

American Hospitality Management Inc Summer, 2019



AHM Hosts GM Conference

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AHM General Manager Conference

The AHM GM Conference was held Sunday, June 2 - Tuesday, June 4, 2019. The purpose of the conference is for the team to be afforded the opportunity to have interaction with fellow AHM General Manager's and the support staff at AHM Corporate. The group was able to network, bounce ideas, suggestions off one another and to gather useful information from presenters.

The third AHM General Manager Conference was full of meetings and fun activities for the group to take in. Lodging was at the host hotel, Holiday Inn Express in Acme, Michigan. Sunday night was the Welcome Reception. The group gathered in the lobby of WMGNO and from there loaded the Big Daddy Blue bus that took everyone to the Blue Tractor in downtown Traverse City. The group had great drinks and food, mingled and took lots of pictures! This was an opportunity for some of the newer General Managers to meet and be introduced to the rest of the AHM team. Co-Founders, Don Schappacher and Fred Kindell welcomed the group and wished everyone a great time and expressed how they appreciated that everyone took the time from their families and hotels to participate. When the group returned to the hotel, some hung outside to play corn hole and enjoyed a glorious Northern Michigan sun set.

Meetings were held at the Park Place in downtown Traverse City on Monday and Tuesday. During lunch breaks on both days, there were luncheon buffets served on the 16th floor of Park Place, with incredible views of downtown Traverse City and of Grand Traverse Bay. Monday's morning agenda for the conference, the group was once again thrilled to have Mark Gapetz from J. Smith Lanier as the presenter for Risk Management. Mark was a presenter at the 2nd Annual GM Conference in Kentucky and always brings a wealth of knowledge.

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J. Smith Lanier was the sponsor for the luncheon buffet on Monday. After lunch there was a presentation on “A day in the life of an associate”. Presenters Suzanne Erhart, Lindsay McNitt and Tommy Rioux covered topics from when Lindsay from the corporate office spent time with Tommy and his team at WMGNO. They covered the basic information on...the day in the life of! Everything from A/P, night audit, time keeping, payroll reporting, just to name a few. Monday afternoon – ROAD TRIP! Everyone loaded in the bus and headed out to Leelanau Peninsula for Wine and Beer tours. The group started out at Black Star Farms, then to French Valley and then to Leelanau Cellars for wine tasting. Dinner was served at Knot Just a Bar in Omena. After dinner the last stop was at Hop Lot, where everyone sat around a campfire, enjoying craft beer and s’mores.

Tuesday was a full day of meetings, starting out with a very informative presentation from the Grand Traverse Sheriff’s Department and Michigan State Police. They covered active shooters, what to do in a shooting situation and human trafficking. The luncheon buffet was sponsored by Ecolab. After lunch, there was a special presentation to honor AHM’s Regionals, Chris Godfrey, Chris Norman and Lurry Lacour. General Manager’s were asked to submit videos prior to the conference. These videos were to thank and acknowledge how the Regionals have inspired them, taught, educated them or just tell a funny story. There were entries from comical to some that brought tears. As a first time presenter, Adam Jones, from Ecolab gave a presentation Tuesday afternoon and clearly, by the end of Tuesday evening became a part of the AHM family. Adam is a true professional and clearly has a passion for his trade. Joy Underwood gave a presentation on “Service Animals”. Joy had everyone access a site to take a quick quiz to determine if people’s personalities were Panthers, Owls, Peacocks or Dolphins. It was amazing to discover some personality traits of fellow peers. Fred Kindell gave a presentation on a variety of subjects that included: How active is your hotel in Community involvement? Does your hotel have Goals set? Sales Calls, M3 Invoices, the “culture” of your hotel, what type of GM are you, be a consistent leader and how to treat team members.

After all day in meetings, the group departed the Park Place, headed back to the host hotel where everyone freshened up and headed to dinner at the Grand Traverse Resort, the Aerie Restaurant located on the 16th floor where the group enjoyed cocktails, appetizers, dinner and the awards presentation. The group returned to the hotel where goodbyes were said, more pictures taken, hugs given and well wishes. Some of the group remained outside to enjoy another evening of beautiful Northern Michigan weather.

