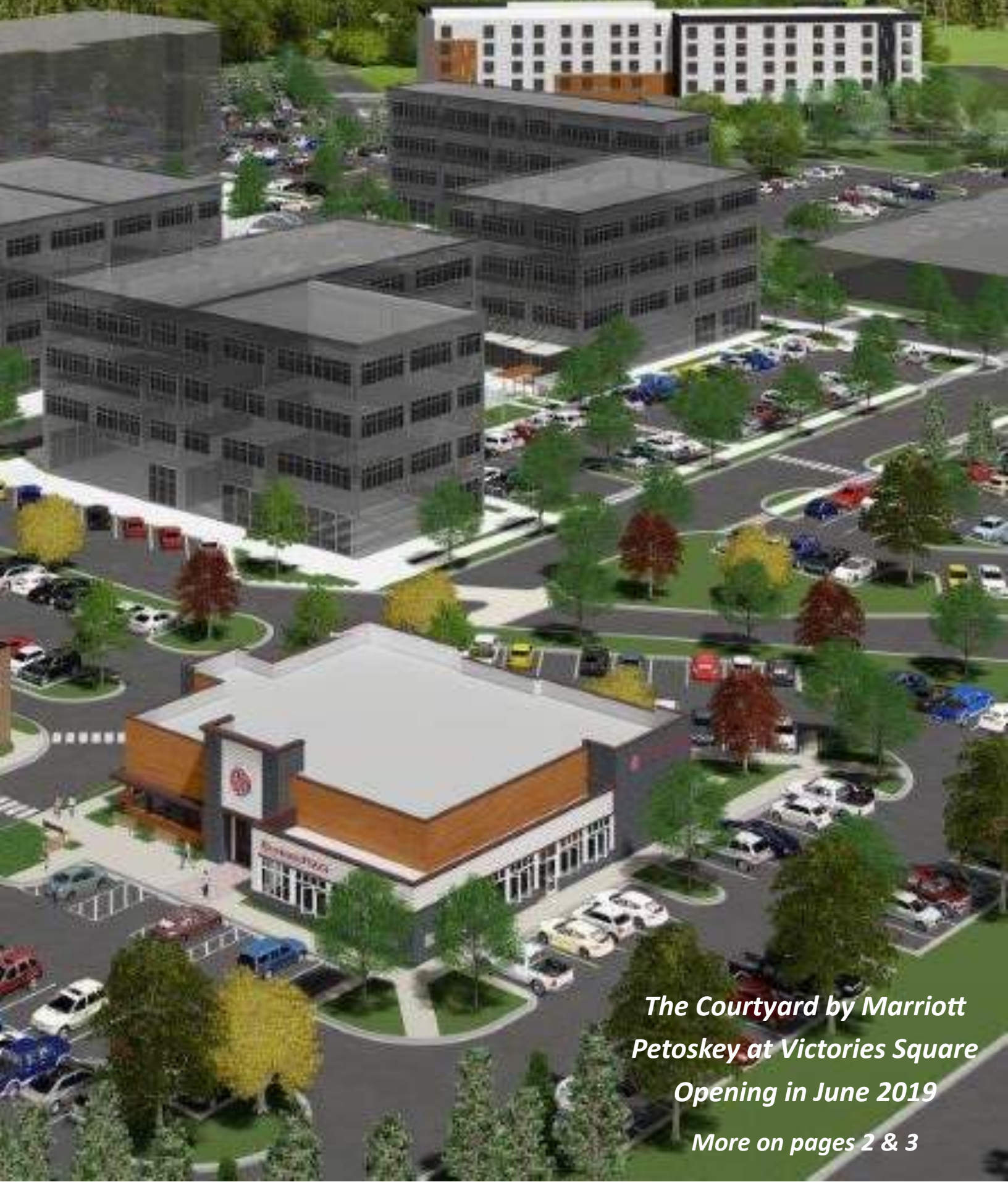


American Hospitality Management

Fall, 2018



*The Courtyard by Marriott
Petoskey at Victories Square
Opening in June 2019*

More on pages 2 & 3

The Courtyard by Marriott Petoskey at Victories Square Opening June 2019



A rendering of the Courtyard by Marriott Petoskey at Victories Square



A rendering of Victories Square in Petoskey where the hotel will be located

139 Room Hotel

Courtyard by Marriott Petoskey at Victories Square

1866 Bear Place (1866 Mkwa Pl)

Petoskey, MI 49770

231-439-3333



An aerial rendering of Victories Square in Petoskey, Michigan

Victories Square

Businesses set to open near new Courtyard by Marriott Petoskey at Victories Square

New Businesses under construction in the up and coming area of Petoskey:

Starbucks

Anticipated Opening Date: Fall 2018

Boston's Pizza

Anticipated Opening Date: Spring 2019



Courtyard New Albany Makes Extra Effort for Guests

A guest letter thanking team member for assisting quickly during difficult situation

I want to share the email below, as we don't always get many wonderful notes for the effort and hard work we put into our groups business. I am very proud of Sydney as she has certainly been taking great care of our wedding groups and proving herself to be an asset to the Courtyard New Albany.

Thank you!

Carrie Boor
Director of Sales

Carrie,

Thank you for your help and the tremendous treatment of our guests! We had a great weekend and all the guests had a wonderful experience.

I wanted to take a minute to tell you what an incredible job Sydney did. We had some overflow issues with rooms and she took it upon herself to reach out to other properties and help resolve the situation. She was timely and communicated with us very professionally. As a sales manager, I always appreciate when someone takes a difficult situation and changes it for the better. She did a great job of this and deserves recognition for her work!

Thank you both for your help. We will definitely look to the Courtyard NA for our future needs with clients and family.

Zack Krichbaum - Regional Manager, National Accounts



Team Work

Two AHM hotels come together for staff training



