

# American Hospitality Management Inc.

## Spring, 2019



*WoodSpring Suites Indianapolis - Zionsville*  
**NOW OPEN**  
*More on page 6 and 7*

# GrandStay General Manager of the Year

Congratulations to GrandStay Hotel & Suites - Mount Horeb Rachel LaCasse-Ford



Rachel LaCasse-Ford was named GrandStay General Manager of the Year for 2018.

The General Manager of the Year is nominated and selected by GrandStay Hospitality, LLC., and is recognized as a brand leader with a high-quality team that consistently delivers on the brand promise of "Every Guest ~ Every Time". The General Manager of the Year sets the highest example for service, leadership and demonstrates GrandStay brand values, achieves world class service in the GrandStay Guest Survey program provided by Revinate® Reputation Management with an average minimum score for rolling 12 months of 4.0 stars and minimum 52 NPS, achieves outstanding scores on the annual Quality Assurance Evaluation (QAE), participates in GrandStay Hospitality events and education sessions, achieves growth in financial performance, and displays professional leadership both at the property and in the brand.

On May 8, 2019 Rachel received a phone call and was put on speaker at the 2019 GM Education Forum to receive the announcement that she was named GrandStay GM of the Year. She was unable to attend the event due to being on maternity leave.

"It's a great honor! It is a privilege to represent the GrandStay brand. It is my desire for our hotel to be a leader within the brand as well as our local business community, and I am always pushing myself to be a better leader. However, my success is only made possible by those who support me, so I share this award with my colleagues and employees, who make our hotel great and who allow me to perform at my very best," said GM, Rachel LaCasse-Ford.

The hotel also received the 2018 Every Guest ~ Every Time Customer Service Award. This Customer Service Award recognizes all properties that demonstrate the spirit of "Every Guest ~ Every Time" by delivering exceptional service and clean comfortable accommodations. The Customer Service Excellence Award sets the highest example for service, cleanliness and consistently demonstrates GrandStay brand values, achieves world class service in the GrandStay Guest Survey program provided by Revinate® Reputation Management with an average minimum score for rolling 12 months of 4.0 stars and minimum 52 NPS, and achieves outstanding scores on the annual Quality Assurance Evaluation (QAE).

Rachel's leadership and dedication to her team and her hotel is like no other.  
Congratulations.



**GRANDSTAY**  
HOTEL & SUITES



# Staybridge General Manager of the Year

Staybridge Suites—Carmel GM Jesse Stauffer receives honor



Jesse Stauffer is the 2019 Staybridge Suites General Manager of the Year recipient.

In order to be nominated for the award one must have an award winning hotel and the Staybridge Suites - Carmel consistently performs at the top of the brand year after year. They have received three Torchbearer awards and two Quality Excellence awards.

"This is a huge honor and is very special to me. I have been at this property for many years and have accomplished a lot of goals. This was the cherry on top. I really can't believe it. But I could not have been successful for all those years without the dedication and hard work of my team. They are loyal and true to me and we have had all of this success because of them," said GM, Jesse Stauffer.

"I would also give special thanks to Mary Donley and Chris Norman for without them, I would not be here today," said Stauffer.

a very well deserved honor.

Congratulations to Jesse Stauffer on





## LFTRI Team Comforts Guest

Residence Inn—Lafayette staff received a letter from an appreciative guest grieving a loss

I arrived to Lafayette Louisiana for my brothers funeral a day late as the Southwest Airlines plan was grounded in Tampa Florida for the change over.

Needlessly to say, when I arrived on Sunday night, the front desk attended, Leah Bergeaux not only helped me but I was reduced to tears in her arms.

She told me how she understood as she missed her father's funeral.

The level of care was beyond compassion and touched me greatly. Words will never be able to convey the appreciation I have for the level of caring your employees have demonstrated doing my time of grief.

With Heartfelt Gratitude.

Shawn Smith  
CEO/CHAIRMAN  
Hattie Mae and Pals Foundation

**Residence**  
**Inn®**  
**Marriott**



## Congratulations On Your Engagement

---

On February 14, 2019, my sweetheart John proposed to me on the wintery shore of the Straits of Mackinac, in front of the blue ice fountain! John and I went to the shores of Mackinac on our first date last winter to see the blue ice. I said..."of course I will marry you!" We are talking about a late summer wedding!

Brenda Fritz  
Accounting Specialist  
American Hospitality Management

Congratulations Brenda and John from the entire AHM team!!

Mr & Mrs



# NOW OPEN

WoodSpring Suites Indianapolis - Zionsville

## Hotel Information

The WoodSpring Suites Indianapolis Zionsville is an Extended Stay Hotel in Whitestown, IN near Zionsville, IN and I-465.

