

American Hospitality Management

Winter, 2019



*The Courtyard by Marriott
Mason, Ohio Opening Fall 2019*

More on pages 2 & 3



Above is a prototype photo of the Courtyard by Marriott in Mason, Ohio

Courtyard by Marriott—Mason, Ohio

Opening Fall 2019

Courtyard by Marriott Cincinnati Mason

4753 Socialville – Foster Rd.

Mason, OH 45040

97 Rooms

COURTYARD
BY MARRIOTT



Construction progress photo of the Courtyard by Marriott—Mason



Construction Photos Courtyard by Marriott—Mason, Ohio





Where Are They Now

Leading the Empire with a Solid AHM Foundation

“Where Are They Now” is a new feature in the American Hospitality Management, Inc. (AHM) newsletter. This is the first of many features taking a look at what former AHM employees are now doing. To kick this new feature off we hear from Adam Miller, who has one of the most interesting stories to share.



Former AHM employee Adam Miller is reaching new heights in the hospitality world since his days with the AHM team. As the current Director of Hotel Operations at Caesars Palace in Las Vegas, Nevada Adam is making his career dreams a reality.

We believe Adam’s story is best told through his own words. In this article we take a look back at Adams career start, his time with AHM, and his current position at one of the most iconic hotels in the world.

*Adam Miller, Director of Hotel Operations at
Caesars Palace - Las Vegas, Nevada*

Continued on next page

Why Hospitality?

I always knew I wanted to work in the hotel industry after staying at a couple hotels with my parents on road trips throughout Michigan and Ohio. I always liked the idea of working at someone else's vacation. I love that hotels can be the destination, not necessarily the city, and are a part of so many defining moments in one's life. Since I knew at an early age I wanted to be in hospitality, I completed a Bachelor's Degree in Tourism from Michigan State University.

First Job in the Industry

My first job was opening a Holiday Inn Express in Jackson, Michigan. I went to the construction trailer each week until they allowed me to fill out an application. One day, a gentleman named Anthony Roberts met me, sat me down in what would eventually be built as the fitness center, and hired me to be a Front Desk Agent. Soon after, I became the Executive Housekeeper and then Assistant General Manager. He groomed me to be prepared for school at Michigan State University.

Work Experience History

While I was at Michigan State University, I interned at Disney's Grand Floridian Resort & Spa, where I gained experience working in VIP Concierge. It was my first introduction to the world of celebrities, CEO's, and dignitaries. I learned a lot about luxury hotel operations from that 867 room resort, and what it meant to deliver service with passion. Upon completion from that program, that same General Manager I worked for at the Holiday Inn Express moved to South Bend, IN. He called me and told me I could be a Hotel Manager for him and help him turn around a distressed Comfort Suites. I lived at the hotel and commuted to Michigan State before I had an opportunity to learn sales at a Residence Inn and Courtyard by Marriott back in Lansing, and eventually landed back in operations at the Staybridge Suites of Okemos in 2009 as the Hotel Operations Manager.

AHM Career Highlights

My favorite highlight during my 2 year tenure was helping Don and Fred reopen the AmericInn of Saugatuck/Douglas for a summer as a Task Force General Manager. It helped me learn about a broader perspective of the business, working with the county to obtain permits and licensing, tourism, and gave me an opportunity to apply all of what I learned in my hotel career to my own property with total accountability for results. I learned a lot about patience, building a team, revenue management, managing a profit and loss statement, creating a culture, and taking a unskilled hospitality workforce, and grooming and developing others to deliver a guest experience, in a highly competitive bed and breakfast market just outside of Chicago with rates in the high \$400.00's on weekends.

Move to Las Vegas

I was recruited out of college by the Chief Human Resources Officer at MGM Resorts International to launch their internship and management training programs. After two successful years, I moved into a role as Director of Global Human Resources to help manage human resources and new hotel projects for MGM's properties and regional offices throughout the world. A year into global human resources, I was recruited by the President of Sports and Entertainment to open T-Mobile Arena (a 20,000 seat arena), and a 5,000 seat theater to oversee Human Resources and Corporate Entertainment Operations. I then got the bug to go back into Operations, and was recruited by the Area General Manager of Caesars Palace to join a once in a lifetime opportunity to be the Director of Hotel Operations of one of the most iconic hotels in the world.

