

American Hospitality Management

Winter, 2017



American Hospitality Management
gives back during the holidays
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AHM Christmas Party

American Hospitality Management celebrated the holidays on Friday, December 02, 2016 at our annual company Christmas party.

This year HR/Payroll Coordinator, Peg Stump and Operations Support Assistant, Tami Morrow were gracious enough to plan the event at the local bowling alley. It was the perfect venue for an entertaining evening.

There were hors d'oeuvres followed by a pizza buffet for dinner, games and some friendly heated bowling competition. Even Santa Claus showed up to take pictures with the team.

One of the evening highlights was the hat game. When someone said "Christmas" or "Drink" they had to wear the now famous hat. It got passed around to several heads throughout the night but Kim Morgan was the overall winner.

A big THANK YOU to Don Schappacher and Fred Kindell who provided the party for the team. When this group gets together it's always guaranteed to be a great time.



Chris Norman wearing the now famous party hat

Resource Board

Fairfield Inn & Suites Lansing Executive Housekeeper, Becky Hiers pens letter about new program

“Take good care of your associates, and they’ll take good care of your customers and they’ll come back.” – J. Willard Marriott Sr.



Pictured are Housekeeper Aqua Bridgeman and Executive Housekeeper Becky Hiers

It’s easy to think about our guests-we are after all, a service oriented business, dependent upon return business from happy guests. What makes a happy guest-other than a clean room and nice facilities? The atmosphere of the hotel when they walk in. What makes the atmosphere? Our staff.

One of the first things I did when I started here was talk to the housekeeping staff, getting to know their cares, concerns, worries. The overwhelming story I heard was they all had personal issues and had no idea where to turn for help. As a single mother myself, I understood the feeling of helplessness and hopelessness that comes with feeling you have no place to turn, and how that can affect your work performance and attitude-which in turn affects the atmosphere of the hotel.

I firmly believe that if you take care of your employees, they will in turn, take care of your business. Also, on a personal level, I care about people. I wanted to help them, but I wasn’t sure how. After some thought, I came up with the idea of a “Resource Board”, geared towards the areas the staff seemed to need support with. Via research online and based on my experiences, I put together a board with names and contact information of groups and organizations that they can contact for assistance in a variety of areas. There are agencies that will help with vehicle repair, domestic violence situations, child related issues, food pantries and housing issues, etc. The board is posted on the employee breakroom wall, so people can get information discretely, rather than a binder they would have to lug around.

One of the first to use the board was a housekeeper name Aqua. Aqua is a single mother of three that moved here from another city. She has no friends or family in the area-this was a fresh start for her. Because it was a new start in an unfamiliar city, it has been difficult for her to find the resources she needs to help her family move forward and grow. She has begun to call some of the resources listed, and is looking forward to the positive impact they will have on her life and the lives of her children. Last week, she got the keys to her first apartment, and will be using the board to help her furnish it. Other girls have utilized the board to obtain information on becoming home owners, not just renters.

As we modify and change the board, to reflect the needs of our staff, we look forward to celebrating their successes, and having a happier, less-stressed workplace. Thank you to Kim Walters for her support in this endeavor. One person at a time, we ARE making a difference in the lives of our staff.





Speed Networking

OHLA hosts event highlighting New Albany GM Carly Price

The Ohio Hotel & Lodging Association -Women in Lodging Chapter is hosting their first annual speed networking event and Courtyard by Marriott – New Albany, General Manager, Carly Price is being highlighted.

The event is a speed networking event that gives young professionals and hospitality professionals in Ohio the chance to sit down with leaders in the hospitality industry, ask them questions, gain insights, best practices, etc.

Carly has been involved with the OHLA for the last 8 years and has been a part of the Women In Lodging board for the last 3 years. She was asked by a member of the OHLA executive staff to participate in this event because she felt that Carly had a career path that could really help young professionals who want to make hospitality a career.

“This event is unlike any that we’ve put on before and I am excited to be a part of it,” said GM, Price.

