

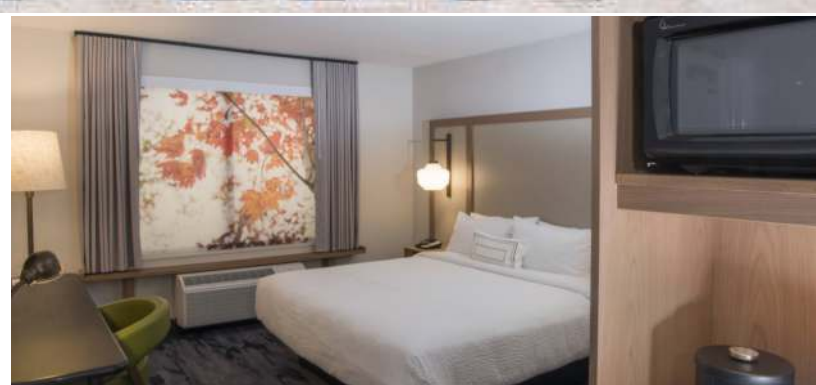
American Hospitality Management

Winter, 2018



**The Fairfield Inn & Suites
Alexandria, Minnesota
COMING SOON**

More on page 2



Coming Soon

Fairfield Inn & Suites Alexandria, Minnesota

The Fairfield Inn and Suites Alexandria is set to open in late spring 2018 and will feature the NEW MODERN CALM design by Marriott.

Travel with confidence at Fairfield Inn & Suites by Marriott® a hotel with outstanding service for an easy and comfortable stay-at an exceptional value. Located just off I94 the hotel has 80 rooms, including 19 studio suites, a large meeting room that can be partitioned off into two smaller board rooms and a pool area that has been enlarged to allow extra seating for leisure guests and small parties.

Amenities

- Free high-speed internet
- Complimentary breakfast
- Fitness center
- Pool

FAIRFIELD
INN & SUITES®
Marriott

Making a Difference

American Hospitality Management helps those in need during the holiday season



Members from the AHM team stop to take a picture as they load donation items up for Toys for Tots/Coats for Kids

Each year AHM chooses an organization to donate to over the holidays. This year AHM decided to follow suit from last year and donate toys and clothing to Toys for Tots/Coats for Kids as well as food to the St. Thomas Food Pantry.

Donations are collected all year. AHM has a jean fund, which for the office team means when a person wears jeans to work they pay a dollar, at the end of the year that money is put towards items for these organizations. This year there were several generous money donations from AHM team members as well as those who purchased items and brought them in. The total collected was \$1,485.00.

Operations Support Assistant, Tami Morrow heads this project up and does an incredible

job. She works hard all year to make AHM's contribution to these organizations possible. She started last January shopping for items (boots, coats, and snow pants) when they were on clearance in order to get as much as possible with the money collected and she continues to shop all year.

"It is very rewarding to me and the team to know that individuals will be kept warm with new winter attire, and that kids of all ages will have gifts under the tree. Many local families benefit from this organization. My goal for 2018 is to be able to get our team to volunteer our time to help set up, help families shop, and distribute to those in need," said Morrow.

From the funds raised, \$500 was allocated to the St. Thomas Food Pantry. Team members, Tami, Peg, Kim and Denise went shopping for the non-perishable items.

"This year when we did our food drop off, we were honored with a tour of the facility by a few members of the pantry. It is well-organized and they do their best to make sure all family sizes are included in the distribution of food items. I volunteered my services there about 5 years ago and I felt like I accomplished something when I left there. A lot of big hearts," said Morrow.

The AHM team felt fortunate they were able to donate to Toys for Tots/Coats for Kids and the St. Thomas Food Pantry. This is a tradition the team is looking forward to continuing in the years to come.



St. Thomas Food Pantry Donations & Tour

Dear Tammy & Associates,
 Just a quick note to formally thank you
 for your very generous contribution to the
 Food Pantry! As you may know, about
 150 families come each week in order to
 stretch their food budget. Your support
 helps to ensure that our shelves are full,
 and that our customers have a great selec-
 tion of items to choose from.
 Thank you for joining with us in this
 ministry.
 Gratefully,
 Barb Spore
 Volunteer Coordinator



Repeat Guest Shares Positive Experience

A guest thanks the staff at the Staybridge Suites—Lexington for their hospitality

I picked up your card in passing to write you personally and tell you how nice my stays have been each time I've stayed with your hotel. I wanted to point out one employee there is a girl on third shift I think her name is Shaz (?) She's beyond exceptional I stay with you guys very often because of work and this woman is always busting her butt and going above and beyond for the guests. I love seeing her personality go when she's dealing with guests. As I was checking out today 2/3/18 she went out of her way and got me a danish, some fruit and fresh coffee for my flight. She's amazing! Thank you guys for the great hospitality and I look forward to my future stays with you guys. Keep up the amazing work.

Sharon Alexander





TownePlace Suites Goodyear...