Role at Caesars Palace

Caesars Palace is currently the 13th largest hotel in the world, with another 1,000 rooms being built in the next couple of years. As the Senior Director of Operations, I am responsible for our high end villa product (15,000 square foot villas with rates from \$35,000.00 per night) catering to the most prominent celebrities, CEO's, dignitaries and gamers in the world. I also lead 4,000 guest rooms and 500 suites and manage the operations of butlers, front desk, VIP services, concierge, bell, and valet among other departments. I have a team of directors that help me manage our resort, all ranging from 15-20 years of experience within the Company. Over the past year and a half that I have been here, we completed a \$250 million dollar renovation for two hotel towers, beat Bellagio and ARIA's rankings on TripAdvisor, doubled our hotel's ancillary revenue, and doubled our number of \$1 million dollar hotel revenue nights.

Caesars Career Highlights

Some of my career highlights thus far is working to enhance the culture and performance of our team. It is easy for a hotel built 53 years ago to get "set in its ways," and ultimately it is our responsibility to drive more revenue, control expenses, increase guest service scores, and employee feedback scores year over year. I'm proud of our team for looking for innovative ways to continuously improve the operation, and recognize the team in meaningful ways for doing so.

Caesars Palace has hosted every President of the United States of America since it was built 53 years ago. Some of my favorite memories surround going the extra mile to exceed these types of guest's expectations and really differentiate our service from other luxury resorts.





Tami Morrow, Fred Kindell, Denise Crawford, Kim Morgan and Peg Stump (not pictured) went grocery shopping for the St. Thomas Food Pantry

St. Thomas Food Pantry Donation

The St. Thomas Food Pantry distributes food supplements to over 100 Cheboygan County residents every Monday. This organization has been helping families for years and AHM wanted to assist in any way we could.

Each holiday season AHM chooses local organizations to make a donation, and for the past few years the St. Thomas Food Pantry has been one of those organizations. There was a total of \$500.00 spent on items that the food pantry was in need of, a total of 1,020 lbs. of food. Donations like this help out many families while they are in need during the holiday season and throughout the year.

A huge thank you to the AHM Corporate team members; Denise, Tami, Kim, Peg and Fred, who were the shoppers for the St. Thomas Food Pantry donation.

Dear Friends,
We would like to formally thank you for your donation of 1020 pounds of food to the food pantry. Your donation allows us to offer our customers items not often available for purchase through the food bank, and it is gratifying to see their joy at finding a "rare" item on the shelf.
We so appreciate your generous gift, and wish you the blessings of the season.
Sincerely,
Barbara Spurl
Volunteer Coord.

Thank you letter AHM received from the
St. Thomas Food Pantry



LEXLP Receives Praise From Guest

A card the Staybridge Suites Lexington team received from a family who stayed over the holidays

Our family used your facility during the Christmas holiday and want to let you know it was more than enjoyable. Your employee Stephanie Blythe was absolute miracle worker. Our family not your usual size (22) of us were comfortable and your staff from our dinner service to breakfast staff more than accommodating. Front desk on Christmas welcomed the kids + Santa and allowed them to be kids on Christmas morning not just hotel patrons. I will always recommend Staybridge with highest remarks. Thank you Stephanie + Thank you Staybridge!

*you are truly appreciated
thanks again*

*A family without a home
"Mayhorn + Anderson"*



Homewood Suites by Hilton Lansing...

The room is nice but the staff is outstanding. They are so friendly and helpful. They make an effort to get to know the guests. Reggie, Dexter, Ashton, Vimby and Brandon always greeted me as I came and went. I was on crutches and they all went out of their way to help. I had stayed there in October. I was in town due to a family emergency. They were so sweet. They inquired about her health each time. This time I was home for her funeral. The staff was so concerned, compassionate, and sweet. Staying here felt like staying with friends. Highly recommend it.

Holiday Inn Express New Buffalo...

Hello, Melody. My name is Paul Greco and I am a Spire Elite member. Yes, I have spent a lot of time away from my family staying in IHG properties. My wife and I had the opportunity to stay at your property this past Saturday (Shopping and entertaining ourselves at the casino). I was very impressed with the letter that was left in my suite (Beautiful room by the way) welcoming me with your name and business card. It's the little attention to details that I most admire in people. Also, your breakfast area was clean and set up differently than most. Everything was HOT, which was much appreciated. I too work within the service industry and we are not told, Thank You very often. Thank You for the extra effort. I live in Grand Rapids but, love the South West corner of Michigan. We will be back.

