

American Hospitality Management

Spring, 2018





Property Improvement Plan

The Holiday Inn Express – Wisconsin Dells receives complete renovation

The Holiday Inn Express—Wisconsin Dells underwent a complete renovation between April 2017 and January 2018. The pool area, lobby, breakfast area and all guest rooms were updated.

The finished product was above and beyond the teams expectations. The third, second and half of the first floor room renovations were finished by the weekend leading up to the fourth of July. Crews returned in September to finish the back half of the first floor rooms and all public areas.

The Completed renovation has made a tremendous difference. Guests love the new and updated product and the team is happy to be renovation free.

“It was a long process but totally worth it in the end. Staff did great by handling the hurdles that were thrown in front of us from having to serve breakfast in the pool area, to deep cleaning rooms all the way up to the 4th of July weekend and delivered a great stay for our guests,” said GM Jesse Kangas.





The True Meaning of Hospitality

A letter praising the AZOSB team who helped a guest going through a difficult time

My name is John Mazurbaker, recently I've had the pleasure of staying at Staybridge Suites in Kalamazoo off of Stadium Drive while going through a hard time in life.

See I am a 100% disabled Veteran of the Marines, 28 year old current firefighter, and EMT in Kalamazoo County MI not working due to my 4th shoulder surgery from injuries I sustained while I was on active duty. I am also a single father of my 5 year old little girl Peyton.

My house decided to flood with all the heavy rainfall and I had to get literal thousands of gallons pumped from my house.. it blew my furnace and water heater so with no heat nor hot water my daughter and I were put up in a hotel. And we were put up at Staybridge.

Being in Military and traveling my whole life.. I've been in a hundred plus hotels... I want to tell you that I have NEVER experienced such respect, and hospitality from two of your staff members I have ever received any establishment I've ever stayed at...

It all started one breakfast when me and my daughter were headed to school... Miss Tiffany as my daughter called her works in the kitchen at Staybridge... My daughter had Curled her hair in the morning and we had an a ponytail (hard for a dad to do) and it was pouring rain.. since we weren't Home I had realized I forgot my umbrella and didn't have anything to cover her with... Miss Tiffany overheard us and brought out her personal umbrella from the kitchen and gave it to pain to take to school with her as long as you promise to bring it back.. all with trust and not even knowing us.. my daughters face lit up.

Continued on next page...

That night Peyton brought it back.. and though fortunately nobody was seriously hurt.. bad luck continued and that night I was Tboned and caused 15k in damages to my truck... so already on a fixed budget due to being. Out of work, \$2000 homeowners deductible, \$500 auto deductible, and rental car fees.. I took value in free breakfast and was using yogurt from there to pack along with my daughters lunchable cause that's all I could afford to get her cause groceries weren't plausible...

The next morning when doing so, my daughter gave miss Tiffany a Hershey kiss out of her lunch a bowl and gave her a big hug once we got down to breakfast and said thank you for making us breakfast every day every giving me your umbrella. Miss Tiffany and I got the small talking and I ended up telling her the situation that I was in... Not expecting anything at all she was OK with me taking a yogurt and fruit for Peytons lunch that day... I was busy that day all day dealing with contractors and insurance companies electricians and so on so forth... When I came back to the hotel I was actually blown away and brought to tears...



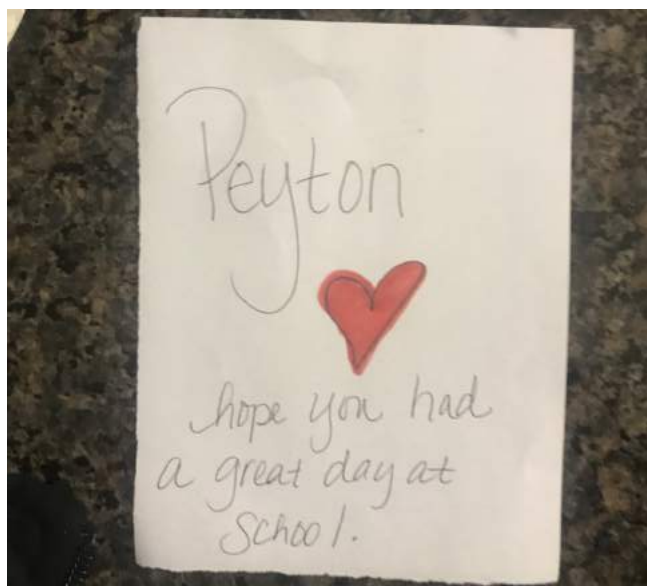
I walked into my room... and on the counter and in the fridge was food.. healthy food.. homemade food, and fruit, and veggies... snacks and meatballs and cookies.. and an adorable note.. I attached in the picture... "Peyton <3 hope you had a great day at school"

I went down to find out where it came from and that's where I met Joy the Manager. She apologized for going into my room without permission... such a good deed and she felt the need to apologize to me? I was taken back.. what your staff did for my daughter and I cannot he expressed through words of appreciation.