**“Lisa and her team
are excellent
representatives of
your company”**

I am an employee of Ocean Properties Ltd, (OPL)--In NH .Wentworth by the sea Marriott Hotel and Spa. I travel a lot and when I run across a well-run, well trained and engaging personal, I make it a point to acknowledge the team to management. Lisa and her team are excellent representatives of your company. I find it more and more difficult to engage with well-trained hotel personal. You can be proud of Lisa and her staff.

Staybridge Suites Carmel...

I am always treated like the most important guest at the hotel, which is how the Staff at the Indianapolis-Carmel Staybridge always treats all their guests.

Residence Inn Lafayette...

Stayed here for three nights during a business trip. The rooms are very clean, well laid out with full kitchen and living area. Close proximity to a bakery, ATM , and a few restaurants. Beds are comfortable. Social hour in evening with free snacks and drinks. Breakfast has lots of selection. Easy to drive to shopping. Staff are super friendly.

Hampton Inn and Suites Riverton...

Amazing perfect everything about the place. Great people food and very clean I will always stay here when I come to Riverton. Have recommended this place to many people. Can't wait to come back again.

Staybridge Suites Carmel...

We spent about two weeks there. The First night when we arrived there it was late and Hannah helped us to get car service so we could something go to eat. That it was the first of many things that was exceptional about the people that are the face of this Hotel. Erin was always found great suggestions on where to eat and made every part of our stay great. The property is maintained very well, clean, our rooms were beautiful the happy hour drinks and food is great as well. It is the staff from housekeeping to the front desk to sales and management. This hotel should have a much higher star rating than it has.

Grandstay Hotel and Suites Delano...

Writing to compliment the services provided during a recent stay at the Delano Grandstay Hotel. The manger of the facility Heather Bahn and her staff are to be recognized for the outstanding services where she went over and beyond to ensure our stay was satisfactory...even through a slight illness she made the stay as comfortable as possible. She assisted us in not only the many hotel amenities but with local points of interest and places to see. PS also should note she was the same with the ~15 young adults staying there for the super bowl work.

**“Heather Bahn and her
staff are to be
recognized for the
outstanding services”**

WSCWI Proves Service Is # 1

The Holiday Inn Express - Wisconsin Dells receives email after providing exceptional service to group

The email below is from a guest who stayed at the Holiday Inn Express – Wisconsin Dells. According to General Manager, Jesse Kangas, this was a 77 room night block the hotel almost lost to the Hampton next door due to lower rates. Jesse expressed to the guest how WSCWI is as a property from their service to their pool area and got them to stick it out with them at a higher rate but promised they would receive nothing but great service and a clean hotel. Jesse received the below email from that guest.

Hi Jesse,

Please pass along to your team if you'd like:

Our crew has nothing but awesome things to say about the hotel. Aside from the block, reservation flexibility, communication (which has all been AMAZING), everyone is loving the new rooms and breakfast! You guys are phenomenal. Thanks for all you do to make our stay easy and relaxed. Looking forward to the rest of the weekend.

Bobby



PHXYR Team Receives Positive Feedback

The TownePlace Suites – Goodyear receives email from a guest praising staff



My name is George Predaris, I am with an upscale Hotel in N.H. - Wentworth by the Sea Marriott Hotel and Spa. The hotel is owned and run by OPL--Ocean Properties Ltd.

I travel a lot and when I run across a hotel staff that is well trained, hospitable and engaging, I let management know. Trust me, it's getting harder and harder to run into that many good people.

You and your company should be proud to have Lisa and her team be the face of American Hospitality Management in Goodyear AZ.

She Has "THE SPIRIT TO SERVE"

Best wishes,

George Predaris





5 Star Review

The Holiday Inn Express—Wisconsin Dells receives great guest feedback

GREAT SERVICE!!!

It was my first time at this location and it was under construction when I checked in. So I was a bit hesitant but didn't have much choice since it was late. But the person who checked me in was very energetic and courteous. Welcomed me in as an IHG rewards member, let me know I would be receiving my bonus rewards point and a bottle of water due to my status. She also let me know if I needed any amenities that I might have forgotten, they were available right in on the table in front. The room was very spacious and clean. Breakfast was the usual. I have to say the staff was very professional and courteous from check in to check out. Must recommend and will come back to this location!!!

In The News



The **Holiday Inn - Big Rapids** recently hosted the Michigan National Wild Turkey Federation state chapter convention. Follow the link to read the article the hotel gets a mention in. <https://www.ourmidland.com/sports/article/NWTF-state-president-enthused-about-convention-12560666.php>



American Hospitality Management's Senior Vice President and Co-Founder, **Fred Kindell** at the 2017 BITAC Owners Event in Carlsbad, California.



The **Hampton Inn & Suites – Riverton** received the TripAdvisor 2017 Certificate of Excellence. Congratulations to the team and thank you for always working hard to make your guests happy.