“A huge thank you to the team at the Holiday Inn Express in Acme, Michigan, our host hotel. We know you worked hard on getting the hotel ready for this crazy, great group of hotel people, we sincerely appreciate you! A big thank you to Tami Morrow! Tami was there to help assist with getting all the final pieces in place to help make this conference a tremendous success! Last but not least, to our Co-Founders and owners that make this conference happen. THANK YOU!” said Supervisor of Human Resources and Payroll, Peg Stump.

Plus a huge THANK YOU to Peg Stump who went above and beyond planning every detail of this conference. She puts so much time and effort into making sure it is well thought out, organized and FUN. Thank you for all you do Peg!

Highlights from the conference included;

- Joy Underwood winning the s'mores contest.
- Lisa Reyes first time ever to see and smell a lilac.
- Videos from our GM's about their Regional's.
- Kevin Robinson and Mark Gapetz's wild flight into Traverse City.
- Shawn Mackey and his Root Beer passion.
- Jesse Stauffer and his pink dragon toy.
- Joddy Cormier knocking it out of the park with her DJ mix on the party bus.
- Tommy Rioux trying to control this wild bunch at his hotel.
- Ryan Preston carrying Tami Morrow to the bus because her feet were hurting.
- Brooke Smith and Kim Walter's awesome vocals for the sing a longs on the bus.
- Don Schappacher and Fred Kindell signing autographs.
- Lurry Lacour and Adam Jones finding out they were long lost father and son!
- Suzanne Erhart's groovy dance moves on the bus.
- Jesse Kangas and Mike Kent being in awe of Peg Stump winning at corn hole.
- Kim Morgan and Becky Hosler saving the day and making an airport run.
- David Wespiser being in attendance, but not knowing it.
- Amy Deeter not only attending the conference, but multi-tasking.
- Chris Norman getting his share of hand hugs.
- Chris Godfrey, the SPARTAN hat and winning two life time achievement awards.
- Tim Owens and his team video conferencing in to say hello.
- Melanie Horn making sure there were no steps that would slow her down.
- Our newest GM's Logan Cell, Vicki Nelson, Denise Sutherland, Amelia Dalton and Kelley Foster, taking in all of this craziness.
- John Lagazo, always the professional remained calm, cool and collected around all the craziness.
- EVERYONE singing along to Sweet Caroline (bum, bum, bum).









Congratulations Holiday Inn Express & Suites - Acme

Dear Thomas and Fredrick:

Congratulations! A Standards Evaluation was performed at your hotel during the month of May which achieved a passing score above 90 in all categories.

Your commitment to operational effectiveness and dedication in delivering True Hospitality is a testament to your experienced and attentive hotel team. We recognize that creating a dynamic culture starts with strong leadership from both owner and General Manager. Leveraging IHG resources and tools and empowering your team members to do the right thing by your guests (and, each other) improves and sustains a commitment to delivering a consistent brand guest experience— to all.

This hotel's accomplishment in achieving above 90 in all categories is not easy and we'd like to take this opportunity to thank you for your outstanding leadership to deliver True Hospitality for everyone.

Sincerely,

Guy Slabbaert

Head of Quality & Brand Consistency - Americas

High School Class Visits AHM

Pellston Michigan High School class takes tour of the American Hospitality Management offices

The Pellston High School Business Management Class comprised of juniors and seniors took a field trip to the American Hospitality Management offices on May 22, 2019. The student's teacher, Larry Cassidy, organizes an annual trip to take his students to a local business. At the end of this year with the students studying Management & Leadership, AHM was the obvious choice to show those principles to his class.

Senior Vice President and Co-Founder, Fred Kindell, took the class on a tour of the offices where he spoke to them about his business related life experiences leading up to AHM, what a Hotel Management Company does, the students were able to meet the staff and ask questions.

"The students were very attentive and asked great questions. Some of them thought they absolutely had to go to college in order to be successful in business. I think they were surprised to learn that isn't necessarily always true as I never went to college. Sometimes it's about taking the chances on the opportunities that present themselves to you.....and....of course....working hard to accomplish your goals," said Kindell.

According to Mr. Cassidy, the students were very impressed with the offices and the story of how AHM began. The students were engaged in the discussion and Fred and AHM'S Accountant, Lindsay McNitt were able to show the students that there are very successful businesses right here in Northern Michigan if any students have a desire to start one or work for one. The students enjoyed the stories Fred shared from his early days of being a night auditor and Lindsay was able to relate to the students by sharing her story of taking the path to college and then coming back to Northern Michigan and using her accounting degree.