Those two, as well as each staff member I dealt with at Staybridge Suites Kalamazoo have truly been the best experience at any out of Home living facility I've ever had. You have an amazing cook, amazing manager who are great assets to your team and the rest of the team here... well you couldn't ask for better people to run this facility and wear your name on their shirts.

Be as proud of them as I was to to have the privilege to just meet them for my short 2-3 week experience.

Sincerely,
John and Peyton Mazur-Baker



Mount Horeb Hotel Receives Honors at GrandStay® Hospitality, LLC Brand Conference

Minneapolis, MN- May 3, 2018 – GrandStay Hospitality, LLC, the franchisor for **GrandStay Hotels**, held its 2018 brand conference at the Intercontinental River Front Hotel in Saint Paul, MN on April 24-25, 2018. The conference theme, **Grand Travelin'**, focused on the strategies, tactics, procedures, concepts and knowledge used in marketing, sales and guest service to enhance hotel and brand awareness. Attendees included Franchise Owners, General Managers and Management Company Representatives along with key Vendor Partners. "The brand conference was designed to provide our franchise partners with an educational event to improve their revenue potential, operational efficiency and leadership skills," said GrandStay Hospitality, LLC President, Jon Kennedy. "Each year GrandStay holds an educational event to provide the exchange of ideas and shared knowledge to enhance the bottom line for our franchisees", adds Kennedy.

At the conference the **GrandStay Hotel & Suites Mount Horeb, WI** received the **2017 GrandStay Sales and Marketing Hotel of the Year** award which honors the hotel that has achieved success in local sales, community involvement, online marketing and social media promotions. "We are extremely proud of the Mount Horeb location and all they accomplish each day to make the hotel feel like home to each and every guest that stays there", said GrandStay Hospitality, LLC President, Jon Kennedy. "The dedication to caring service which happens in Mount Horeb is what our brand stands for", added Kennedy. General Manager, **Rachel LaCasse-Ford** accepted the award.

About GrandStay Hospitality, LLC: GrandStay Hospitality, LLC offers a hotel franchise opportunity like no other hotel chain. Our family of brands consists of extended-stay and select service hotels. From conversions to new builds, GrandStay Hospitality, LLC follows a back to basics philosophy that provides the flexibility and one-on-one support our franchisees need to succeed. Our commitment to **"Every Guest ~ Every Time"** has been the foundation of our success. We carry it through from our guest service to our franchise development and relationships. This caring, service oriented approach has been the key to our continued growth. For reservations at any GrandStay Hotel & Suites or GrandStay Residential Suites Hotel properties visit www.grandstayhospitality.com or call 855.455.7829.

Contact:

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Courtyard by Marriott New Albany Represented in HSMAI

Director of Sales of CMHAL is named president of Ohio Chapter of association

Carrie Boor, Director of Sales of the Courtyard by Marriott New Albany was appointed the 2018 Hospitality Sales and Marketing Association International (HSMAI) Ohio Chapter President.



The association's vision is to be the industry's leading partner and advocate for intelligent, sustainable total hotel revenue growth. The association provides hotel professionals with the tools, insights and expertise that fuel sales, inspire marketing and optimize revenues.

The Courtyard New Albany is active in the organization and thanks to Carrie highly represented.



Hampton Inn and Suites Riverton, Wyoming GM Receives 2017 HILTON CEO Light and Warmth Award

Congratulations to the Hampton Inn and Suites Riverton, WY, General Manager, Ryan Preston who received the 2017 HILTON CEO Light and Warmth award. Only twelve team members



receive this honor each year as it is the highest form of recognition the Hilton brand offers.

Ryan Preston was one of the 12 chosen out of 820+ nominees from around the world and 360,000+ employees. Those who receive this honor prove to embody what hospitality truly means. He goes above and beyond for his guests, his team and his community proving to be a more than deserving recipient.

