

American Hospitality Management

Summer, 2018



Home2 Suites-Centennial Colorado
Scheduled to Open in 2018

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Home2 Suites Scheduled to Open in 2018



The new **Home2 Suites** is a 90 room, 4 story hotel located in Centennial Colorado. Construction is ahead of schedule with a projected completion date of late November.

The hotel is located in the heart of Centennial, minutes from the Denver Tech Center and Inverness Business Park, shopping, restaurants, and several family friendly attractions including; Broncos Training Facility, Centennial Center Park, Top Golf and iFly - an indoor skydiving facility.

Hotel Amenities

- Fully accessorized kitchen
- Outdoor lounge area with grills and fire pits
- Saline Pool
- Fitness Center
- Guest Laundry
- Business Center
- 24 Hr. Convenience Store
- 100% Pet Friendly
- Complimentary Wi-Fi



"There is so much for me to look forward to. I have been given such a wonderful opportunity. I'm excited to run my first hotel and a brand new one at that, I'm looking forward to all of the learning experiences that will come along with my new position. This is AHM's first Home2 property and first hotel in Colorado, there are lots of firsts. I'm a pretty competitive person and I'm looking forward to the Denver market challenges," said General Manager, Ashley Strickland.



The Courtyard by Marriott—Okemos, MI Breaks Ground

Scheduled to open in Spring 2019



A prototype of the Courtyard by Marriott — Okemos



The future site of the newest
AHM Managed property -
currently under construction.

Location:

3545 Meridian Crossing Drive
Meridian Township, MI 48864



Appreciation Picnic Luncheon

The American Hospitality Management staff took advantage of the warm weather with a team lunch this summer.

Chief Financial Officer, Suzanne Erhart, hosted an appreciation picnic luncheon for the team. Suzanne wanted to show the staff how much she appreciates everyone and their commitment to making AHM a great place to work.



Welcome to the Team

Denise Sutherland shares her bio as she joins the Fairfield Inn and Suites New Buffalo team



Denise Sutherland

General Manager

Fairfield Inn & Suites by Marriott - New Buffalo

Denise started with Marriott hotels, under the management of White Lodging, in March, 2007 at a Courtyard as a front desk agent. In September of that same year she became the Front Desk Supervisor.

In April 2008 Denise was offered the position of Housekeeping Manager at a Residence Inn which was right next door. The hotel at that time had an Operations Manager as well. In August of that same year, White Lodging decided to eliminate the housekeeping manager position so the Operations Manager at that time was let go and she then became the Assistant General Manager. Denise held that position for approximately 18 months and then moved back to the Courtyard as the Operations Manager. In November, 2011 Denise transferred to the Fairfield Inn & Suites as the General Manager.

In March, 2016 Denise left the Fairfield for a General Manager position at a Springhill Suites under the management of Love Hotels. She remained there until September 2017, at which time she accepted a position closer to her home at an IHG hotel, Holiday Inn Express.

Prior to hotels, Denise was in the medical field for over 30 years holding various positions including, an Office Manager in a doctor's office, a Triage Clinician for a mobile crisis unit, and a manager in hospital medical records. At one point she was an EMT and Volunteer Firefighter.

Denise is married and has one son, one granddaughter and one grand dog.





AmericInn Hotel & Suites Hawley...

Wonderful! Amazing! Clean! I would recommend this hotel 100 times over. The staff was friendly and helpful, which is always a plus. Additionally, they had wine/beer/spirits available and also, pizza! This is a great addition to a hotel who does not have a restaurant attached. Sometimes, you just need a little wine and pizza!

“I would recommend this hotel 100 times over”

Hampton Inn & Suites Riverton...

Ryan—Thank you for the welcome letter that was in our room upon arrival last Friday night. I knew there was a reason that we usually try to stay at a Hampton Inn on our travels - its the personal touch the employees have, and that comes from a serious management effort. Thank you.

Holiday Inn Express Wisconsin Dells...

You will always return. This property is one of those places that you will always come back too time after time. It's so refreshing to be surrounded by such nice and kind people, from the desk staff to housekeeping all members had smiles on their faces and greet you at all times. There is that special feeling you get in only few places you visit and that is feeling welcomed and wanted there as a guest. I can't tell you enough about the friendliness, you just have to come and see for yourself. It's recently renovated, very clean and perfectly located property while visiting the Dells.

Grandstay Hotel & Suites Mount Horeb...

Not much to say other than this hotel is awesome. Squeaky clean and beautiful rooms, wonderfully comfortable beds, excellent front desk staff, delicious and large breakfast buffet, a very nice managers reception in the evenings I stayed, easy parking and a scenic rural view of farm fields from my room. Convenient to Madison, New Glarus and Monroe. I would definitely stay here again.