Pictured seated is Erin Isaacs, the AGM from the Staybridge Suites in Carmel, IN. Recently, Erin offered to go to the Staybridge Suites Kalamazoo, MI hotel to assist with training a couple staff members.

"We are thankful to both Erin and Jesse, the GM, for sending Erin our way. Erin offered great ideas, suggestions, and standards training for my team members. A huge thank you to the Staybridge Suites in Carmel for being great team players and assisting another AHM property when there was a need. It's people like Jesse and Erin that really make a difference and help our company feel more like a family than just a work place. Many thanks from the team in Kalamazoo," said AZOSB GM Joy Underwood.



"The Neiman Marcus of Hotel Chains"

A card the Courtyard New Albany received from a thankful guest

Thank you so very much
for everything during
our week's stay with
you in August. Marriott
is the "Neiman Marcus" of
hotel chains and Courtyard
New Albany gets the
Gold Medal for your
fabulous service.
We scattered Dr. Petersons

ashes on top of Aspen
Mountain on Sat. Aug 25
with over 200 people
there. I can't thank you
enough for everything
Hugs
Nancy Peterson

Part one and two of the heartfelt letter to the staff





Holiday Inn Express Wisconsin Dells...

“This would be our go to hotel when staying in the area”

We had a great experience throughout the hotel! From check in, to housekeeping, to the pool, to breakfast, and to check out. The staff was probably the best experience I’ve ever encountered staying at a hotel. This would be our go to hotel when staying in the area. We original were staying because we were going to the Kalahari water park. However, they were to strict so we just went back to the hotel and let our kids swim there. They have an excellent Aquatics Facility! They have a kiddie pool with a castle with small water slides, a big water slide for bigger kids, and a hot tub! It was fantastic! Thank you so much for the EXCELLENT stay!!!

Hampton Inn & Suites Riverton...

The manager at the Riverton Hampton Inn, Ryan Preston I believe, is one of the best managers I’ve seen at a Hilton hotel. The last two or three stays I have been here he is always downstairs and happily talking to his guests in the lobby and the dining area.