“This award is one of the greatest highlights of my career and has been the most exciting thing I have ever had happen to me, but it has also been a very humbling experience.

My parents raised me to always be my best and let the world see what I can do. They taught me that if in the end I can say I was a good man and did good things, I will have everything I need in life. Looking back, it truly makes me remember all the people that I have ever had the opportunity to work with from my first team to my current staff, and the managers that have guided me and given me the skills to achieve the things I have accomplished in my personal and my business life. It is ironic to think I wanted to grow up and be a mechanic. My childhood was spent in a garage with my dad working every weekend on some new vehicle a friend wanted him to fix, making the lawn mower go faster because it took too long to mow the lawn, making sure his truck never had to shift a gear when we towed the boat, or fixing something me or my brothers broke. I have never thought of myself as anything more than what I am, and here I am being recognized for one of the highest honors you can receive from HILTON. Even though I am the recipient, I feel that this award should go to every team member I have worked with, and the managers I have had the opportunity to learn from and watch,” said Preston.



Continued on next page...

“My first regional John Sanders taught me to never be normal, to always look to the future and what it can be not what it is, and to never look at problems as problems but as the greatest opportunity you have to achieve greatness. He also taught me that from every guest to every team member, your team defines you and your hotel so create a team that creates greatness. John was one of the most unusual managers I ever had but had a unique way of describing and inspiring others. He once compared a sprint voicemail outage to a nuclear power plant shutdown in which an operator spilled Pepsi on a control panel as a way to inspire us. He took all his managers to the movie miracle as a way to inspire us to achieve greatness against all odds. Lurry has taught me to change my mind-set and look at different angles to even solutions but to also have fun and enjoy life. These two are a few people who have defined and helped make this happen, and without them this would not of been possible,” said Preston.

The hotels team celebrated Ryan and his accomplishment with a celebration held at the hotel.

“We are so very proud of our General Manager for his daily efforts to make our hotel a great place to work,” said Director of Sales, Amee Lee.

The Hampton Inn and Suites Riverton is an American Hospitality Management (AHM) managed hotel. For more information on AHM visit www.ahm-hotels.com.



MICHAEL B. ENZI
WYOMING



United States Senate
WASHINGTON, DC 20510

April 18, 2018

Ryan Preston
2911 College Hill Drive
Riverton, WY 82501-2290

Dear Ryan:

Congratulations! I was pleased to hear that you recently received the 2017 Hilton CEO Light and Warmth Award. Diana and I wanted to let you know how excited we were to hear of your success.

Letters that recognize the hard work and achievements of the people of Wyoming are my favorite ones to write. It is good to know that the remarkable people we represent and work for in Washington are doing so well. Wyoming folk really are a special bunch and that is why we expect so much from them. That's also why we're never surprised by the amazing things they do.

You can be very proud of this recognition of your abilities, hard work and determined effort. This is an instant replay memory you will cherish for a lifetime. Enjoy your success.

Congratulations again, Ryan. I look forward to continuing to hear about your work in the lodging and hospitality industry. Diana joins in sending our best wishes to you. God bless.

Sincerely,

A handwritten signature in cursive script that reads "Mike Enzi".

Michael B. Enzi
United States Senator

MBE:lab



Holiday Inn Express Wisconsin Dells...

Hi Jesse- I just want to say thank you for all your help coordinating our block for the FC Wisconsin soccer teams this past weekend. Even though our particular team ended up not being able to go I did receive a message from a parent saying that the hotel was PERFECT for the rest of the boys and their families. If we come back to the dells for another tournament we will absolutely book with you guys again and will recommend you to any other teams that are looking for accommodations in the area. If I can contact someone else in the department to share with them how happy we are with your service please let me know. I would be more than happy to do that!

— **“The hotel was PERFECT”** —

Fairfield Inn & Suites Cincinnati...

This is a great hotel if you are looking to be close to University of Cincinnati campus, and want local color of the college life. Hotel is very convenient, and most things are walkable so car is really not needed. Staff were super friendly, and helpful finding way around town. Very clean, newer hotel, breakfast each morning was free and plentiful. I would definitely stay there again!

Holiday Inn Express & Suites Lexington...