Holiday Inn Big Rapids...

I stayed at the Holiday Inn Big Rapids at Ferris State for my son's youth hockey tournament. I was more than pleasantly surprised by the appearance of the property and facilities, courtesy and professionalism we were shown by the staff, and quality of the stay. We enjoyed the pool, the breakfast buffet, and utilized the lobby for group meetings. Our room was comfortable, clean, and spacious. The offerings in the room and lobby were a nice and appreciated touch. I would absolutely recommend the Holiday Inn Big Rapids, and would consider staying at another Holiday inn in the future. Perfect for young families and groups.

Holiday Inn Express Wisconsin Dells...

I frequently stay at this hotel; ~2 weeks per month, every month. The staff all know me, and I know them. Super bunch of people, I couldn't ask for better treatment! If you travel to the Dells for any reason, you would be remiss if you don't look into staying at the Holiday Inn Express!

Courtyard by Marriott New Albany...

My husband was having surgery at JIS Orthopedics in New Albany, Ohio. We live a couple hours away and we're scheduled for a 5am arrival for surgery. We decided to go in night before and get a hotel room. Location was so close to surgery Center. Great choice! Very nice and clean! Newer hotel with prompt and efficient front desk. Check in was very quick and friendly. The lobby area has a cute bistro bar with casual but extensive delicious menu items. Looked a awesome patio with fire pit. Was impressed and would definitely return on a future visit.



Thank You Letter

The Hampton Inn & Suites Riverton team received a note from an appreciative family

Your efforts to lighten our
load were so very
appreciated!

The flowers + cards in each
of our rooms was so nice.
Thank you.

You allowed for a
reception in your hotel which
certainly was helpful and
ideal.

Thank you so very much.

Hampton Inn Staff,

Your

kindness and

sympathy are more deeply

appreciated than any words

of thanks can ever express

The entire Fixter
Family





*Aisha presenting Nick with
Member of the Day*

Member Of The Day

Staybridge Suites Lexington staff impresses repeat guest

I often travel much. Aisha always takes care of me every time I check-in. She is always working hard to make me feel at home. Today I walked in to being the Member of the Day!! This definitely made my day. Thanks for being my [#homeawayfromhome](#).

[@StaybridgeLex](#) [@StaybridgeLexington](#).

Nick Krug

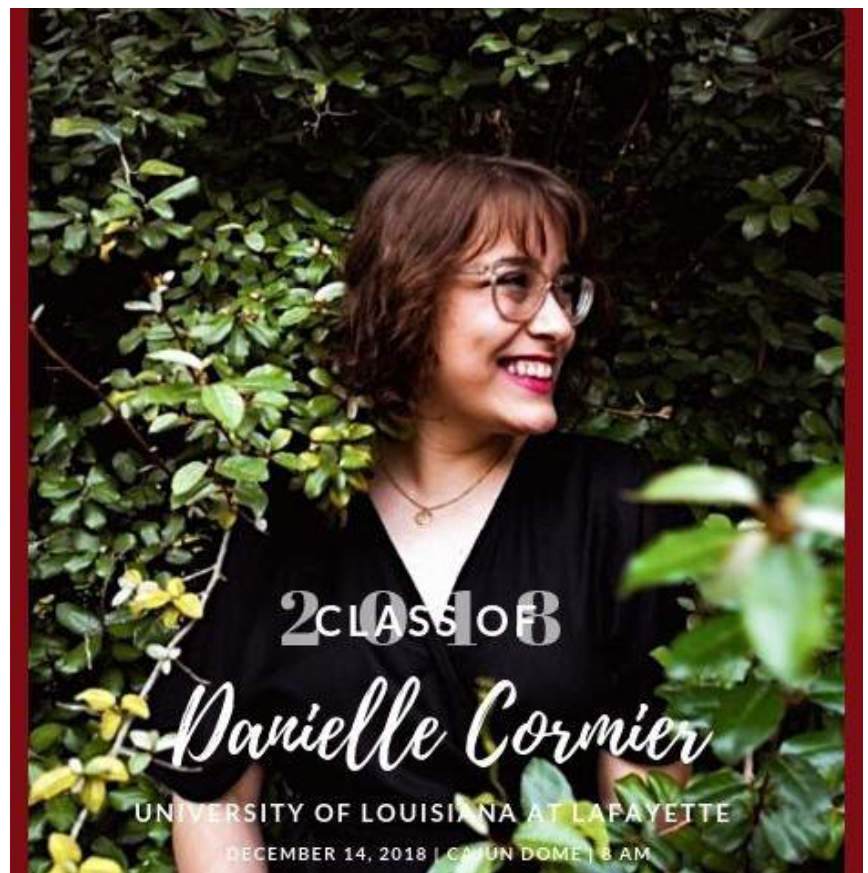


Graduation Announcement

Residence Inn – Lafayette General Manager, Joddy Cormier's daughter graduated from the University of Louisiana at Lafayette in December 2018.