Below you can find Carly’s bio which gives a glimpse into her history in the hospitality industry.



Carly Price, General Manager at the Courtyard by Marriott New Albany, she was born in Columbus, Ohio, but grew up in a very small town in Kentucky. She got her first taste of the hospitality industry working for Cedar Points Resort in college and went to work in the retail industry shortly thereafter. She returned to the hospitality industry 8 years ago and questioned why she ever left. Over the past 8 years she has worked for 5 Marriott brands and has held positions in front office, engineering, accounting, food & beverage and sales.

AHM Gives Back

The company donated to multiple organizations over the holiday season



Each year around the holidays AHM gives back to the local community and this year was no exception. The team donated to the St. Thomas food pantry, Toys for Tots and Coats for Kids.

This was the first year the team donated to the St. Thomas food pantry, an organization that serves over 100 families every Monday by supplying them with food supplements. It was AHM's intention to donate near Christmas. They wanted to ensure families that would be together during the Holidays would have a nice, plentiful meal to put on the table and plenty of leftovers to enjoy.

The money the staff pays to wear jeans in the office went towards the food pantry fund, Don and Fred were large contributors, as well as receiving several large "anonymous" donations. The majority of the food was purchased at the Cheboygan Save A Lot. Team members Denise, Tami and Peg shopped and delivered all the food items on Wednesday, December 14, 2016 in a snow storm.

"A huge thank you to Denise and Tami for volunteering their time! These two are shopping professionals! In under an hour, they shopped and had three carts of food (purchased at our local Save A Lot) totaling over \$500.00, delivered to the local food pantry!!! Ladies – you are amazing!!! Thank you!" said, HR Coordinator Peg Stump.

American Hospitality Management also collected donations in the corporate office for Toys for Tots and Coats for Kids from mid-October to Early-December. This was the second year in a row teaming up with both of these organizations.

Thank you to everyone who participated. Below you can find the thank you letters from St. Thomas Church and the Salvation Army.





DOING THE MOST GOOD

Wednesday December 7th, 2016

American Hospitality Management
520 N. Main St.
Suite 205
Cheboygan, Mi., 49721

André Cox
GENERAL

Paul R. Seiler
TERRITORIAL COMMANDER

John E. Turner
DIVISIONAL COMMANDER

Gregory Bock
BUSINESS MANAGER

CHEBOYGAN SERVICE CENTER
444 South Main St.
Cheboygan, MI 49721
Phone: (231) 627-9003
Fax: (231) 627-3961
www.salmich.org

Dear Peg,

Please accept my thanks and share it with all the ladies in your office for your most generous gift of big boxes full of toys and a large quantity of new coats for the children of Cheboygan County. We will use them during our Christmas toy distribution day later in the month. We already have almost 400 families signed up for a Christmas food basket and almost 500 children from those families signed up to receive toys.

Every year your group goes above and beyond what we could ever expect. You can enjoy your Christmas holidays knowing that many children will have toys under the tree because of your thoughtfulness and generosity. Your hearts can be warmed on the upcoming cold winter days knowing that little children all over Cheboygan County are heading out into the cold weather, off to school warm and cozy in one of your new coats!

It is obvious that you have learned a vital life enriching lesson that when we share we do not have less but actually have more!

Along with celebrating the birth of the Christ Child this month we are confronting the realities of the worsening winter weather approaching. We are already seeing an increasing need for home heating assistance. Your gift will make it possible for us to be here this month and throughout the winter months of 2017 when times are really tough.

None of this would be possible without the consistent support of you and others in our community who realize how blessed they are and as a result want to share with others who are less fortunate. Again, Thank You!

May God bless you and yours.

Sincerely yours,

John Morrison, Major
Chaplain, The Salvation Army

THE SALVATION ARMY
Founded in 1865 by
William and Catherine Booth

"There is no reward equal to
that of DOING THE MOST GOOD
to the people in the most need."