- Opened February 26, 2019
- Three room types - all with in-room kitchens
- Smoke free
- Pet friendly
- Free Wi-Fi
- Fitness center
- Guest laundry



*Continued on the next page...*



# WoodSpring Suites Indianapolis - Zionsville



**WoodSpring Suites**  
6007 Perry Worth Rd,  
Whitestown, IN 46075  
Phone: 317-732-0517

# It's a Girl Thing!

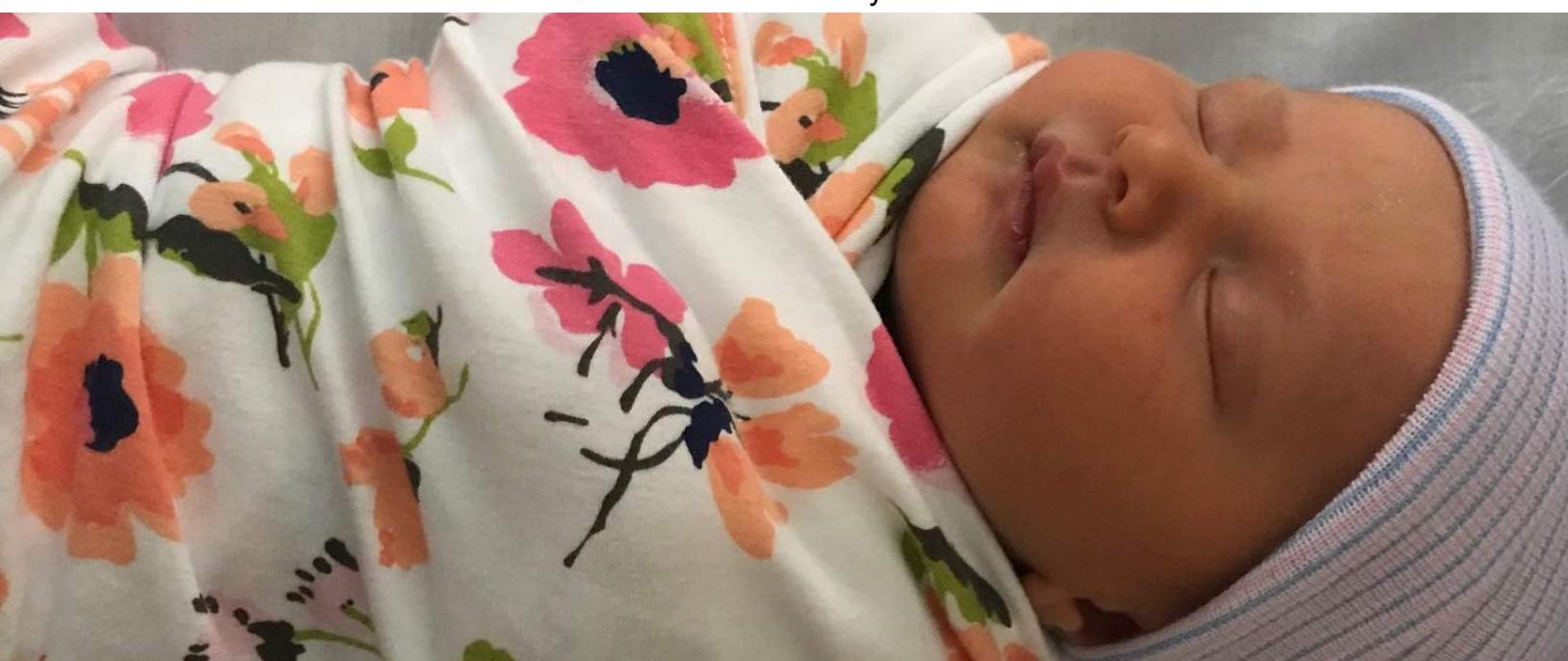
Congratulations to the AHM team members who have welcomed new babies this year



Congratulations to Grandstay Hotel & Suites GM, Rachel LaCasse-Ford and her family on their baby girl. Elinor was born April 14, 2019 and was 8 lbs. 4 oz. and 19.5 in. Everyone is happy and healthy!



Meet Helen Avery born May 5, 2019. She is the daughter to Alyssa and Donald Schappacher, Jr. and the granddaughter to AHM President and CEO/CO-Founder Don Schappacher. Congratulations to the family on their newest addition.



Holiday Inn Express General Manager, Sarah Forsythe and her family welcomed a baby girl on April 12, 2019. Audrey Louise Forsythe was born at 5:45 AM weighing 6.52 lbs. and was 18.5 in.