When you cut out sweets during Lent, this is what you get on your birthday. A birthday candle with dill dip on a piece of broccoli... and a Duke's Dog...lol – **Happy Birthday Mr. G.!**



The Windsor Inn

Clean. Comfortable. Affordable.

AHM took over management of the Windsor Inn – Petoskey, Michigan on September 22, 2017. This hotel features 58 rooms and its convenient location makes it easy to get to area attractions, restaurants and entertainment.

- *Complimentary Wi-Fi*
- *Breakfast on the Go Bags*
- *Ample parking for large trucks*

For more information on the Windsor Inn visit the hotel's website at <http://windsor-inn.business.site/>.

Welcome to the Team



Larry James

Director of Sales

Towneplace Suites by Marriott—Goodyear, Arizona

The Marriott family welcomes Larry James to the Towneplace Suites in Goodyear, Arizona.

Larry brings almost 30 years' experience to the Towneplace Suites. Over the years he has had the pleasure of serving his guests that were in town to visit friends, visiting area businesses, site see the local area, to VIP's such as Hillary Clinton, Joan Rivers, Tipper Gore, and Princess Di!

Larry has also been interviewed by Chicago's WGN, WTTW, (PBS), and CLTV as well as taking part of a live broadcast on a local Vancouver radio station.

Larry's philosophy in his position is "You never know who may be your next guest; treat people with respect because that person next to you might just be your next guest tonight!"

Larry also believes that no matter who that next guest is, or what brings them to the area, they deserve and will receive the same excellent service that a VIP will receive.



John Lagazo

General Manager

Holiday Inn Banquet & Event Center—Big Rapids, Michigan

John Lagazo started with AHM in November, 2017. He attended Northwood University (Midland, MI) à Executive MBA; Washington State University (Pullman, WA) à BA, Hospitality Management; Shoreline Community College (Seattle, WA) à AA, Foodservice Management. Before joining the Holiday Inn, John worked the last 5 years at the Crowne Plaza Grand Rapids as GM. Before that, various hotel/resort positions in Michigan and around the US including Task Force Manager, GM, Director of Operations, Rooms Director, and other Department Management positions.

John worked for many different brands and independent (non-branded) properties, including Hyatt, Wyndham, Embassy Suites, Ritz-Carlton, Four Seasons, Best Western. Holiday Inn is his 2nd IHG brand experience. He has worked all over the US, and ended up in Michigan in 2005 when he got married and started family.

John is originally from Seattle, WA. After graduating from Washington State University, decided to go for 'adventure', and accepted hospitality work positions all over the country. John's interests include his family, Food & Beverage, coaching 2 of his 3 sons in soccer (a sport he's played all his life) and travelling.

"The Holiday Inn is a great property, and the staff has welcomed me to help in my introduction to AHM...It was also great to start at the GM Conference and meet my peers and Corporate Office staff!" said Lagazo.



The Staybridge Suites—Carmel team got in the holiday spirit



The AHM team participated in a holiday sock exchange



Chris Godfrey wearing the famous hat at the AHM Christmas party



AHM's Peg Stump and Gina Spray dressed up for work



A few photos from the Hampton Inn and Suites—Riverton team celebrating the holidays at their annual Christmas party



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 2017! Based on overall TQS, this award honors the top 15% of hotels in our phenomenal lighthouse brand.

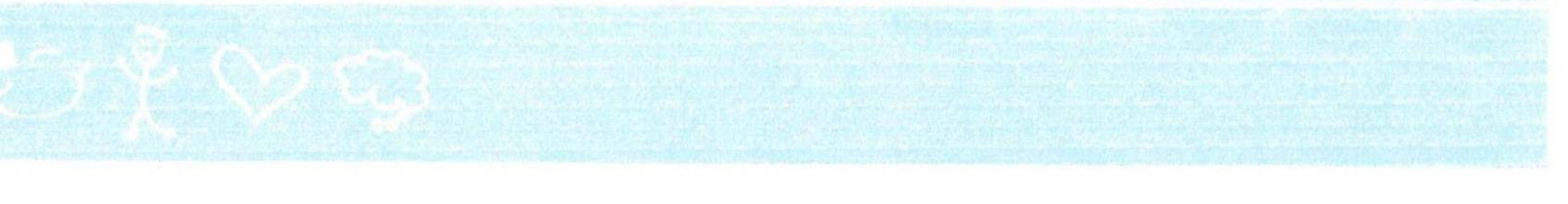
Without a doubt, you and your team strive to deliver StandOut service every day. Your leadership and determination to connect let guests know we love having them here. Please extend our congratulations to each member of your team!

Sincerely,



Scott Schrank
Vice President
Focused Service BPS

cc: Gerald Haan



AZOSB Pool Receives Facelift



The **Staybridge Suites—Kalamazoo** pool recently had a little cosmetic work done. The pool got a fresh coat of paint in preparation for the upcoming season. Looking great!



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