-Evangeline Booth





Dear friends @ Hospitality Management,
I just wanted to thank your staff for all the wonderful toys you helped collect for our Christmas distribution. This past season, 436 families received food boxes, & 511 kids received toys to brighten their holiday. Thanks for your part in blessing the people of our county through The Salvation Army. Blessings, Wynne Schott
Office Admin

Food Pantry

Dear Friends,

Thank you so much for your recent donation of \$500 worth of food to the St. Thomas Food Pantry. Your donation amounted to 476 lbs. Awesome!

The Food Pantry relies completely on our community to keep the shelves stocked, and we are never disappointed. Thank you for working with us to make a difference in Cheboygan.

Sincerely,
Barbara Spurl
Pantry Volunteer

Commission for the Blind

Holiday Inn Big Rapids receives thank you letter after hosting conference



STATE OF MICHIGAN

RICK SNYDER
GOVERNOR

DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS
BUREAU OF SERVICES FOR BLIND PERSONS
WILLIAM A. ROBINSON III
DIRECTOR

SHELLY EDGERTON
DIRECTOR

Angie, D'Amico
Big Rapids Holiday Inn
1005 Perry Ave
Big Rapids, MI 49037

Hello Angie,

We at the Bureau of Services for Blind Persons Training Center, thank you and your staff for such a pleasant stay.

The hotel was well-kept, including the rooms in which we stayed overnight, as well as the conference rooms we utilized for our trainings. The food service was excellent. All our requests were well accommodated and done so in a timely manner. We really appreciate you, and your team's excellent service.

We look forward to working with you in the future.

Thank you again,

A handwritten signature in black ink, appearing to read "Bonnie Betz".

Bonnie Betz
Michigan Bureau of Services for the Blind
1541 Oakland dr.
Kalamazoo, MI 49008

IN THE NEWS



The **Staybridge Suites—Okemos** won the Torchbearer Award for 2016! The team closed the last six months out with the highest guest service scores they have ever had. Congratulations to the team!



The **Staybridge Suites—Carmel** team had a fun Christmas party with great food, a white elephant gift exchange and even Santa Clause himself stopped by to ask what the staff's children wanted for Christmas!



Congratulations to **Damon Proctor** (son of AHMs Elena Comps) on his first perfect game! Damon is a senior at the University of Northwestern Ohio. This is a huge accomplishment as it rarely happens. Follow the link to read the article the Cheboygan Daily Tribune wrote on this star athlete. <http://www.cheboygannews.com/sports/20170212/former-cheboygan-standout-proctor-tosses-perfect-game-for-unoh>



Holiday Inn Express – Wisconsin Dells got in the Valentine's Day spirit! They plan to keep their lobby festive for every holiday, making it warm and inviting. Plus guests seem to enjoy it. Thanks Debbie for decorating.

Three Ravinia Drive
Suite 100
Atlanta, GA 30346-2121
www.ihg.com

Holiday Inn Express Lexington-Downtown/University
1000 Export Street
Lexington, KY 40504

Dear Sarah Morgan,

Congratulations to you and your hotel team for achieving strong year over year growth in Guest Love in Q4 2016! Please accept this award as a token of IHG's appreciation for providing memorable brand experiences to your guests.

Your commitment to guests and focus on delivering excellence is appreciated so be sure to celebrate this great achievement with your entire team. Job well done!

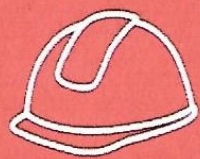
Sincerely,



Jolyon Bulley
Chief Operating Officer, IHG Americas



renovation



raise the roof.
new digs
coming soon.

TownePlace Suites Phoenix Goodyear is proud to share this preview of our renovation in progress with the entire AHM Community.