# In The News



The **Staybridge Suites – Lexington** team showing certificates of appreciation from the White House for hosting VP Mike Pence and his team recently.

## 2018 Holiday Inn Express 5 of 5 Winning Metrics Award Winners

5 of 5 Winning Metrics	WSCWI	Wisconsin Dells
5 of 5 Winning Metrics	FRRMS	Forest
5 of 5 Winning Metrics	MSPWE	Minneapolis (Golden Valley)
5 of 5 Winning Metrics	MSYNO	New Orleans East
5 of 5 Winning Metrics	NALMS	New Albany
5 of 5 Winning Metrics	NEAPA	North East (Erie I-90 Exit 41)
5 of 5 Winning Metrics	PDXTG	Portland South - Lake Oswego
5 of 5 Winning Metrics	BVUNE	Bellevue (Omaha Area)
5 of 5 Winning Metrics	LFTSC	Scott-Lafayette West
5 of 5 Winning Metrics	TYSAP	Alcoa (Knoxville Airport)
5 of 5 Winning Metrics	TULRP	Tulsa West - Sand Springs

©2017 IHG. All rights reserved.  
Proprietary and confidential—further reproduction or distribution is prohibited.

IHG announced all of the award winners for 2018 and the **Holiday Inn Express- Wisconsin Dells** won an award for having all 5 winning metrics. Congrats to the team!



The incredible team at the **Homewood Suites Lansing Eastwood, MI** are shining brightly as a You're A Star winner because they reached their Q1 Hilton Honors enrollment goal! Great job team.



A comment card the **Staybridge Suites—Carmel** team received from a happy guest who enjoyed the hotel perks.



## WSCWI Reviews

The Holiday Inn Express - Wisconsin Dells receives multiple positive guest comments

"I came in with a big truck and most hotels can be rude about that. But what they don't know is I have stayed in resorts that were not as comfortable as this Holiday Inn Express it over exceed my expectations by a long shot. They were polite and respectful and when I had mechanical issues the next morning the front desk was finding tools for me so I was able to get to St. Paul Minnesota to catch my flight home. I thank the staff and will be back with my family this summer on vacation."

"Overall I would give this place a ten for all overall service cleanliness and location. The staff was very warm and welcoming from the time I got there to the time I left. I stay at a lot of different hotels and by far this is one of my favorite ones to stay at."

"Awesome. Our stay was amazing and the hotel it's self was one of the best I've stayed in:)"

"We stay in a lot of hotels for both business and leisure. This was an awesome experience from the time we hit the front desk until we left. Beautiful, clean everywhere, great rooms, super comfortable beds and pillows, great bathrooms, great pool area and great staff."

"To rank well, a hotel has to do a few things right, and this HI Express nailed it. Comfortable bed, comfortable pillows, quiet and effective heater, warm shower with excellent water pressure. Staff was very friendly and professional."

"I realize I gave virtually all highest marks and I do not do so lightly. My wife and I talked later about how great our stay was. I know it was a newer facility but management has clearly set forth a culture of customer service and top notch overall management. It shows at every turn!"



## **Fairfield Inn & Suites Cincinnati...**

"We enjoyed our stay here. It seems like a new property. The beds were comfortable, it was very clean and pretty quiet. There is a small pool, a nice exercise room, and parking just steps from the side door of the hotel."

## **Home2 Suites by Hilton Centennial...**

"Home 2 by Hilton absolutely lives up to the brand and more. The hotel is new and fresh. Great workout gym and the rooms are big and open. Full frig, microwave, pots and pan, dishes. If you need a hotplate, you can get one from the front desk. Clean and bright atmosphere."

## **GrandStay Hotel & Suites Mt. Horeb...**

"I was in town for some training and since I was able to get a great rate I booked myself a room for 2 nights. I arrived late at the airport and even though their shuttle wasn't running they were kind enough to book me a cab which I thought was fantastic. I will say the staff is ridiculously warm and friendly which is always nice. The room was spacious and clean with a nice comfortable bed. They have a nice little breakfast in the morning which is a plus. The location isn't far from the expressway and there is a nice grocery store within walking distance should you need anything. It was just a wonderfully pleasant stay and I would book again here again in a minute."

## **Staybridge Suites Carmel...**

"We recently stayed here for 14 days while in town working a show at the Fairgrounds. This is a hidden gem for business travelers and families alike. It's close proximity to the downtown and FairGrounds without the high prices plus you get all of the great Staybridge benefits: free laundry facility, Social Hour with light fare and drinks M-W, business center, and hot breakfast. The staff was incredibly nice especially the manager and overall the staff was so helpful dealing with our packages being delivered during the week and accommodating to our room preferences. I will definitely stay here again next time we're in town!"