"The trip did inspire a couple of the students in that they could easily see the path Fred took to build this company and a couple do have a desire one day to start their own business. The one goal I also have on these field trips is that the students will look at a business and believe they could achieve the same results and Fred did a great job explaining to the students "sweat equity" and that they could achieve anything they put their minds and hard work toward," said Mr. Cassidy.

Mr. Cassidy is hoping to bring his class back to AHM again and possibly expand the trip to tour one of the local hotels AHM manages.

Quotes from Students

Kristy Robinson (Sr) - The field trip was actually very interesting, and it definitely had me asking a lot of questions about the business world. It was so cool to hear about where AHM started and then to see how far it has come since then. The people who spoke to us were extremely kind and knowledgeable.

Blake Cassidy (Jr) - I really enjoyed the field trip to AHM, I learned a lot from what it takes to run and coordinate a business and what happens on a daily basis at an office. The staff was very welcoming and helpful and I was very glad to be a part of this field trip and learn some new things that I didn't know, not only about hotel management but also business in general.





Celebrating YOUR Service

I had to go to Kalamazoo, as my son had emergency surgery. Kalamazoo was my hometown for 32 years, and my two favorite things are coney island dogs and Faygo diet Rock n Rye. I got into Michigan and all the gas stations that I stopped at didn't have my soda/pop so I settled for a diet Dr. Pepper. When I got to my room and put my pop in the refrigerator, what did I find? A 2 liter bottle of Faygo Rock and Rye. They apologized that it wasn't diet, but I didn't care, it still my favorite drink and I can't get it here in Salt Lake. That was put into my room by Stacy, who every day that I was there greeted me by name. The housekeeping staff always left little notes, like have a great day. How nice. The food was great, the service was fantastic, and I know my friends that stayed in another room have the same feelings. The staff even knew their dogs name. I know for one when I get back to Kalamazoo hopefully for fun, I will be staying here! Way to go Kalamazoo Staybridge!!!!





CONGRATULATIONS!

Hampton Inn and Suites - Riverton, Wyoming

Because your AAA inspection scores for cleanliness and condition put you in the **top 25%** of all 27,000 AAA Inspected & Approved hotels, you've been named a **2019 AAA or CAA/AAA Inspector's Best Of Housekeeping** hotel – an outstanding tribute to your entire team.

To help you stand out to the millions of AAA/CAA members who consider cleanliness a top priority when choosing hotels, we have created a marketing package that will set you above the competition when travelers are making buying decisions. We wish you the best for continued success in your service to members.



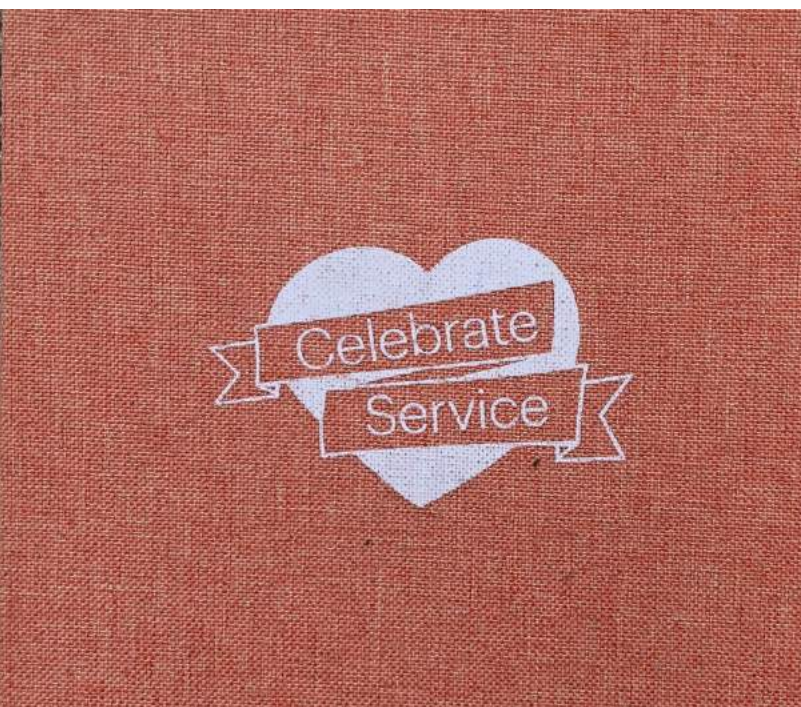
In The News



The AHM team enjoyed a summer dinner. Monica Leis even made an appearance to catch up with the team!