TOWNEPLACE
SUITES®
MARRIOTT

13971 Celebrate Life Way • Goodyear, AZ 85338

t 623.535.5009 • f 623.535.0090

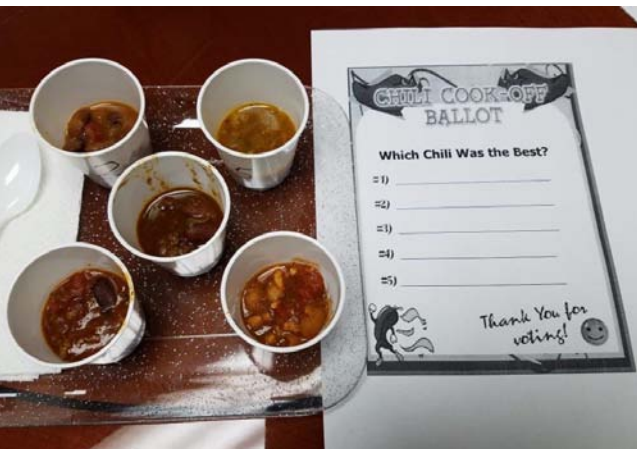
AHM Welcomes New Assistant General Manager



Andrea Caron-McMillan
Assistant General Manager
Staybridge Suites Kalamazoo

Andrea was born and raised in Kalamazoo, MI, home of the 2016 MAC champion Western Michigan Broncos. She has been in hospitality for over eight years (8), starting in housekeeping at a local hospital in Kalamazoo. Then she was introduced to this side of hospitality when a friend told her about a front desk position that opened up at her hotel. She was a front desk associate for six (6) months there when she was moved to front desk supervisor and the front of house trainer for a Wyndham property. From there Andrea worked her way to the front office manager position for a Marriott property and to what she is today, an assistant general manager for the Staybridge Suites in Kalamazoo. She has been married for 10 years and they have five dogs. She enjoys going to casinos, target shooting, and camping. She also enjoys showing goats in the fall during fair season. Andrea really enjoys the hotel end of hospitality; the best parts are the guests and their families. One day she hopes to run her own hotel in a warmer climate.

Chili Cook-Off



The AHM office had a friendly competition this February when the team decided to host the first annual chili cook-off.

Don, Fred, Terri, Kim and Peg all made their version of chili each of which had its own unique flavor and texture. Sous Chefs Lo-Ann and Tami prepared the samples, numbered the cups and served each version to everyone.

Those who did not make chili brought in a side to compliment the main dish. There was everything from Greek yogurt and cheese to two kinds of cornbread.

After much deliberation the big winner was Peg Stump aka the chili queen. Peg received bragging rights for one year and a bottle of Pepto-Bismol.





WSCWI Team Impresses Guests

“They actually care about you!”

We came to the Dells on a whim. We were going to make it a day trip but decided to stay all night. I checked into staying in a HUGE resort down the road but we have a family of 5. The lady at the front desk said the rate was for four (169.00) and if I wanted all 5 of my family to stay it was going to cost more. I said "BYE FELICIA" and drove to the Holiday Inn Express just down the road. I walked into an AMAZING, FRIENDLY, CARING front desk staff. Chris B. took care of me and told my family and I he was glad we were here. He explained where everything was then pointed me in the right direction. I am an IHG Rewards member and he offered me water and a newspaper. Then about 9:30 pm we decided we needed a cot I called down and Dezarae (still in a great mood) answered she immediately responded to my request and the cot was delivered within 7 minutes by none other than Chris. These two are an awesome team and capable of not only earning your business but also making you feel like there is NO OTHER HOTEL you would rather stay at in the world! Thanks you two, you ROCK!

P.S. Facilities smell great, are clean, and the rooms are perfection!



Holiday Inn Big Rapids...

