

American Hospitality Management Inc.

Fall, 2019



***Staybridge Suites Kalamazoo Completes
Renovation***

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Saying Farewell

AHM's Chief Financial Officer Suzanne Erhart Retires

The American Hospitality Management team celebrated Suzanne Erhart's retirement with a luncheon held on her last day, Friday, September 27, 2019. Seventeen people attended the lunch. Suzanne was surprised with having her husband, Jim and her niece Savannah and her husband, Garnett join everyone.

Suzanne was with AHM for 4 years and 6 months as our fearless Chief Financial Officer. We will miss her dearly and only wish her the best for her retirement years.

Welcome Jodie Borowicz

Jodie Borowicz accepted the Chief Financial Officer position at AHM



Jodie Borowicz **Chief Financial Officer**

Jodie joined American Hospitality Management in September 2019 as the Chief Financial Officer. She is a certified public accountant and actively licensed in the State of Michigan. Jodie joined AHM with 16 years of progressive experience in public and corporate accounting.

She is a northern Michigan native, graduating from Central Michigan University with a business degree in accounting and business law. She spent the first years of her career in public accounting as an auditor with KPMG, LLP in the Detroit, Michigan office and then later moving to the firm's Tampa, Florida office. While in public accounting she gained experience with internal controls, processes and risk management in global manufacturing, insurance, and healthcare.

After public accounting, Jodie transitioned into corporate accounting and finance. For the next ten years, Jodie worked in the Tampa Bay market for a Fortune 100 national health insurance company, and the largest and oldest private life insurance company in the nation. She gained experience in budgeting, forecasting, financial reporting and analysis.

Wanting to be closer to family, Jodie moved back to Michigan in 2014. The first few years back in Michigan were in public accounting and most recently as a Chief Financial Officer in banking.

Jodie enjoys leading teams and helping others to achieve their goals. She also enjoys giving back to the community through volunteering. She has served as the Treasurer for the Cheboygan Communities Foundation and as a Chamber of Commerce Ambassador. Most recently, she enjoys volunteering as a Junior Achievement instructor.

Jodie resides in Northern Michigan with her husband Jason, and their two children Brooklyn and Bode. She enjoys the outdoors and all that Northern Michigan has to offer. You will find her boating, camping, running, biking, drinking wine and travelling.



Property Renovation

Staybridge Suites Kalamazoo completes major hotel updates

The Staybridge Suites Kalamazoo had a two phase renovation process. Phase one occurred from the end of 2017 through the beginning of 2018. Phase two began the end of 2018 and was completed in June 2019.

The renovation went as smooth as anyone could have hoped for. The team was able to section off parts of the hotel and place guests in areas of the hotel where renovations were not taking place to limit any inconvenience. Now the entire hotel has been renovated. From the parking lot, to new signage, the exterior being painted, new appliances in the rooms, new carpet, fresh paint and new flooring.

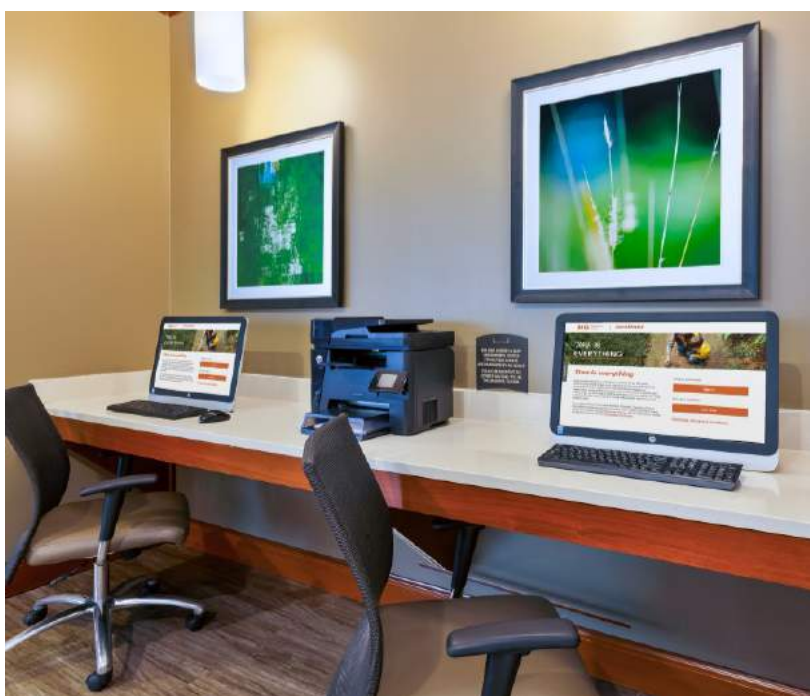
“The finished product is absolutely amazing! We have had such positive feedback from our guests and vendors. We have been told that our renovations are even better than some new builds,” said General Manager (GM), Joy Underwood.