Fairfield Inn & Suites New Buffalo...

This hotel is the first you see in New Buffalo at this exit. The room was large and well furnished. The air conditioning was great. Breakfast in the AM was excellent! I will stay here again. New Buffalo is a fun town and the Fairfield Inn was helpful in suggesting places to eat and sight seeing. Great stay!

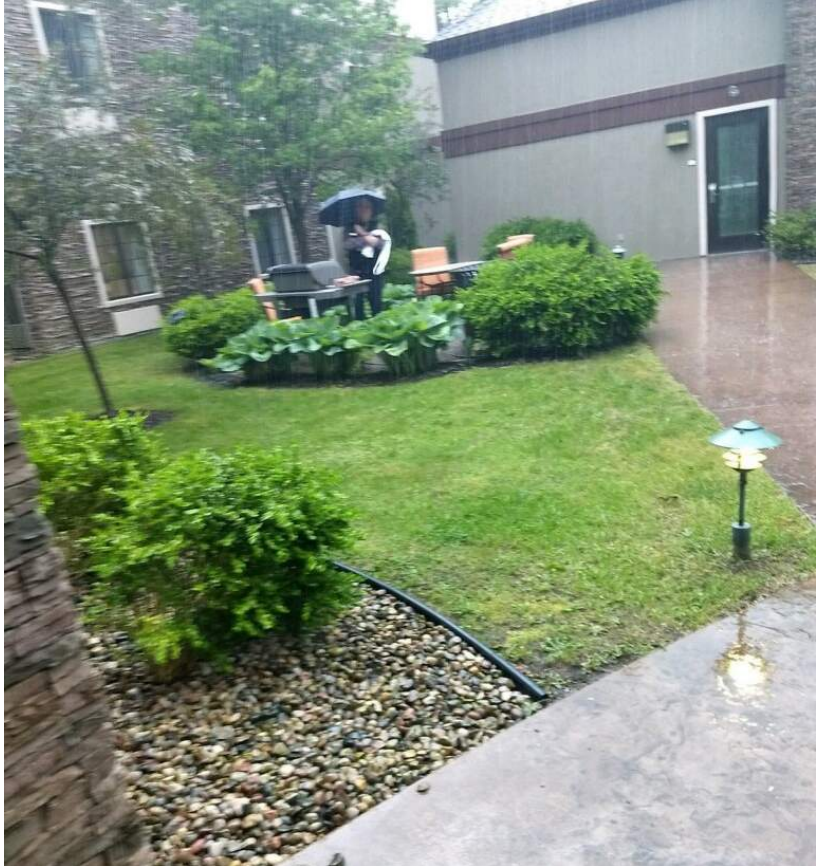
Homewood Suites by Hilton Lansing Eastwood...

This property is extremely clean and comfortable. It is in an excellent location, with a variety of restaurants, shopping, movie theater and a Walmart within walking distance or a very short drive. The complementary breakfast was good (great frittata) as was the social hour(s).. The staff was very friendly and accommodating. Definite shout out to Josh for all of his help.. Already have reservations made for our next visit to Lansing!

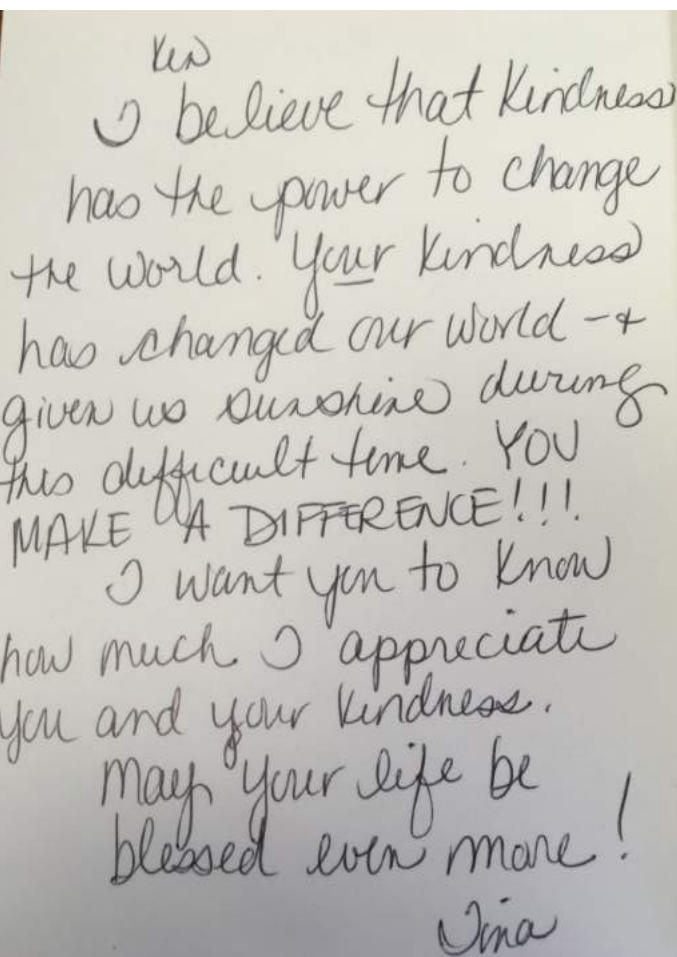
“The staff was very friendly and accommodating”