The Staybridge Suites—Carmel General Manager, Jesse Stauffer recently received the General Manager of the Year award in the mail. Congratulations again Jesse!



Staybridge Suites Kalamazoo General Manager, Joy Underwood sent everyone in the corporate office notebooks for Celebrate Service Week. Thanks Joy!



The office celebrated Denise Crawford's birthday this summer. Thanks to Lindsay the team had this delicious snack to celebrate!



Hampton Inn & Suites Riverton...

We wanted to extend a thank you to you and your team. A team member of ours was at your property recently; she travels frequently and shared her experience at your property with us... she says that your hotel is her favorite thus far. The little thoughtful touches made for an exceptional stay. She truly appreciated the welcome letter with local recommendations. We appreciate your hospitality.

Holiday Inn Big Rapids...

Great stay and really really really great service. Fantastic. One of a kind. Never seen before in hotel stays in my mortal existence. Magnificent.

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

We reserved two rooms at the Fairfield Inn & Suites near the university for one night since we were attending a wedding reception nearby that evening. Upon arrival, we were offered complimentary upgrades to King Suites, which we graciously accepted. Our rooms were clean, modern, and most importantly had air conditioning units that were quiet and did not disturb our sleep. Parking is in a garage behind the hotel. Even though there's no direct access to the hotel from the garage, it's just a half-block walk to the garage from the hotel's main entrance. There's a phenomenal pizza/bar across the street from the hotel, along with plenty of other restaurant options. The hotel is just a block from the UC as well, so for families visiting the campus or parents visiting college students, this hotel is a great option. Bed was super comfortable as well.

Grandstay Hotel & Suites Mt. Horeb...

We were there to attend a family reunion. We were greeted by very friendly staff of this hotel. The establishment was new and very clean and the breakfast was very good. Although we didn't spend much time at the hotel it was one that we would use again should we travel that direction.

Staybridge Suites Indianapolis...

We just spent our 8th Memorial Day Weekend at this Staybridge. We have always had positive experiences and the staff is wonderful and welcoming. This has been our home away from home and we cannot imagine staying anywhere else.

Woodspring Suites Whitestown...

I booked a room the night before for a Saturday night stay for my son and I for a Baseball tournament he had in Indy. Day of check in I called Saturday morning to check for early check in, front desk rep I spoke with was amazingly nice and helpful. She said she would have a room ready for the time I asked. Upon arrival I found the Hotel was close to many restaurants, Gas stations, and stores. The front desk was super nice, asking if there were any needs my son and I needed to go along with our room, asked what floor we preferred, and made the whole check feel like they wanted us to stay there. The room was spotless, bed sheets white and clean, and I couldn't tell if anyone had ever stayed in it before. My son plays PS4, the room offered a 42" tv which is larger than most Hotels. The room was quiet, and the bed comfortable. I will be staying here again!



Residence Inn - Lafayette

Hotel receives note from an impressed guests family member

I just wanted to write a short note to thank staff and management at the Residence Inn in Lafayette, Louisiana for taking care of my wife and grandson during their recent three night stay. My wife returned home with nothing but praise for the property, regarding the hotel room's comfort, cleanliness, and overall service by the staff. They enjoyed the morning breakfasts, evening snacks, and swimming pool.

My work requires that I travel from time to time and as a Titanium member, when I have a choice I always prefer the Marriott brand for dependability and quality for overnight stays on the road.

Kudos to Marriott and our new favorite location in Lafayette.

Residence
Inn®
Marriott

Welcome to the Team



Tina Laterza

**Courtyard by Marriott – Mason, OH
General Manager**

Tina joined the AHM team in June 2019 and brings with her sales-focused management experience with Marriott corporate and property-based experience at Courtyard by Marriott, Holiday Inn, and Sheraton.