According to GM Joy Underwood a highlight of the renovation is the lobby and GreatRoom. The lobby has new tile and a new paint color. In the GreatRoom walls were taken down, a new breakfast buffet was added, a stack stone accent wall was added, the carpet is new and all of the furniture is new.

“It has a completely new look and feel to it! We couldn’t be more proud or excited with the changes,” said GM Underwood.

Below are photos from the hotel renovation.









Courtyard by Marriott Now Open

The Courtyard East Lansing Okemos opened October 25, 2019. It is a 4 floor, 105 room hotel.

The new state-of-the-art lobby at Courtyard East Lansing Okemos provides greater flexibility and choices for our guests. At the center of it all is The Bistro, your destination for a great breakfast, or drinks and dinner during the evening. You'll also enjoy inviting, flexible spaces where you can work or relax, free Wi-Fi throughout. Whether traveling for business or pleasure, your stay at Courtyard is sure to be more comfortable, more productive and more enjoyable than ever before! Easy access routes to Michigan State University, Spartan Stadium, Lansing Center, and the State Capital make Courtyard the place to be.

KEY AMENITIES

- Free high-speed internet
- Fitness center
- Meeting event space (480 sq. ft.)
- Complimentary on-site parking
- The Bistro offers healthy choices, a variety of breakfast and dinner options, and specialty beverages made with Starbucks® coffee

COURTYARD®
BY MARRIOTT

COURTYARD EAST LANSING OKEMOS
3545 Meridian Crossing Drive, Okemos, Michigan 48864
Phone: 517-347-9940



Habitat for Humanity

The Fairfield Inn & Suites Alexandria, MN team volunteers



The Fairfield Inn & Suites Alexandria, MN team volunteered for the Habitat for Humanity. This was the team's first time working with the organization.

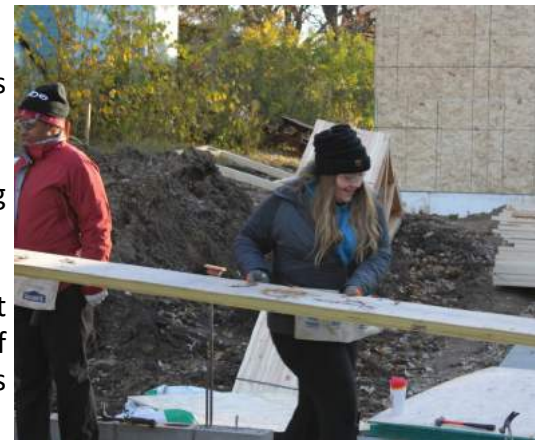
Marriott International loves to support Habitat, and when the team found out there was one in Alexandria they reached out.

"This was hard work, but we all had a great time and we learned a lot. It was also uplifting, knowing we were giving back to a young mother and her family who needed the help. It was also a great team building activity for our team from the hotel," said Front Office Manager (FOM), Rebecca Stromback.

The team said they will absolutely be teaming up in the future with this fabulous organization.

"If ever you are looking for a good way to give back...THIS IS IT! It was a humbling and rewarding experience in EVERY way," said FOM, Rebecca Stromback.