Hi Lucinda, Nice to meet you today. As we discussed, I just wanted to let you know how much I appreciated the excellent customer service provided to me by Sierra, who staffs the front desk. From the moment I checked in yesterday, Sierra was very friendly, accommodating, and professional. In addition to getting my room assigned quickly, she assisted me with directions as I am not familiar with the area. This morning, Sierra also assisted me by providing me the use of a meeting room for my conference call. This was most helpful as I also had a work colleague with me. I just wanted to acknowledge Sierra's efforts which made my visit to your hotel very enjoyable.

Holiday Inn Express Wisconsin Dells...

Amazing staff. Michael went above and beyond to make our stay great! He asked us several times if we needed anything and was always polite and courteous! I was a couple minutes late (past 9:30am) for the breakfast and he went and got me some breakfast anyway. He didn't have to do that, but he went the extra mile to make us feel welcome! He always had a smile on his face and was willing to do whatever it took for our stay to be the best!! Thank you Michael for everything, you're the best!

GrandStay Hotel & Suites Delano...

We were looking for a pet friendly hotel during our short stay and this was the perfect place! The hotel was new and clean and the staff was helpful and friendly. We had a first floor room to make it easier to take our pet outside. I would definitely recommend this hotel to others. We had a great stay!

— **“ We had a great stay”** —



Holiday Inn Express and Suites Lexington...

Greetings from UK, Sarah! I would like to take a very brief moment of your time to commend Lucinda on a recent block of rooms that we reserved last night. Lucinda has been wonderful to work with, and because of which, I look forward to blocking rooms at your hotel in the future. Having spent all of my undergrad years working in a hotel, I know firsthand that praises can be rare to receive, so thank you for taking a moment to read my message.

“Lucinda has been wonderful”

GrandStay Hotel & Suites Mount Horeb...

We stayed at the hotel for a wedding. We did have some time to see parts of town and found the location to be excellent. Everyone at the hotel was pleasant, professional and nice. The accommodations we're very comfortable and the entire place was very clean. Though we were there for the wedding event, we're already planning a return visit to enjoy the area and this hotel.

Staybridge Suites Carmel...

Was in town for business. Staff was wonderful, got in late and needed to get a bite, they gave me a list of places that delivered late. Room was clean, fresh and very comfortable, strong Wi-Fi. Morning breakfast was delicious with a large selection, all the food was fresh. I only stayed the one night, but would recommend for an extended stay.

Staybridge Suites Lexington...

Madelon was the face of their breakfast service. Couldn't have been better. Pleasant and welcoming. Variety of food choices each day was impressive. Really glad we stayed here and reason enough to come back! Everything about the hotel and staff were first class, but Madelon went above and beyond!

Residence Inn Lafayette...

We stayed here for three nights while visiting in Lafayette, it was a very nice hotel with great accommodations. It is in a good location, the staff was very friendly and the beds were super comfortable. We will definitely stay there again.

Holiday Inn Express New Buffalo...

Stayed here one night after driving in, exhausted, from Milwaukee. Spotless room, terrific front desk staff. Showerhead and water pressure that made me want to stand there for a really long time... ☺ Comfy bed and choice of soft or firm pillows. Highly recommended!

“Terrific front desk staff ”



Exceptional Service

WSCWI General Manager, Jesse Kangas receives praise from guest for going above and beyond



Last week I stayed at the Holiday Inn Express in WI Dells, WI. The entire front desk staff was phenomenal...but I especially wanted to call out Jesse Kangas. We had quite the problem with our reservation (which was booked thru Wyndham Rewards/Timeshare). Wyndham did not book our room with you properly. After MANY attempts to resolve this and literally traveling back and forth from the 2 hotels, Jesse and his team took charge and went ABOVE AND BEYOND to help make things right for me. His personal attention to my frustrating problem/lack of reservation really made this seniors day. His level of service is something rarely seen...IN ANY INDUSTRY. You are extremely lucky to have such an extraordinary team at this location. They turned what could have easily been a horrible experience into an incredible one. I really cannot say enough good things about them. I'm

still talking about the experience and it's been over a week. THANK YOU for providing exceptional, outstanding, extraordinary, remarkable, excellent, phenomenal service. Jesse and his team need to be recognized for their efforts!