Holiday Inn Big Rapids...

I stayed here recently while on a road trip to view Michigan’s beautiful fall colors. My room was clean, the bed was so comfortable!! Happy that I chose this location. The staff was pleasant and check in was a breeze.

GrandStay Hotel & Suites Mt. Horeb...

Popped in with no reservation on a Tuesday. Were given the jacuzzi King for the same price as the King room. Staff were super and helpful. Room was clean. Free drink on Tuesday and Wednesday night. Nice place. Would recommend.

Staybridge Suites Lexington...

We stayed at this hotel while picking up a horse at the Grassland airport. Great location, wonderful staff and very comfortable beds. Super clean and convenient location. I would definitely stay here again!

Hampton Inn & Suites Riverton...

Two individuals stood out and I am sorry I don’t remember. Yes but one was a young lady who had just returned from maternity leave and the other a gentleman with a tattoo on his right forearm. Both were super courteous and friendly. I am an author and I decided not to stay the night of the 18th and asked I cancel which was easily accomplished. After checking out my son and I had find things to do. After visiting Lander, lunch we still had a 11/2 to kill. I went back to Hampton and asked could we hang out in the lobby until our event. We were asked to stay and even got fresh cookies that had just been made. If my travels or those of other friends and colleagues I will certainly recommend your hotel.

“I will certainly recommend your hotel”



Hilton Honors Members Share Appreciation

Guest letter to the Hampton Inn Riverton

Mr. Preston,

I wanted to thank you for the nice welcome letter that awaited me upon my arrival at you Hampton in Hotel in Riverton, WY on 4 Oct. I thought it was a nice personal touch and made my wife and I feel welcomed. The room was great, the staff was very helpful and friendly. While we nearly always stay at Hampton Inn's when traveling, not all are the same. Your hotel was very nice and we appreciate your hospitality and striving to maintain the Hilton Standard even in a small community. Also please thank Rosie and her staff for such a nice clean room. We truly appreciate the effort taken to maintain our room before and during our stay.

If we are ever in Riverton again, we certainly know where to stay. Thanks for setting such a welcoming tone. A facility can be nice, but it's always the people who make it extraordinary.

Sincerely,

Andrew & Rebecca Randles
Hilton Honors Members



Halloween at AHM

AHM Corporate gets in the Halloween spirit and celebrates Kim Morgan's Birthday



Thank You From a Grieving Guest

Riverton team receives a card from a guest going through a difficult time

DEAR Aimee & STAFF

Thank you AGAIN for the
flowers & CARD. Your thoughtfulness
was heartwarming.

Your STAFF provided
COMFORT AND SMILES DURING
our time of grief.

Thank you -
Fondly,

KEN & BARBARA



In The News



The **AHM** Corporate team celebrated Boss's Day on October 16 with a potluck.



The **Courtyard by Marriott—New Albany** received safety training from the fire department.



Fairfield Inn and Suites New Buffalo maintenance tech, Andy Allen welcomed a baby on October 8, 2018. Ivy Breeze Allen. Congratulations to the family!



Homewood Suites by Hilton – Eastwood Global week of sales. "An incredible staff making incredible sales," said GM Brooke Shaw.

In The News



Congratulations to Heather Bahn (GM of the **GrandStay Hotel and Suites—Delano**) and her family on welcoming a baby girl. She is precious!



The **Courtyard by Marriott—New Albany** staff replaced all of the hotels pillows at the end of October.



The **AHM** Corporate office celebrated team members Gina Spray and Brenda Guertin-Fritz birthdays in September.



The Toys for Tots box has arrived! The **AHM** corporate office collects toys each holiday season to donate to families in need of a little extra holiday cheer.