“The best Holiday Inn EVER”

Excellent customer service. Greeted with a smile and helpfulness above and beyond what I have ever experienced at an IHG hotel. Nolan received my call at around 1am and was very glad to help get my wife and I a room at the last minute and even began the reservation process for us before we arrived. Upon arrival he helped get my address updated which I didn't even realize was out of date. Super friendly and even left a hand-written note under my door letting me know that as an IHG Platinum Elite member I had the option of a late checkout and to go ahead and sleep in if I choose to since I checked in so late! He thought ahead so that nobody would disturb our rest. Everyone else at the hotel greeted us with a smile even when they were some distance away and made sure we were taken care of. The best Holiday Inn EVER. Please send all of your worldwide employees to be trained in customer service by the people at the Big Rapids, Michigan Holiday Inn Express.

Holiday Inn Express Wisconsin Dells...

We stayed in a whirlpool room. It only had a full size bed which I thought was odd but, it was surprisingly comfortable. The whirlpool was large and awesome. Refrigerator and microwave was nice to have. Staff was great as was the deluxe continental breakfast. Jesse, the GM, was responsive and accommodating when I put in a special request. I would definitely stay again.

Staybridge Suites Kalamazoo...

I spent one night recently. Was able to make same day reservation. Friendly staff. Clean rooms and public areas. Nice breakfast selection. Able to walk to restaurants. The price is good and if I needed a long term stay, this hotel would be my choice due to convenience, amenities and kindness off staff.

Country Inn & Suites Appleton...

I really enjoyed my stay at this property. I'm not sure if it's the big staircase leading up to the second floor or the fact that they have cookies and apples waiting for you when you walk in but it feels welcoming. The staff was friendly and greeted me when I came and went. The room was large and comfortable with everything you could need. I would definitely stay again!

Grandstay Delano...

Everything at Grandstay Delano from reservations/check in to check out was exceptional. Staff very courteous, helpful, efficient. Building is quite new, very very clean and comfortable. Price reasonable too. I would highly recommend Grandstay and will be staying there again. Thank you for being there and for doing a great job.

“Staff very courteous, helpful, efficient”



Holiday Inn Express Lexington...

The staff at the Holiday Inn Express Lexington/Downtown University provided my family and me with outstanding service! Kayla, Brandon, and Zach at the front desk attended to our every need from extra pillows, decaffeinated K cups, and even a late check out on the last day of our stay. Katrina from housekeeping greeted me with a warm welcome which I appreciated. She seems to truly care that we keep coming back as guests. Alma in the kitchen worked so hard to prepare such a wonderful breakfast for all guests. She was especially helpful in allowing me to take a tray to our daughters in the room who were still sleeping. Alma was so very pleasant!

**“Alma was
so very
pleasant”**

Hampton Inn and Suites Lafayette...

My husband and I stay at this hotel every time we stay overnight in the City of Lafayette. Staff is great and extremely friendly. Enjoy the complimentary breakfast and free Wi-Fi. If you plan to visit Lafayette, make a reservation at the Hampton Inn & Suites.

Towneplace Suites Goodyear...

This hotel must be relatively new. It's very nice and clean. The rooms are great. The staff is friendly. The breakfast choices are varied and sufficient for everyone's tastes. We'll stay here again when in the area.

Residence Inn Lafayette...

Stopped here on my way from Atlanta to Houston. Check in was smooth, room was new and huge. Breakfast was awesome! Was worried about noise from the airport, but didn't hear a thing. Loved the huge swiveling tv and outdoor seating area.

Holiday Inn Express Wisconsin Dells...

**“I was very
impressed by the
clean smell and
appearance ”**

It was a very pleasant stay with easy access to my room from the parking area. Close to the pool and elevator was great. My son and his friends had a blast at the pool. Staff is very helpful and friendly. This is the first Holiday Inn that I've stayed in for quite a while. I was very impressed by the clean smell and appearance. Even the guy taking out the garbage was friendly to talk to. If he is in a good mood, then that tells me management treats employees well. That makes any business successful! I'll be looking for a Holiday Inn when I travel to

Denver in the near future.