Hotel Ranked #5

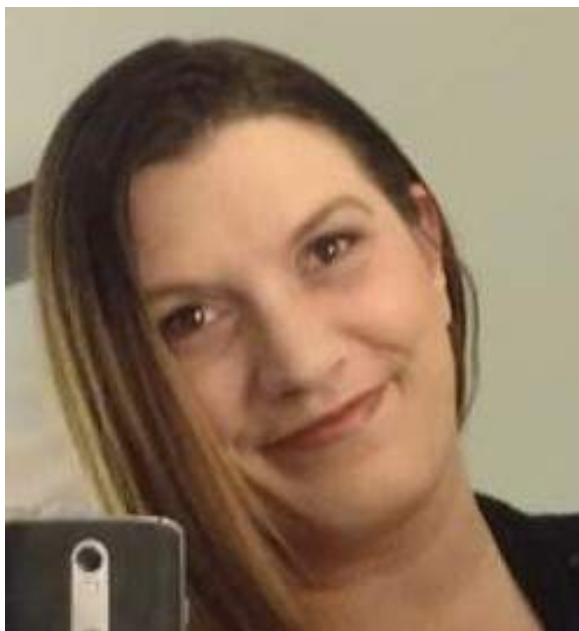
Please join us in congratulating General Manager John Lagazo and his team at the Holiday Inn—Big Rapids for achieving a ranking of #5 of all Holiday Inn hotels in the United States for the month of March.

This is a huge accomplishment for the team considering BRPMI is a 30 year old renovated hotel.

Congratulations to the team, keep up the great work!



Welcome to the Team



Rebecca Stromback
Front Office Manager
Fairfield Inn & Suites by Marriott—Alexandria MN

Rebecca has a passion for the hospitality industry. Guest satisfaction has always been her main goal, experiences with her peers in hospitality follow closely. For the past five years, Rebecca has worked as a Front Office Manager in another hotel. She is excited to begin this next chapter with Fairfield and AHM.

She is a busy mom of four teenagers, was born and raised in Minnesota and loves the lakes and the wide open spaces.

Welcome to the team Rebecca!



Lansing Hotelier Awarded

2017 Diamond General Manager of the Year by Marriott

General Manager, Kimberly Walters of the Fairfield Inn & Suites Lansing at Eastwood was



recognized in April by Marriott as a Diamond General Manager award winner for 2017. Ms. Walters opened the hotel, operated by American Hospitality Management, Inc. in 2016. Award criteria include guest reviews, quality audit scores, financial performance, sales and operations leadership and community involvement.

Marriott award narrative: With a contagious energy and positive outlook, Kimberly leads by example. She has a keen eye for cost control and a passion for customer service and guest satisfaction, and demonstrates daily how to take the extra step to exceed guest expectations. When she isn't pouring coffee during breakfast, assisting with a heavy check-in or managing the hotel's finances, she's volunteering in the community and

spending time as a mom to her three children. Kimberly is truly a role model and a Diamond GM.

"Being named Diamond GM of the Year 2017 for the Fairfield by Marriott brand is an exemplary honor. It has truly been an honor to open and operate my first Marriott hotel. The success of this property is attributed to the leadership I have received from Marriott as well as Chris Godfrey and the rest of the American Hospitality Management team. I am extremely proud of this accomplishment on a personal level as well as the entire team effort to be the best that we can be on a daily basis," said GM Walters.



WSCWI Staff Impresses Guests

A letter from a family who appreciated the excellent service they received

This week I finally was able to get some time away from my stressful job and spend it with my family. Let me start by saying my wife booked at MTO which we learned quickly that was not going to be the place we were going to stay after checking in. After walking the grounds and finding out our room was several blocks away. I went back and cancelled our reservation. As we drove around Wisconsin Dells and checking out other hotels we came across yours and the first person that helped me out was Erin at the front desk. I explained what happened and that we needed a room 3 nights and for 2 adults and 3 children under 8 years old. Plus we had family coming the next day that also just cancelled at MTO. Erin was able to accommodate my family right away with the room. While booking my room my other family members went online and found a room they needed for 2 night stay. Should be noted that the next morning I went up to the desk to see if those family members could be placed near our room of 114 and the front desk person was able to place them in 120 which made things perfect for the kids to go back and forth between rooms.

Next leads us to the lifeguard who was working to have the water slide open during the week for spring break. I never got his name but in conversations during our time at the pool I swear I had known him forever. He had away with the kids that when they did something that could hurt or cause issue he did not yell or be the mean lifeguard person. He went down to their level and explained what they could and could not do to be safe. He then would go make the parent aware of what he said. Yes he did talk to one of my boys about something he was doing wrong.