Employee Impresses Guests

The Courtyard by Marriott New Albany DOS goes above and beyond for guests

Ms. Saxton,

I had the very good opportunity to work with Carrie Boor when an associate and I were in need of long-term hotel occupancy for a consulting job we were headed to in New Albany, OH in early October of this year.

Although it is certainly within Carrie's role to assist groups or individuals in an attempt to meet their needs, and I have worked with others in a similar capacity at other hotel facilities, Carrie's immediate and gracious response to our long-term needs were met with understanding, seriousness, good humor and a can-do attitude. She worked to determine a very fair rate and then ensured that the hotel staff was aware of our impending arrival and further ensured that the type of room requested was met and that we were placed at the top of the hotel to help mitigate any unnecessary noise during our stay.

Seldom have I encountered such diligence to assisting an individual, unlike what has occurred when with a large group. Carrie is a superb example of what the role of Director of Sales should be in any organization; she is intelligent, engaged, efficient, effective, caring and willing to put the customer first; a rare but wonderful quality! Its effects on customer satisfaction are often unseen and unheard but are duly recognized and very much appreciated. In this instance, they should be both heard and recognized.

Any accolades you can bestow on her will, in the long run, prove to be a small but significant gesture as that kind of performance is what you should want from all of your associates.

Respectfully,
Tony Phelan

Halloween Spirit Week

Photos from the Homewood Suites by Hilton—Eastwood celebrating Halloween





CONTACT:

Ashley Strickland
General Manager
Home2 Suites by Hilton
Denver South Centennial Airport
+ 1 303 662 8888
Ashley.strickland@hilton.com

Home2 Suites by Hilton Denver South Centennial Airport Opens

Award-Winning Hotel Concept Brings 90 Suites to Centennial Colorado

CENTENNIAL, Colorado – December 3, 2018 – [Home2 Suites by Hilton](https://www.denversouthcentennialairport.home2suitesbyhilton.com), part of [Hilton's](#) (NYSE: HLT) All Suites portfolio, announced today its newest property, www.denversouthcentennialairport.home2suitesbyhilton.com. Designed for travelers who want to maintain their normal routine, the hotel features 90 suites and a range of value, tech-focused and eco-conscious amenities. Home2 Suites by Hilton Denver South Centennial Airport complements the growth and economic development in Centennial, with an influx of over 180 businesses just this year.

“Our modern style, eco-friendly offerings, and value conscious pricing makes us a great addition to the City of Centennial,” said Ashley Strickland, general manager. “The hotel is located on the edge of the business district and less than a mile and a half from Centennial Airport, so we are fortunate to have such a unique brand and style that caters to the business traveler, leisure guests, and travel crews.”

Owned by Arapahoe Mall III LLC and managed by American Hospitality Management, Inc., Home2 Suites by Hilton Denver South Centennial Airport offers all-suite accommodations with fully equipped kitchens and modular furniture, providing guests the flexibility to customize their suite to their style and preference. The hotel features complimentary Internet, inviting communal spaces, and trademark Home2 Suites amenities such as Spin2 Cycle, a combined laundry and fitness area,

Home2 MKT for grab-and-go items, and the Inspired Table, a complimentary daily breakfast that includes more than 400 potential combinations. Guests can enjoy an indoor saline pool, fire pit and grill area. Home2 Suites by Hilton Denver South Centennial Airport is pet-friendly.

Located at 6640 S. Paris St, Centennial, CO 80112, Home2 Suites by Hilton [Denver South Centennial Airport](#) Denver South Centennial Airport offers guests convenient access to Denver Tech Center, Inverness Business Park, Broncos Training Facility, TopGolf, Family Sports Center Family Golf, and the RTD Arapahoe at Village Center Light Rail Station.

Home2 Suites by Hilton Denver South Centennial Airport participates in Hilton's award-winning customer loyalty program, Hilton Honors. Hilton Honors members who book directly through preferred Hilton channels have access to instant benefits, including a flexible payment slider that allows members to choose nearly any combination of Points and money to book a stay, an exclusive member discount, free standard Wi-Fi, as well as digital amenities that are available exclusively through the industry-leading Hilton Honors app, where Honors members can check-in, choose their room, and access their room using a Digital Key. For more information or to make a reservation, visit www.denversouthcentennialairport.home2suitesbyhilton.com or call +1 303 662 8888.