Danielle Cormier graduated with a Bachelor of Liberal Arts (Child and Family Studies) degree. She is currently applying to graduate schools to achieve her Masters of Social Work.

Congratulations Danielle and good luck! Thanks for sharing Joddy.



Danielle Cormier's graduation announcement

In The News



During the holidays **AHM** teamed up with the Salvation Army and collected items for **Toys for Tots** and **Coats for Kids**. On December 17, the Salvation Army picked up all the donated items the team collected. A big shout out to everyone in the office who made this donation possible!

December 21, 2018

Brooke,

Thank you so much for knitting 56 hats to give to those in need this holiday season! I wish you could see our community members' faces light up when they see a hat that was made for them - hand knit with love. You are welcome here anytime - we would love to show you who you've invested in. Happy Holidays, Taylor Jackson Development Coordinator



The **Homewood Suites by Hilton – Lansing Eastwood** team knitted 56 hats for people in need over the month of December. Above is the thank you note they received.

VID (Very Important Dog!) Ruby came to visit the AHM home office recently. Here she is pictured making a stop in Auditor, **Denise Crawford's** office.

Celebrating the Holidays



Members of the **Holiday Inn Express – Wisconsin Dells** General Manager, Jesse Kangas and his children enjoyed meeting Santa Clause over the holidays.



The **Courtyard by Marriott—New Albany** team taking a break from their Christmas party festivities to pose for a picture.



Members of the **Hampton Inn & Suites—Riverton** team opening gifts at their Christmas party.



The **Fairfield Inn and Suites—New Buffalo** team posing at their holiday party.



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November 19, 2018

Dear Mr. Hartzell,

As a loyal HHonors member, I want to personally take this time to welcome you to my hotel where HAMPTONALITY is at the heart of everything we do. I also wanted to take this time to let you know that as a Hilton Honors Gold member you have 112,147 points with a My Way bonus of a bottle of water and a snack. We have done our best to accommodate your preference for a nonsmoking room, located on a low floor, away from the elevator. My head housekeeper, Rosie, personally inspected your room for quality & cleanliness.

Hampton Inn & Suites Riverton offers some of the finest services and amenities such as Complimentary high speed internet access offering 6 megs up and 6 megs down, Premium upgraded internet speeds for 5.95 per day where you will enjoy 15 megs up and 15 megs down, Pool and Hot tub open from 8am to 10pm, 24-hour exercise facility, and Business Center. In the mornings, you can enjoy a complimentary hot buffet breakfast from 6 a.m. to 10 a.m. In the evening of Tuesday and Wednesday, from 6 p.m. to 7:30 p.m., we offer a complimentary Dinner with Beer and Wine. Please Come and enjoy 1 of 7 dinner options served and as always, if you're not satisfied for any reason, we offer the 100% Hampton guarantee.

There is much to see and do in Fremont county. If you would like to know the history of Riverton, check out the American West Pioneer Museum in Lander. Visit the home of the world's largest mineral Hot Springs or the Dinosaur Museum in Thermopolis. Wind River Canyon has much to offer for the whole family; white water rafting, fly fishing, or just a scenic drive.

For the outdoorsman, Boysen Reservoir offers great fishing, camping, and all around outdoor fun. Also in Riverton, check out the two historical museums or the 1883 Mountain Man Rendezvous site. The Rails to Trails offers walking and 4 wheeling fun. The trail runs along the original railroad line from Riverton to Shoshoni. There are plenty of scenic and historical sites along the way.

Riverton features a variety of restaurants and two cinema theaters. In the summer, Riverton hosts the Rendezvous Balloon Rally's Car and Bike show, and Mountain Man Rendezvous reenactment, and an ALIVE @ 5 event on Wednesdays during June and July. Winter offers some fun for the whole family too. Winter Carnival supplies several events to keep you occupied, including, an ice fishing derby, ice sculpting, and annual crab crack. If you have any questions, please ask our Guest Service Agents. They will be happy to assist you.