I am sure you get interesting people that come to your rooms but I am not sure you get kids daring their grandma to go up to the front desk and have them make a fool of themselves by asking the front desk if they are dabbing correctly to be hip with their grand kids. Your employee was perfect and said yes she was doing it right although the grand kids still don't think she is doing it right.

Every time we came in contact with an employee they could not have been more professional no matter what time of day it was. Always saying hello or how are you today. I saw you had a plaque on the wall for employee of the month I know it is hard but I would love for you to put down the staff that worked from 3/27/18 to 3/30/18.

It was great to see people that truly cared about their jobs and make customer service number one. I will be passing along to friends and family about my hotel stay with you.

To all the employees, Keep up the great work and be proud of the job you do.

Thank you

The Mekash Family-Green Bay Wisconsin



Awards Received by AHM Properties in 2017

AHM is proud to share that several of our hotels have been recognized in the last year for their outstanding service. Below is a list of those hotels and the awards they have received.

Fairfield Inn & Suites – Eastwood:

General Manager, Kim Walters was awarded the 2017 Diamond GM of the Year

Grandstay Hotel & Suites – Delano:

Hotel of the Year

Grandstay Hotel & Suites – Mt. Horeb:

Sales & Marketing Hotel of the Year

Hampton Inn & Suites – Riverton:

General Manager, Ryan Preston received the Hilton C.E.O Light and Warmth award

Residence Inn - Lafayette:

Silver Hotel Award for Overall Guest Service

Staybridge Suites – Carmel:

IHG Quality of Excellence Award



Lewis the Duck Program



Pictured is the Homewood Suites by Hilton—Eastwood team at Appletree Early Care and Pre-school in Lansing. The Homewood Suites brand promotes reading through its Lewis the Duck program and requires each hotel to participate in local promotion of this educational program.

Team members participating include Brooke (General Manager), Josh (Director of Sales), Brandon (Assistant General Manager/photographer) and the STAR of the show is Vimbayi (Front Desk).

Hotel Celebrates Graduates

The Staybridge Suites—Kalamazoo celebrated graduation weekend at Western Michigan University - Go Bronco's!

The lobby had a very festive look to it. The 2018 sign on the fireplace mantel was a sign that the team placed at the front desk all weekend with markers for families to sign well wishes to their graduates.

They placed the sign on the mantel Sunday morning for photo ops for families. It was a big hit!



In The News



Sarah Morgan, General Manager of the Holiday Inn Express and Suites Lexington Downtown/University got married on April 7, 2018. Pictured are Sarah and her husband Mason. Congratulations to the happy couple!



Cameron Jones (center) Director of Sales of the Staybridge Suites Lexington left recently to pursue other opportunities. To celebrate, the team had a cake to say goodbye. He will be missed!



The **GrandStay Hotel & Suites - Mt. Horeb** received the Loved by Guests Most Wanted Award from Hotels.com. This award is based on verified guest reviews. "We strive to provide quality service and it always feels good to know our guests notice and appreciate all of our hard work. Our team goes above and beyond to make every stay memorable, and this award shows that dedication," said GM, Rachel LaCasse-Ford.



The GrandStay Hotel & Suites - Mount Horeb is, sadly, losing a member of their team. **Jessica Dunham** came from the GrandStay in Minnesota to be the head housekeeper three years ago when the hotel opened. She eventually moved into the full-time night auditor position, and now she is returning to Minnesota to complete her degree in Communications. Good luck in the future Jessica.

Guest Review Awards 2017

Dear Partner,

As a result of your commitment to exceptional hospitality, you have achieved a Booking.com Guest Review Award 2017. Congratulations!

Your guests thank you and Booking.com thanks you. To maintain such a high review score is an extraordinary accomplishment, and one you should be very proud of. We're certainly very proud to call you our Partner.

The Booking.com Guest Review Awards are our way to recognise and reward your dedication to ensuring every stay is a great stay. But it's also our way of helping you showcase that dedication. We encourage you to proudly display your Guest Review Award, and to share your achievement using #GuestsLoveUs.

Thank you once again for your wonderful hospitality over the last year, and for your continued Partnership with Booking.com. We look forward to bringing you even more happy guests in 2018, and to another year of growing together.