In the pics you will see Rebecca Stromback (Front Office Manager), Katelyn (Front Desk), and Shachelle (Housekeeping). The afternoon crew included Jeff (maintenance), Terrie (Kitchen), Colette (housekeeping), and Jen (sales) no photos available.



Taste of New Albany

The Courtyard by Marriott New Albany team volunteers at event for another year

The Courtyard by Marriott New Albany participated in the Taste of New Albany again this year.

The hotel not only sponsored the adult beverage booth but volunteered to work multiple shifts serving the attendees of this local event. Carrie, the hotels Director of Sales even joined in on the volunteer efforts on crutches. What a trooper!





Pictured is Brenda and her husband John Keller with their golden doodle Ruby on their wedding day with the Mackinac Bridge in the background

Here Comes The Bride!

American Hospitality Management's own Financial Operations Accountant, Brenda Guertin-Fritz married John Keller at the Church of the Straits on Sunday, September 1, 2019 in Mackinaw City, Michigan.

Congratulations to you both!!



Pictured is Brenda with her son Taylor Fritz

Opening Fall 2019

The Courtyard by Marriott Petoskey at Victories Square



The Courtyard by Marriott Petoskey at Victories Square has 139 rooms, 10 of which are suites. The new state-of-the-art lobby at Courtyard provides greater flexibility and choices for our guests. At the center of it all is The Bistro, your destination for a great breakfast, or drinks and dinner during the evening. You'll also enjoy inviting, flexible spaces where you can work or relax, free Wi-Fi throughout. Plus, our well-equipped fitness center, indoor pool and whirlpool will help you stay refreshed and energized. Whether traveling for business or pleasure, your stay at Courtyard is sure to be more comfortable, more productive and more enjoyable than ever before!

Unique Property Features:

- The view of the bay
- Arcade
- Family zone
- 1 suite with a private patio on the ground floor
- Patio with a fire pit
- Meeting space for up to 90 people
- Boardroom



The Courtyard by Marriott Petoskey at Victories Square

1866 Bear Place, Petoskey, Michigan 49770

231-439-3333

In The News



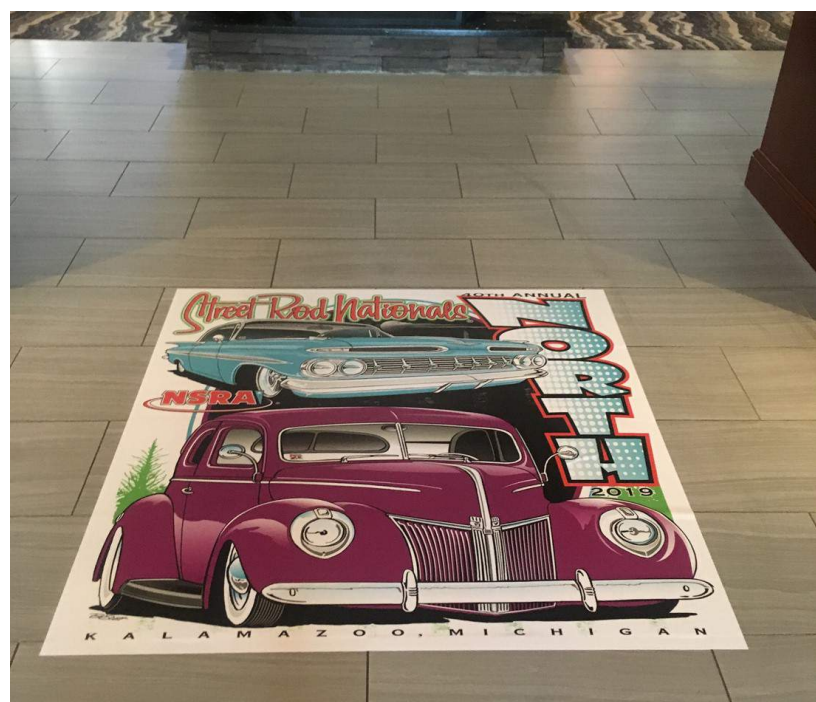
The AHM team celebrated Payroll Administrator, **Kim Morgan's** birthday with cake. Her birthday was on Halloween. Happy Birthday Kim!