According to GM, Joy Donaldson, Ken wears this chefs attire on Wednesday's because he likes guests to know that he is there to serve them dinner.



Ken is grilling in the rain, with an umbrella because it's grill night for guests and he wants them to have the service that they expect and deserve.



A note from a guest to Ken sharing her appreciation for his kindness.

Grill Nights at AZOSB

The Staybridge Suites Kalamazoo team strives to make guests feel at home when staying at the hotel.

Ken Post is the hotel ambassador. He works on busy evenings greeting guests, assisting with guest needs and general upkeep of common areas. Every Wednesday evening is grill night and Ken is the grill master.

Rain or shine on a Wednesday night you can find Ken at the grill making a delicious meal for guests and his dedication doesn't go unnoticed.

This is hospitality from the heart. Thank you Ken for truly making a difference and always going above and beyond.



In The News



Jesse Kangas, General Manager of the Holiday Inn Express - Wisconsin Dells, and his wife welcomed a baby boy on August 25, 2018. Baby Jack and mom are doing well. Congratulations Jesse and family!



Courtyard by Marriott - Columbus New Albany had a great time sponsoring and volunteering at the Taste of New Albany again this year!



Congratulations to the **Hampton Inn and Suites—Riverton** for receiving the hotels.com award.



Congratulations to the **Staybridge Suites—Kalamazoo** for being a 2018 Loved by Guests award winner.

Team Member Appreciation Week



Homewood Suites by Hilton Lansing Eastwood went all out for team member appreciation week. The team had an Ice Cream Social, Tie-Dye, All-denim day, Throwback Thursday and big Tiki party to cap off the festivities.

“We can’t thank our staff enough for all the hard work they do. We are Hilton, We are Hospitality,” Director of Sales, Josh Dalley.



Celebrate Service Week with Staybridge Suites Carmel



Celebrate Service Week is in full swing. Every day the amazing service staff at the Staybridge Suites Carmel goes above and beyond to make it a great hotel guest's love. Now it's time to show a little appreciation for all their hard work with a fun filled week dedicated to them. THANK YOU!



Tru by Hilton Cleveland Midtown

The 114 room hotel is scheduled to open in Spring 2019

TRU-LY UNIQUE



TRU DISRUPTORS

One of the biggest trends that shaped how we made Tru is the concept of The Third Space. This is a cool new word in today's business lexicon.

The First space is our home.

The Second space is where we work.

The THIRD space is somewhere not home or work where we can be around other people. Stay a while and chill, or work in a different way

And it's not just millennials who feel the urge toward a more communal place.

It's a trend that started happening at places like Starbucks. Then spread to places like Panera. And now?! Even to Banks for cryin' out loud! Like Capital One and Umpqua Bank.



TRU-LY UNIQUE

Trus are BUILT from the ground up — this is a big thing

Trus make clever use of space. Celebrate light. Create a unique sense of PLACE. You only have to look at the one-of-a-kind murals to get that.

Trus are designed to be Stylish but functional. Full of Personality. Completely NOT FUSSY. Open closet space & shelving.

Tru has the largest bathroom of any mid-scale hotel. Super functional & Well designed. Fabulous toiletries with an eye to sustainability

Trus are wired from the ground up to put the latest technology at your fingertips.

The Gym is not your usual hotel gym. It is light filled, with everything you need to have a great workout.

Then there is the Market. Super cool. Super Local, local beer and wine. Guests can indulge themselves 24/7.

Don't forget breakfast! 9 different bases, scrambled eggs & waffle boats with 35 different toppings.



TRU DISRUPTORS

But in the affordable hotel space Tru is leading the way.

And not in the same old same old traditional midscale way!

