel so special. It's nice to meet good people like you. Hope to see you all later this summer.

Love to All -

Bert & Ella Mae Hankins



Photos from the IHG Conference in Las Vegas



Heat Wave In Arizona

Pictures from the PHXYR team demonstrating how hot this summer got

It has been hot enough in Arizona this summer to bake chocolate chip cookies in a car. Just ask the TownePlace Suites Goodyear team, because that is exactly what they did.

Pictured is General Manager Lisa Reyes baking and enjoying the cookies she made.



AHM Visitors

The AHM Corporate office had visitors recently. Senior Accounting Specialist, Terri Sarrault brought her pups to work. The two beauties are Bentley and Drummer. They are Ryman English Setters. Bentley is one year old and Drummer is six years old. They are bird dogs.



They stopped in to visit the team and everyone fell in love with them. Very well behaved “kids”! Not only does Terri’s husband Marty hunt birds with them, they are part of the family.

American Hospitality Management

520 North Main St, Suite 205

Cheboygan, MI 49721

Phone: 231-627-4873

facebook.com/AmericanHospitalityManagement

www.ahm-hotels.com