Read more about Home2 Suites by Hilton at www.home2suites.com and www.news.home2suites.com.

**Centennial Connection*

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About Home2 Suites by Hilton

Home2 Suites by Hilton, one of the fastest-growing brands in the history of Hilton, is a mid-tier, all-suite, award-winning extended-stay hotel concept designed to offer stylish accommodations with flexible guest room configurations and inspired amenities for the cost-conscious guest. With a commitment to environmentally friendly products and hotel operations, Home2 Suites offers complimentary breakfast selections with hundreds of combinations; innovative and customizable guest room designs; laundry and fitness areas; complimentary WiFi; multiple outdoor spaces; 24-hour business centers; expansive community spaces; and pet-friendly environments. Home2 Suites by Hilton has more than 255 hotels, and more than 430 in the pipeline. Hilton Honors members who book directly through preferred Hilton channels have access to instant benefits, including a flexible payment slider that allows members to choose nearly any combination of Points and money to book a stay, an exclusive member discount that can't be found anywhere else, free standard WiFi, and digital amenities like digital check-in with room selection and Digital Key (select locations), available exclusively through the industry-leading Hilton Honors mobile app. Visit www.home2suites.com or news-room.hilton.com/home2suites for additional information, or [here](#) for franchising opportunities. Connect with Home2 Suites on [Facebook](#), [Twitter](#), [LinkedIn](#), and [Instagram](#).



WALL^{of} FAME

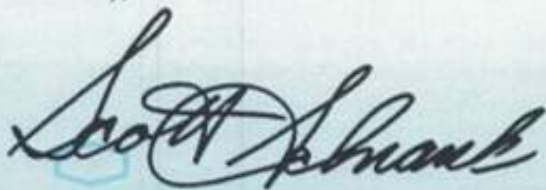
Ryan Preston, General Manager
Hampton Inn & Suites Riverton
2500 North Federal Blvd
Riverton, WY 82501 United States

Dear Ryan,

Congratulations – your hotel is a Wall of Fame award winner for Second Quarter 2018! 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,



Scott Schrank
Vice President
Hotel Support

cc: Gerald Haan, Hampton Hotel Principal Correspondent

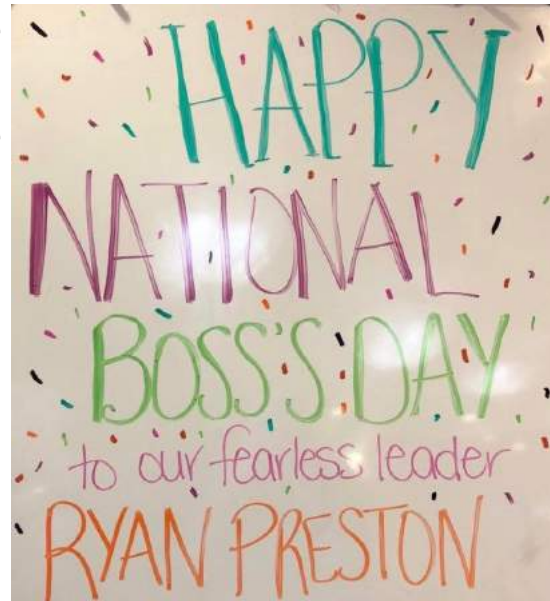


National Boss's Day



National Boss's Day was celebrated on October 16 and the Hampton Inn and Suites Riverton team shared their appreciation for their General Manager, Ryan Preston.

"Thank you from your entire staff here at the Hampton Inn and Suites," said the Riverton Team.



Hampton Inn & Suites –Riverton General Manager, Ryan Preston.

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