While with Marriott International, Tina was the national salesperson for 1,000+ Marriott hotels and resort properties worldwide through travel industry and wholesale distribution channels in the Northeast. Her favorite part of this position was developing

collaborative sales strategies with hotels worldwide and being able to travel to International and resort destinations to meet with colleagues and customers. She enjoys traveling and has visited Europe, Australia, Japan, Hong Kong, The Caribbean, and much of North America (including Alaska, Hawaii, Canada, and Mexico).

Tina is excited to have come full circle back to Courtyard as she enjoyed her role with the Courtyard Midwest regional sales office and was proud to represent the first lodging brand exclusively designed for business travel by business travelers - which still stands true today. Always at home when on property she is eager to get started in our fabulous new Courtyard being built in her hometown of Mason, OH. Being active in the community she is prepared to roll out the red carpet for travelers to Mason and to build support within the Mason-Deerfield area.

With her husband, Gil, Tina has raised three children, with the last one recently leaving the nest. They are William, Sophomore at Ohio University studying Communications; Shelby, living in Los Angeles and working for the Southern CA Chapter of Ronald McDonald House Charities; Ashley, living in Milwaukee and working as an Analytical Design Engineer for Innio (Formerly GE Power).

Tina is eager to start this new chapter and looks forward to working with everyone at AHM.



Woodspring Suites - Indianapolis/Zionsville

Don,

I just wanted to send you a quick thank you for all of the hard work your team has put into our hotel. From day one, they've been true professionals, dedicated to making sure our hotel got opened without a hitch and ramped up as quickly as possible. Chris, Jesse & Jen make a great team; you should be very proud. A special thanks for Amy's help as well. This closing had its challenges but she worked through them all. I wish you guys continued success with Rich and the Gateway team. This is going to be a great hotel and I look forward to hearing about the awards you guys put up there.

Last, a sincere thank you to you as well. As a group, our team is new to hotels but you were willing to get in our corner. We appreciate that support, patience and flexibility. We look forward to working with you in the future.

All the best,

Dale Johns
Loftus Robinson
J.F. Wild Building
Indianapolis, Indiana



WALL^{of} FAME

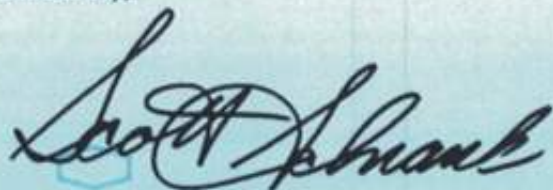
Ryan Preston, General Manager
Hampton Inn & Suites Riverton
2500 North Federal Blvd
Riverton, WY 82501
United States

Dear Ryan,

I'm pleased to honor you with the Wall of Fame award for Fourth Quarter 2018. 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
Hotel Support

cc: Gerald Haan, Hampton Brand Principal Correspondent



Guest Letter

A Courtyard by Marriott New Albany team member impresses guest

The Marriott Manager Brittany Stoll's assistance to my inquiries in regards to not



only my Marriott account, but other features of the Marriott card, internet service and other questions shows a true professional on the Marriott team. I'm a world traveler and have been frustrated so many times and especially with other chains. Brittany took out all of the doubts I may

have had on my inquiries and was direct and also showed the personal and caring touch which is very, very hard to find nowadays. Seeing such a true professional and a person who not only cares of the positive image of Marriott, but truly cares of her guests as if they were her own family or friends. This which Brittany displayed should be emulated within not only the Hotel industry but all industries. It's a pleasure not only to stay at this Marriott hotel but will ensure this is my preference in the future. Please thank Brittany on my part and on yours as a true professional and leader of the Marriott because she definitely needs to be applauded of the fine work she performs. Please do not hesitate to contact me because I'll definitely contact my company on the fine work she performs and ensure THIS Marriott is used by our team and customers in the future.



Celebrate Service Week

The Holiday Inn Big Rapids celebrated Celebrate Service Week in a big way. The management team washed the hourly associate's cars, they had a movie showing in the Auditorium one day for all staff, a dunk tank for hourly associates to dunk management, and the team had a big luncheon for all associates.

"I think the dunk tank was the most popular and I can vouch for the coldness of the water and the heat of the sun on the seat. Chase Dunneback our former front desk manager, Geoffrey George our Executive Chef, and Brittany Kibbey our Restaurant GM and I all got to take our seats on the throne of the dunk tank. Was a great Celebrate Service week for all!" said Banquet Manager, Brett Buchholz.



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