Staybridge Suites Lexington, KY General Manager Kevin Robinson and his wife Shelby were married on Saturday, September 21st in Lexington Kentucky. Congratulations to the happy couple!



AHM purchased an A.E.D. (Automated External Defibrillator) for the AHM Center. The AED is for team members, AHM Center tenants and guests to use in case of emergency. Training was held on 8/28/19. We had 21 people partake in training provided by Dallas Hyde, Director at the Cheboygan Life Support.



The 'National Street Rod Association' was in Kalamazoo this September. Discover Kalamazoo made these great floor decals for the host hotels which included the **Staybridge Suites Kalamazoo**.

In The News



The Staybridge Suites Indianapolis-Carmel have three Best of the Best recipients at their hotel. This is a rare and huge accomplishment. Congratulations! Pictured from left to right: Jesse Stauffer, Mary Donley and Marcos Hernandez.



Bridgette Jones celebrates 3 year anniversary as Night Auditor with the **Staybridge Suites - Lexington** on 9/26/19. "Bridgette is an absolute joy to work alongside bringing a phenomenal personality and a willing to do whatever it takes to get the job done," said GM Kevin Robinson.



AHM Auditor, Denise Crawford brought her dog Mocha in for an office visit. The team always enjoys puppy visits while working.

Recognition and Praise

Fairfield Inn & Suites Lansing at Eastwood employee receives guest letter



Pictured is Alana Turner

Hello Ms. Walters,

I wanted to reach out to you and share my extreme satisfaction with Alana and her commitment to make my experience the best she could. Alana reached out to me proactively about my upcoming stay and introduced herself, thanked me for being a platinum elite member, and offered to help make my stay better anyway in which she could. Right away I was shocked, as this has never happened to me before despite my many stays at Marriott throughout the years. I will admit, I was very skeptical at first and almost brushed it off, however with my crazy schedule I figured I would respond and see if Alana could help me.

Before I go any further, I wanted to let you know that my past 2 stays at Marriott have been less than satisfactory. Both times I was assigned to a room type that I did not reserve (queen beds, and not the king / king suite that I booked) and on one occasion, my room was not ready until 5pm. With that said, I responded to Alana and let her know that I wouldn't be arriving until 1am and it would be greatly appreciated if my room keys could be ready for me,

and if she could double check to make sure I was assigned to the room type I booked (in this case it was 2 queens). I also asked if any upgrades were available (due to my platinum status), but didn't expect anything to come of it since the hotels are always "fully booked".

Within a few hours I had a response from Alana. She apologized for my past experiences, even though it was not her fault, and she was committed to making it right. She advised me to use mobile check-in (which I always do) and that my keys would be ready and waiting (even though they sometimes aren't despite using mobile check-in). She then confirmed my upgrade to a King room, which was not only unexpected, but greatly welcomed.

I have not encountered such a proactive, willing to help, polite, and professional at Marriott in quite sometime and I wanted to take the time to pass along my recognition and praise for such a great team member. In my experience, Alana exemplifies all that a star employee should, and others would do well by watching and learning from her.

Thank you for taking the time to read this and pass along my feedback to anyone you would like. Thank you again!

Bryan M. Bracciodieta
Sr. Project Engineer
Appliances, HVAC and Lighting



Exceptional Employee Recognition

The Fairfield Inn and Suites New Buffalo received a letter after helping a guest in need

I hope this email finds you well. I am writing to both thank and acknowledge Denise Sutherland, GM Fairfield New Buffalo for her exceptional customer service. We were staying at the Harbor grand hotel on Sept 27th for my mother's 50th Birthday. We returned to the harbor grand hotel after a nice lunch to find the building engulfed in flames. All of our cars were blocked by the dozen fire trucks surrounding the building as well as our luggage stuck in the hotel. That evening we were dropped off by harbor grand staff at the Fairfield for the evening. The next morning I needed to get back to get a car so everyone could go shopping to get clothes for the day. Unfortunately there were no Ubers in the area so I went down to the front desk to see what they recommended. After hearing my story, Denise did not hesitate to set up a ride for me in her own personal vehicle; which John was kind enough to drive me in. It was an extremely frustrating and stressful situation, but Denise absolutely made me feel better with her quick solution to my problem and her kindness. You are very lucky to have her as an employee. It is people like Denise that drive customer satisfaction to a level of excellence!