My very warmest regards,



Peter Verhoeven
Global Director Partner Services,
Booking.com

Guest Review Awards 2017
Holiday Inn Express Wisconsin Dells

8.2

out of 10

Booking.com

Guest Review Awards 2017
Hampton Inn & Suites Riverton

8.9

out of 10

Booking.com

Guest Review Awards 2017
Fairfield Inn & Suites by Marriott Lansing at Eastwood

9

out of 10

Booking.com



The Key to Guest Happiness

RIWWY Ryan Preston shares advice with a travel website on how guests can get the most out of their stay

When Hampton Inn and Suites Riverton General Manager, Ryan Preston was contacted regarding a new family travel website, **Half Pint Travel**, for a story he was happy to help. For the website launch writer, Stirling Kelso is working on a story on how families can get the most out of their stay at a hotel. The article is going to be a collection of quotes from hotel insiders. Below is Ryan's input on the key to families getting the most out of their stays.

"When it comes to guest HAPPINESS, the key is information. Knowing that a guest is traveling with children, a preference of floor, certain location they prefer i.e. (close to pool, elevator, lobby, or even an exit), how many beds and type of beds they prefer... these details are the key for our hotel to ensure that our guests are getting what makes them HAPPY. But it can even go farther than just that! At the Hampton Inn & Suites Riverton, we want to know if it's your birthday, wedding anniversary, or any other celebration, and we want to help you celebrate. If you like a certain chocolate bar or candy, let us know and we will make sure it is in your room waiting for you. We once had a guest ask us to do the hula for him when he arrived and our team gladly made sure his request was met. If you are traveling due to an illness or a death of a family member or friend, let us know so that when you arrive at our hotel, a card and flowers are placed in your room as a way to say that we are sorry for what you are going through and we are here for you. There are no requests too big or too small that we will not do our very best to accommodate. Today's hotel world is changing and our staff knows that it is about doing the small things better than anyone else for each and every guest. Anticipating your needs and going above and beyond to make every encounter a HAPPY one. When we know what you like, we are able go above and beyond on a constant basis to not only exceeds your requests, but we want you to return time and again to our hotel because it is your home away from home," said GM Ryan Preston.



AZOSB Team News



General Manager Joy Donaldson recently hosted a celebration for her team. There are 25 active employees at the hotel, 12 out of 25 have been there for a year or more. That's 48% of the staff. In the cake is a stick with each employee's name and how long they've been an employee.



Chief engineer, Eugene, surprised the staff by grilling lunch in the courtyard. He thought it would be a nice surprise. He grilled hot dogs, set everything up and then called everyone out for lunch. "That's hospitality at its finest! Treating it like you own it, creating a sense of community and family, and taking ownership! The team was thrilled," said GM Joy.



When dance group, Dance Dimensions stayed at the hotel DOS, Christine made signs with the team logo and put them on the group's doors. The staff received an email from the group coordinator that said "I just wanted to let you know what a fantastic job you guys did this weekend!!!! You made our team feel so welcome. Can't thank you enough!"



The hotel had the privilege of hosting two teams for the MSHAA wrestling tournament happening in Kalamazoo. Since they were a host hotel, Discover Kalamazoo provided a decal for the lobby floor and featured the hotel on their website.



WALL^{of} FAME

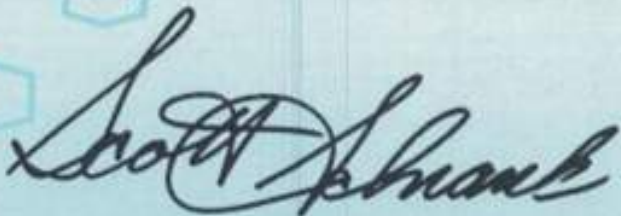
Ryan Preston, General Manager
Hampton Inn & Suites Riverton
2500 North Federal Blvd
Riverton, WY 82501
UNITED STATES

Dear Ryan,

I'm pleased to honor you with the Wall of Fame award for Fourth Quarter 2017. 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

Certificate of Achievement

This certificate is awarded to the team at

HOLIDAY INN EXPRESS - WISCONSIN DELLS

for successfully completing the "Score in Q4!" Challenge

Congratulations! By passing your hotel's measured IHG Rewards Club standards in Q4, your team is on the way to building great relationships with our loyal members. By taking it to the next level in passing your Winning Metrics targets for Recognition and Enrollments and scoring at least 80% on Welcome Amenity your team is really showing our members that Relationships Rock!

Signature: _____



Liz Crisafi
Head of Loyalty and Partnerships
AMER



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