Employee Recognition Card

Wisconsin Dells receives great guest comment from SPIRE elite member



Employee Recognition Program

For Superior Customer Service

Dear Valued Guest,

We pride ourselves in the fact that we believe our customers are #1! In fact, when was the last time that you said "WOW, now that was unexpected customer service?" That is what we want you to experience during your stay. If there is a staff member that makes your stay "legendary", we want to hear about it. Please write the name of the staff member who "WOWED" you and return to the front desk.

I would like to nominate:

Debbie @ Sent Desk
(Employee Name)

The above employee "WOWED" me because:

Very Courteous & helpful,
pr. personal etc
(Name/Room Number)

Leo Brown - 204-12-02-16
(Date)

LHBrown53@gmail.com
(Email)

Thank you,
Jesse Kangas, General Manager

note →

Jesse,
I don't normally take the time to fill these out. But did so for Kim last night, and when Debbie was equally great this morning, felt the need to want to let you know you certainly have excellent staff. "Kudos to YOU!"
Leo Brown
* I'm Spm, so see alot of people - Yours are among the best...

Property Throws Holiday Party

The Staybridge Suites Kalamazoo team enjoyed a fun-filled employee Christmas party



The Staybridge Suites Kalamazoo team celebrated the holiday season with a party for the staff.

The group kicked off the party by dividing into two teams and playing 'hotel' trivia, a fun yet educational game. They were asked questions about revenue, Heartbeat and top accounts in the hotel.

A wonderful meal was prepared by General Manager, Joy Underwood's husband. The team enjoyed ham,

macaroni and cheese, stuffing, green bean casserole, pasta salad (made by AGM - Andrea's husband) and an assortment of desserts.

One of the highlights of the evening was the white elephant gift exchange. Each employee brought a gift valued between \$5-\$10. Once one person chose their gift the next person up was able to pick their own gift or steal another. According to GM, Joy, this game was full of laughs and good times.

At the end of the party employees were able to take home their Christmas turkeys.

"I had quite a few members of my staff let me know that this was the best holiday party that they have been to," said GM, Underwood.

Looks and sounds like a great party!





WALL^{of} FAME

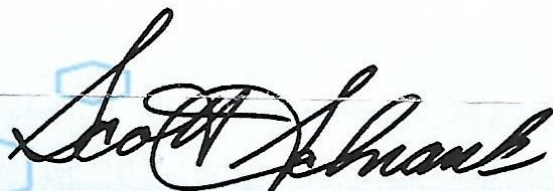
Barb Myer, General Manager
Hampton Inn Green Bay Downtown
201 Main Street
Green Bay, WI 54301 United States

Dear Barb:

It gives me great pleasure to present your team with the Wall of Fame award for Third Quarter 2016! Based on overall TQS, this award honors the top 15% of hotels in our phenomenal lighthouse brand.

Without a doubt, you and your team strive to deliver StandOut service every day. Your leadership and determination to connect let guests know we love having them here. Please extend our congratulations to each member of your team!

Sincerely,



Scott Schrank

Vice President

Brand Performance Support

cc: Donald Richard Schappacher



WALL^{of} FAME

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

Dear Ryan:

It gives me great pleasure to present your team with the Wall of Fame award for Third Quarter 2016! Based on overall TQS, this award honors the top 15% of hotels in our phenomenal lighthouse brand.

Without a doubt, you and your team strive to deliver StandOut service every day. Your leadership and determination to connect let guests know we love having them here. Please extend our congratulations to each member of your team!

Sincerely,



Scott Schrank

Vice President

Brand Performance Support

cc: Gerald Haan



Guest Satisfaction Survey

The Courtyard by Marriott – New Albany ended January in the top 5% of all Courtyard properties for Guest Satisfaction Surveys. The GSS are what Marriott uses to ensure properties are providing a top level of service to guests.

The property ended the month ranked 37 out of 997 hotels.

“I am BEYOND proud of our team for their dedication to the hotel and our guests,” said GM, Carly Price.



American Hospitality Management

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facebook.com/AmericanHospitalityManagement

www.ahm-hotels.com