Making an Impression

Residence Inn Lafayette guest impressed by team member



Tawanna Haines – we should all be so lucky as to have an employee as wonderful and caring as Tawanna.

My husband is a functioning quadriplegic and due to unexpected moves, he arrived before I did, so Tawanna went outside to help him with his slide board and make certain he was ok. When I arrived at 10 p.m., he wasn't feeling well and needed ice to cool off. Unfortunately, our ice maker had not made ice yet, so Tawanna went into the kitchen, put ice in a baggy and brought it to us.

From the moment I called earlier that evening, to when we turned in for the night, Tawanna was helpful and genuinely happy to be at work. She treated us with such care and compassion. Two nights later when she came back into work, she not only recognized me when I arrived, but called me by name and went out of her way to make certain we were good for the night.

There is nothing more I could want in an employee, she is everything!

Residence
Inn®
Marriott



Holiday Inn Express Wisconsin Dells...

What a fantastic hotel and guest services! Bravo! IHG should be so proud of the friendly and hard working staff! I would recommend this hotel to any family. Beds are so comfy, our floor and room smelled so fresh and nice (2nd floor), and the free breakfast is really good! YUM! Coffee all day! Thanks HIE! We'll be back! Shout out to Daryl the pool supervisor! We appreciate how dedicated you are to the health and safety of your guests.

Staybridge Suites Kalamazoo...

Stayed 2 nights in town for football game. Room had very comfortable beds, impressed with pillows, we usually bring our own pillows from home but would not have needed to there. Room was quiet for being on a busy street. We didn't need the kitchen but it appeared nice. We did make a pot of coffee. Noticed that they had small microwaveable dinners and snacks for sale. Breakfast Had a nice selection of food that was fresh and hot. Staff was friendly, came around during breakfast and wished us good luck at the game even though we were the visiting team up there.

Staybridge Suites Okemos...

My stay, while quick, was fabulous. Abe took it over the top! Very impressed with the hospitality of all your staff. Best hotel (homey feel) I have stayed in, including the Marriot's and Hyatt's of the world. I will always choose a Staybridge where possible.

Holiday Inn Express Wisconsin Dells...

One of the better Holiday Inn Express visited, it is updated and kept in excellent shape. Room had all the amenities and features. Breakfast was complete and had plenty of items. We would definitely recommend this hotel.

Fairfield Inn & Suites Cincinnati Uptown/University Area...

The hotel was super clean, the staff was always happy and helpful. I would definitely recommend this hotel you won't be disappointed. Free breakfast was a plus. Great Italian place across the street as well.

Fairfield Inn & Suites Eastwood Lansing...

Staff at the front desk was first of all, great. The location of the hotel has plenty around, but is easily an Uber to campus. The hotel is clean and safe, and the staff is great. Can't ask for much more and is always up to expectations.

Tru by Hilton Cleveland Midtown...

I was surprised how new and modern this hotel felt especially for the money. I was looking for a place to stay near campus but didn't want to spend upwards of \$200. This place was less than a 10 minute drive with traffic. I was very pleased with our room. There was no carpet which made me happy. Plenty of hooks everywhere to hang your stuff and several charging areas. I really loved the bathroom. It felt spacious and clean. It also had a walk in shower and plenty of towels. The staff was very nice and the free breakfast had a lot of selections.

Employee Appreciation Week

Homewood Suites by Hilton – Lansing, Michigan made sure to celebrate Employee Appreciation Week. Each day of the week a different activity was planned for the staff.