Enjoy your stay with us at the Riverton Hampton Inn & Suites!

Sincerely,
Ryan Preston
General Manager

RYAN, THANK YOU AND YOUR STAFF FOR MAKING
MY STAY PLEASURE. THE ROOM WAS IMMACULATE
AND LORI WAS AMAZING & FUNNY & HAD ME CHECKED
IN, IN SECONDS, YOU ARE ALL THE REASONS
I CHOOSE HILTON ABOVE ALL OTHERS.
GF

Welcome To The Team



Lindsay McNitt
American Hospitality Management, Inc.
Accountant

Lindsay joined the AHM team in December 2018 and brings with her a background in hospitality & accounting as she previously worked at Birchwood Farms Golf & Country Club as the Accounts Receivable clerk. She graduated with a Bachelor's Degree in Accounting from Northern Michigan University in the winter of 2015.

Lindsay played Division II softball in her early college years, and continues to enjoy the game recreationally by playing in various co-ed and women's leagues in the area during the summer months. In her free time Lindsay can be found with her nose in a book, frosting a cupcake, or playing basically any competitive sport.



Kelley Foster
Courtyard by Marriott New Albany Ohio
General Manager

Kelley began her Marriott career in 1995 as the AGM of the Fairfield Inn Columbus North. Over the last 20 years Kelley has worked as the GM at each of the Marriott Select Service brands (FFI, SHS, RI, CY, TPS). She has been a dual GM on two different occasions, most recently at the SpringHill Suites and TownePlace Suites Columbus Airport.

Most of Kelley's hotel experience has been with Marriott International, but in the last 7 years her hotels were sold 3 different times and with each sale came new learnings and opportunities. She loves to train people and watch those she's mentored be promoted.

Kelley will be celebrating her 25th wedding anniversary this year to her high school sweet heart. They have three wonderful children; Stone is 20 and is serving in the US Army. He is currently stationed in Fort Bragg, NC. Gage is a senior in high school and Brinley is in 8th grade.

In her free time she enjoys being with family or friends. She likes to be outdoors whether hiking or doing anything on the water.

Kelley is super excited to be at the Courtyard New Albany and looks forward to great success.



AHM Team Celebrates the Holidays

The American Hospitality Management, Inc. team looks forward to celebrating the holidays each year. This year the staff participated in an office decorating contest (Denise Crawford was the winner!), an Elf on the Shelf challenge and enjoyed a holiday potluck.

The newest holiday activity was the Elf on the Shelf challenge. Each team member had an opportunity to elf one or more of their co-workers. They had to come up with creative scenarios to put the elf on the shelf in in each other's offices. The winners are below;

1st Place Winner-Brenda who Elf'd Lindsay

2nd Place Winner -Suzanne who Elf'd Kim

3rd Place Winners – there was a third way tie:

Kim Elf'd everyone — Terri Elf'd Fred — Kim Elf'd Tami

As always the AHM team had a great time celebrating the holidays with each other before they took a few days to spend with their families.



Congratulations RIWWY

The Hampton Inn & Suites Riverton receives booking.com award

Booking.com Guest Review Awards 2018

Dear Partner,

A glowing review is a thank you note the whole world can see. And in 2018, you impressed your guests so much that they said thanks again and again - and now, your property review score is one of the highest on Booking.com.

That's why we are honoured to present you with the 2018 Booking.com Guest Review Award. From all of us at Booking.com, congratulations!

A Guest Review Award is no small achievement. Delivering such an incredible experience to your guests is the result of dedication, passion and a lot of hard work. To showcase your accomplishment, we invite you to display your Guest Review Award in your property and share it online with the hashtag **#GuestsLoveUs**.

We're proud to call you our partner, and - just like your many happy guests - we want to give you our biggest thanks.

Here's to many more years of celebrating success and Growing Together.

Our warmest wishes,



James Waters
Vice President Of Partner & Customer Services
Booking.com



Open For Business

Home2 Suites opens in Centennial Colorado

The Home2 Suites by Hilton in Centennial, Colorado opened on **January 11, 2019**. It is a 90 room , 4 story hotel located in the heart of the city. More professional photos to follow in the Spring AHM newsletter.

Home2 Suites by Hilton Centennial, CO

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