Tru strikes the perfect balance between private spaces and this new thirst for communal places — that THIRD SPACE.



RIWWY Receives Handwritten Note

Hampton Inn & Suites Riverton team impresses guest

Ryan,

I appreciate your letter. I've spent many nights in Hampton Hotels and that's a first.

You run a great hotel, very accommodating. The pork dinner last night was a welcome surprise.

When I return to log in three weeks I'll be sure to give you an excellent review.

Sincerely,
Hil





Pictured is the Staybridge Suites—Kalamazoo Executive Housekeeper, Marie, with Housekeepers, Mykeia, Janaya, and Mingnonia. Not pictured is Chief Engineer, Eugene.

AZOSB Staff Lends a Helping Hand to SBNNB

Members of the Staybridge Suites – Kalamazoo team jumped into action recently when the Fairfield Inn and Suites – New Buffalo needed extra hands.

Three Staybridge Suites Kalamazoo housekeepers, the executive housekeeper and chief engineer offered to go down to New Buffalo, an hour away, to pitch in and help the housekeeping team. They were armed with donuts, lunch, and goodies for the New Buffalo team to offer a little pick me up.

That's the heart of hospitality - pitching in for a team they had never even met.

“A special shout out to the remainder of my team who stayed behind and made sure the hotel in Kalamazoo ran smoothly,” said Staybridge Suites Kalamazoo GM, Joy Underwood.



Welcome to the AHM Team

Becky Hosler
General Manager
Windsor Inn—Petoskey

Becky is a single mother of a beautiful 13 year old daughter. She has been in the hotel business for over 10 years, and has lived in Charlevoix most of her life. She loves camping, Kayaking and doing all kinds of crafts.

"I am happy to be a part of AHM and look forward to growing with this company. It has amazed me at how far Windsor Inn has come along since AHM has taken over," said GM, Becky Hosler.



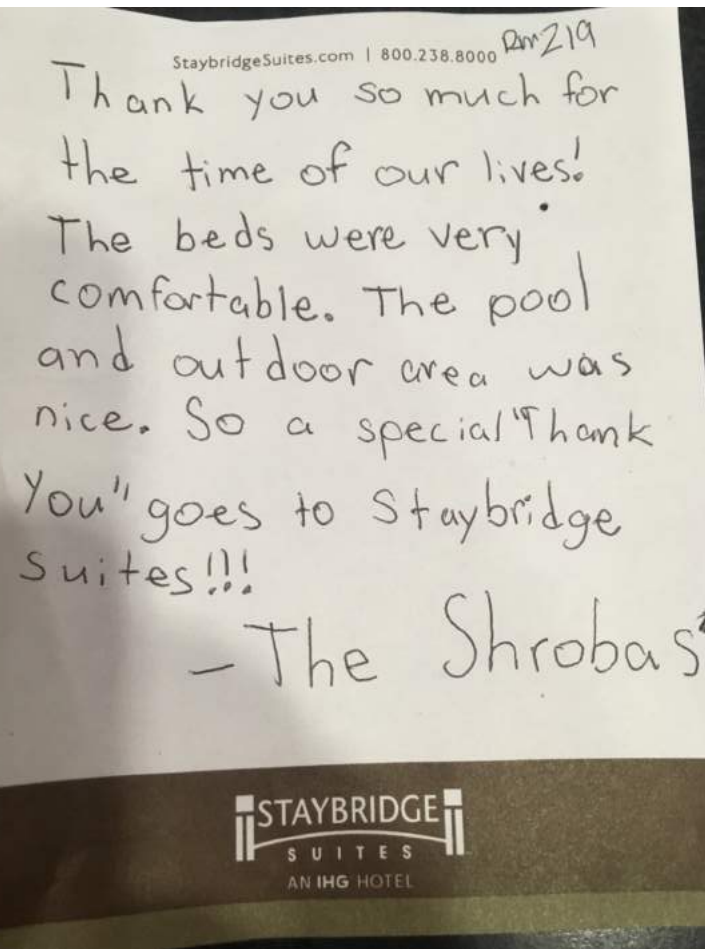
Guest Letter

AZOSB guests share letter of appreciation

The Staybridge Suites — Kalamazoo received a handwritten thank you letter from a happy guest.

It's always great to see these guest comments.

Thanks for sharing AZOSB!





American Idol Audition

A team member is gearing up for a major audition

Exciting announcement!

Brooke Smith, General Manager for the Homewood Suites by Hilton Lansing Eastwood was selected to audition for American Idol. Brooke auditioned on August 31 in her hometown of Charlotte, NC.

Please join in on wishing Brooke the best of luck through this process!

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