Monday - breakfast for the team

Tuesday - float bar and pizza

Wednesday - dress as your favorite band member or artist

Thursday - tie dye

Friday - the big carnival





Pictured are the team members celebrating anniversaries with the hotel

AZOSB Celebrates Staff Anniversaries

The Staybridge Suites Kalamazoo, Michigan recently celebrated several anniversaries at their hotel. The team celebrated with cupcakes, candy, and a new sign for the break room with employee names, hire dates and anniversary ribbons. Congratulations to all of the team members.

Mindy: breakfast bar - 1 year

Staci: front desk - 1 year

Seth: front desk - 1 year

Ken: front desk - 1 year

Terry: housekeeping/breakfast bar - 1 year

Emma: laundry - 1 year

Tiffany: AGM - 3 years

Christine: DOS - 7 years

Will: front desk - 12 years

Joy: GM - 6 years



Happy Birthday

AHM'S Senior Accounts Payable Coordinator, Gina Spray celebrates 50th birthday



AZOSB Receives Letter

Everyone
loves staying
with you
Thank you
for your
hospitality
And cookies!
Dad

"THE PROGRAM AIMS...TO BRING A LITTLE MORE
KNOWLEDGE, A LITTLE MORE REASON, AND A LITTLE
MORE COMPASSION INTO WORLD AFFAIRS AND THEREBY
TO INCREASE THE CHANCE THAT NATIONS WILL LEARN
AT LAST TO LIVE IN PEACE AND FRIENDSHIP."

- SENATOR JAMES WILLIAM FULBRIGHT

Christine,
Thank you
so much for
all your gracious
hospitality & keeping
our groups so
happy, cozy & satisfied.
- Mel & Todd (11)

Colleagues International
and
the United States Department of State
gratefully acknowledge your recent assistance to

Media Literacy
of

Philippines

who traveled in the United States under the auspices
of the United States Department of State's
International Visitor Leadership Program.



Holiday Inn Express Wisconsin Dells Guest Review

Our family arrived after a long day of travel. Our children 12 and 9 were super excited to see the indoor and outdoor pools. We've been to IHG locations all over the country, and we've never seen a pool and water slides like this. The kids loved it!

The indoor pool area has a water slide appropriate for age 6 plus. Our kids loved it! They have a nice warm hot tub with view of the water slide and pool. Super convenient as a parent.

They have a more shallow area, with a Castle with smaller slides for ages 5 and below. The outdoor pool looks lovely, but was not heated. It also has a water slide, small dragon slide for younger kids. And a waterfall feature. The pool area is open till 11pm. Which is really nice when traveling and on Vacation.

The Rooms were modern, clean, and comfortable. Breakfast options were plentiful and very good. We would definitely recommend staying here. Again, having stayed at IHG Hotels, and Holiday Inn Express all over the Country, others should take notes from the amenities, modern updates, and cleanliness we found here.