## **TownePlace Suites Goodyear...**

"Perfect location in Goodyear and surrounding ballparks. Typically Marriott Property clean, broad choices of breakfast buffet, friendly and knowledgeable staff. Adrianna and Trinidad operate a very smooth and clean breakfast area; Felipa was our oh so attentive housekeeper and Robyn was capable and efficient at the front desk providing both information and the print out of our boarding passes."

## **Homewood Suites by Hilton Lansing...**

"Your property is very impressive, very clean, attentive staff, great breakfast. The room we had was fresh clean and up to date. your staff fulfilled all our requests with a cheerful spirit. We have been in the hospitality business for over 30 years and we were very pleased with our stay."



# Quality Excellence Award

The Holiday Inn Express New Buffalo receives award

A Quality Excellence Award is given to a hotel that has achieved the highest levels of excellence, but wasn't eligible for the Torchbearer Award. The Holiday Inn Express New Buffalo, Michigan finished at Elite Status (above 90%) for 2018.

The team is very proud to have received this award, as the hotel is 19 years old this May. This is the first time the hotel has received this award.

"My Staff and I love this hotel, the area and our guests. We will continue to strive for excellence and work towards the Torchbearer Award. Having the Excellence in Quality is such an honor and knowing this old girl still has it," said General Manager, Melody Horn.





# Above and Beyond Customer Service

Hampton Inn & Suites Riverton receives letter from a happy guest

Had the pleasure of staying at the Hampton in Riverton, as always your greeted with a friendly welcome. It was meet the management night and food, beer and wine were being given away. Aimee who always has the smile on her face was working the event and mingling with the guest, providing exceptional service that she always provides. What makes this hotel the best when you arrive in your room, there's a letter addressed to you welcoming you if honors member, if not there is a hand written card from the team welcoming you. Then when you go to bed you notice a nice note from housekeeping wishing you a great night sleep and two lollipops. In the morning again friendly faces and greetings at the desk and in the food area. Always great to stay here, look forward to my next visit. Thanks Ryan for always having the best team there in Riverton.





# Welcome to the Certificate of Excellence Hall of Fame

Because you've earned a Certificate of Excellence every year for the past five years, we're pleased to announce that Hampton Inn and Suites Riverton has qualified for the Certificate of Excellence Hall of Fame.

Congratulations to the Hampton Inn & Suites – Riverton Wyoming team on their most recent TripAdvisor accomplishment.



# Letter of Appreciation

A Hampton Inn & Suites Riverton guest shares a recent experience at the hotel

To Ryan, and the entire staff

A few weeks ago I was in town because my grandmother was in very poor health and was expected to pass over the next few days. I mentioned my reason for being there when I checked in, and after putting my things in my room, I immediately went to see her. I ended up spending the night in the hospice with her, and sadly she passed away early in the morning. Later when I got back to the hotel, exhausted and heartbroken I walked into my room to find a lovely little bouquet of flowers and a very sweet card from the staff expressing their condolences. On such a hard day, I can't express how much that meant.

Thank you to Ryan, and to everyone that took the time to do that for a complete stranger. Your thoughtfulness and kindness will never be forgotten.

Sincerely,

Hannah C



# You've Earned a Certificate of Excellence

We're pleased to announce that Holiday Inn Express Wisconsin Dells has been recognized with a 2019 Certificate of Excellence, based on the consistently great reviews you've earned on the world's largest travel site.

Only a small percentage of businesses achieve this accolade! Request your free customized Certificate of Excellence certificate and sticker now – and start telling the world you're highly rated on TripAdvisor.

# Torchbearer Award

The Staybridge Suites – Carmel received IHG's top honor

The Staybridge Suites – Carmel received the IHG Torchbearer award. The Torchbearer Award is the highest award given out by IHG. IHG honors top hotels with scores that are elite level (90% or above) and were “All Green” in the Owners Winning Metrics.

This marks the hotel's 3<sup>rd</sup> time winning the Torchbearer award. The other two came in 2015 and 2016. It was a huge win as the hotel fell short of their goals in 2017 so they really pushed to get back there in 2018.

“I just want to thank my team for continuing to strive to be top performers. Also I want to say thank you for all the support of AHM and Chris Norman,” said General Manager, Jesse Stauffer.



**American Hospitality Management, Inc.**

**520 North Main St. Suite 205**

**Cheboygan, MI 49721**

**Phone: 231-627-4873**

**[facebook.com/AmericanHospitalityManagement](https://facebook.com/AmericanHospitalityManagement)**

**[www.ahm-hotels.com](http://www.ahm-hotels.com)**