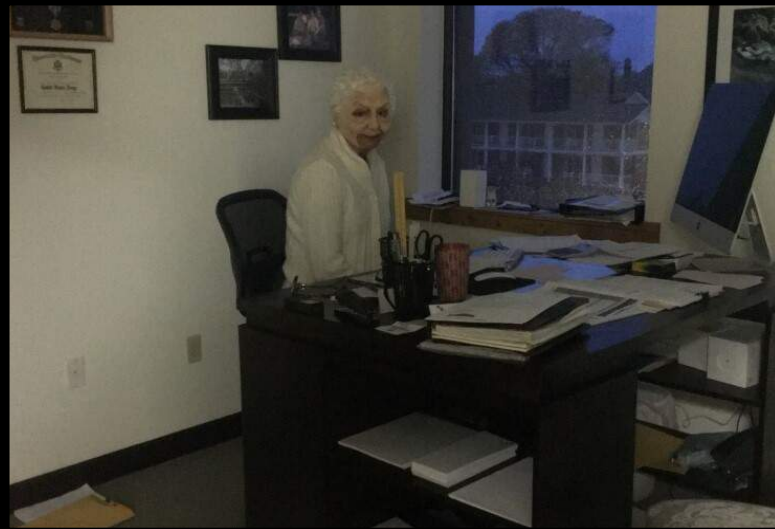




Celebrating Halloween



Kim Morgan's grandkids Eddie and Layla came to AHM to trick or treat



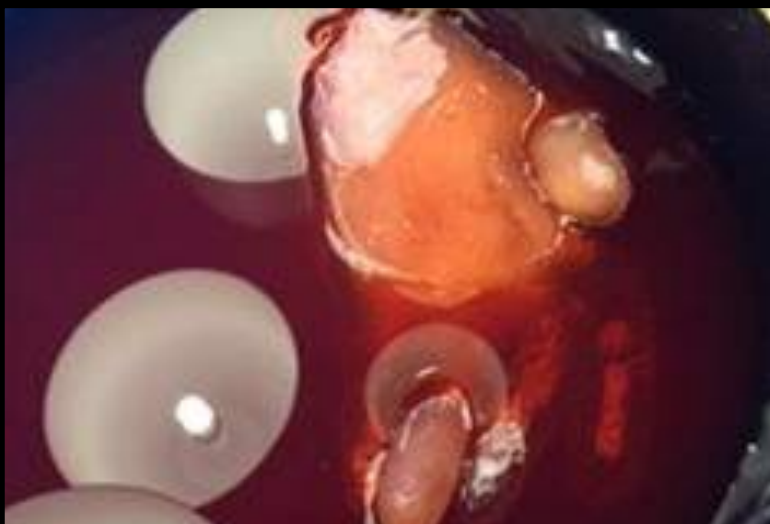
AHM had a ghost in our offices on Halloween morning



The STCAL team showing off their decorated pumpkins



STCAL employees show off their costumes



A hand in the punch bowl at the STCAL Halloween potluck



STCAL team member dresses as the queen of hearts

Celebrating Halloween



LANDT passed out candy to all the trick or treaters



LANDT decorated pumpkins for display at the hotel



The LANEL team looking festive in their costumes



The LANEL team even brought dogs to dress up and celebrate



The LANEL ladies posing in their Halloween costumes



The LANEL employees went all out with their costumes

National Bosses Day

The Hampton Inn and Riverton team celebrates General Manager Ryan Preston

To the Craziest, Silliest, Most Compassionate Boss Around:

Ryan Preston



Happy National Bosses Day!

Ryan
You rock!!
HAVE A GREAT DAY!!

Happy Boss's Day!
They say HAPPINESS is
annoying someone with a song
while singing the wrong words.
Today will be the only day it will
be overlooked!!

Happy Boss's Day Ryan.
You bring many smiles
to our workplace. Enjoy
-Maura

Happy Boss's Day!!
Thank you for being
the crazy you we all love.
Jenna

Thanks for being
like the best boss ever
(white girl voice) Lol...
Have fun today hope we
can have a party to nuts.

Happy Boss Day!
I don't know
very well but
I hope you have
a great day!
-Tara

Happy, happy bosses day!
May all your wishes come true!
We wish we were the boss today
so we can party too!
Whoo!
Lol-Lori

Happy Boss Day!
Over the many years it's
always been a blast coming to
work everyday. And it's all
because of YOU!!

you are awesome
Cham!!

You're living proof that you don't
have to be bossy to be a great Boss!
Happy Boss's Day! *Rosie*

Happy
Day
Teresa



Thank You Notes

The Hampton Inn & Suites Riverton received cards of appreciation from guests

Ryan and all of your wonderful employees!

Thank you so much for all the tender loving care you all showed to our family during the time of my father's funeral. We felt so cared for and the flowers were such a tender sweet thought. You made our time of sadness a little easier to bear.

The Family of Chuck Downey

Dear Ryan

Thank you so much for finding and sending my jacket.

The good people of Monticello raised money and directed a trip of WWII veterans to the WWII monument in D.C. It was a great trip and the jacket was a gift to participants. It was a great relief to have it returned.

*Sincerely yours
Wayne Hill*



American Hospitality Management, Inc.

520 North Main St. Suite 205

Cheboygan, MI 49721

Phone: 231-627-4873

facebook.com/AmericanHospitalityManagement

www.ahm-hotels.com