

American Hospitality Management, Inc.

Fall, 2020



**Fairfield by Marriott Louisville
Jeffersonville is Now Open.**

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Now Open

Fairfield Inn & Suites Louisville Jeffersonville

The 85-room Fairfield by Marriott hotel in Jeffersonville, Indiana is now open with a new decor that provides guests with a feeling of warmth and calm while traveling. Located at 3000 Gottbrath Parkway, the Fairfield by Marriott Inn & Suites Louisville Jeffersonville will operate as a Marriott franchise, owned by Jeffersonville Hotel One Partners, LLC and managed by American Hospitality Management, Inc.

Located in Jeffersonville, IN just 7 miles from Downtown Louisville, the Fairfield by Marriott Inn & Suites Louisville Jeffersonville offers guests convenient access to River Ridge Commerce Center, Churchill Downs, Kentucky Derby Museum and a convenient stop along the Bourbon Trail.

Fairfield by Marriott Louisville Jeffersonville will open with Marriott's new Commitment to Clean protocol with enhanced cleaning procedures designed for the safety of our guests and associates.

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These new protocols include electrostatic sprayers with hospital-grade disinfectant to sanitize surfaces throughout the hotels as well as many other cleanliness standards changes being implemented by Marriott Global Cleanliness Council.

The new decor package is warm, timeless, forward-thinking and inviting with simple nods back to the brand's heritage. Specific elements meant to evoke feelings from the Fairfield Farm include a farmhouse table in the lobby for gathering and connecting, photography from the Fairfield Farm serving as artwork in the lobby and guest rooms, natural materials and unique textures, and a history wall in every property showcasing the brand's roots.

The new guestroom design is impactful and unique, while addressing the functional needs of the Fairfield guest for a seamless experience. The room was designed with the modern traveler in mind, allowing for productivity on the road without overcomplicating the guestroom. Each room features a modern lounge chair, serving as both functional and comfortable to either work or relax in. The artwork in the room takes center stage with the window treatment acting as a focal point, displaying photography taken at the Fairfield Farm. The material is sheer and allows light to pass through the photography, warming up the room and creating a comfortable environment. The guestrooms also feature a mobile desk, a comfortable couch, refrigerator, coffeemaker and microwave.

Additional hotel amenities include an outdoor swimming pool, a fitness center, business services, valet laundry service, complimentary Wi-Fi and 600 square feet of meeting space to accommodate functions of up to 35 people. A complimentary breakfast is also available.



"Congratulations to Chris Nokes and Brandon Davenport on the successful opening of AHM's newest hotel. Thank you for all your hard work to make this happen. The hotel is beautiful and the team is fantastic!" said AHM Regional Vice President, Chris Norman.

Sponsored By: Courtyard by Marriott New Albany



Taste of New Albany

The Courtyard by Marriott New Albany was a sponsor for the annual event

The Courtyard New Albany once again participated in the annual Taste of New Albany. This outdoor event showcases area restaurants, caterers, craft beer makers & distilleries. The Courtyard once again was a sponsor of the bar station and a number of hotel associates and family members volunteered.

“This year was a bit different for all and a bit fun trying to social distance behind a bar, but we made the best of it and had some fun,” said GM, Kelley Foster.

It’s great to see that even in these COVID times our teams can still make participating in their community safely happen.



5 Star Review

A TripAdvisor review the Staybridge Suites Kalamazoo received from a recent guest



Sets the standards in my opinion for residential type hotel.

We checked in 7/21/20 and are still here as I write as our house being sold and prepping for estate sale, needed to be out of estate sale employees way.

We travel a great deal under non Covid times so have extensive experience “hoteling” it in all types. This has been, for a residential style hotel, the best by far. Our room looks to be brand new, plenty of storage for the longer term, comfort area with tv is great, desk area perfect, kitchen utensils basic but of variety I needed. I had to bring very little items of my own. Bathroom shower area separate from vanity/sink area which we like to facilitate us as a couple getting ready to go somewhere at same time. There is a large closet, king size bed and nightstands both sides of bed, chair and ottoman also in bedroom with tv, there are 2 large chests for getting clothes out of our sight and stored. One of the rare things is GREAT lighting throughout space. They actually put in light bulbs large enough to read by and put out great well lit areas. Hotel is quiet where we are located. Even in these virus times they are doing daily breakfast delivered to your door at your preferred time. Their normal evening service had to be suspended for obvious reasons with virus active.

There is a courtyard in middle of complex with nice seating, fireplace, and tables and 2 Weber grills for personal use. Indoor pool closed for Covid reasons but area looks to be nice. Laundromat is excellent and there are no coin machines...complimentary!!! What a treat that was. Machines front loaders and look brand new! Never have I had complimentary laundry machines!!

The absolute best part of this hotel however is their team/staff!!!! Absolutely without exception of anyone we have encountered, personally or on the phone, they have exceeded our expectations. They are always pleasant, smiling, welcoming us when we come back, and eager to please. They begin to feel like family and call us by name. They have a can do or a will sure try to do attitude rather than the oft encountered in other establishments the “I am sorry we cannot offer that” or “we don’t do that” or not even answering your questions.

In these trying times we are all in and under stress minute to minute, this crew is making huge efforts at trying to figure out new ways of making things happen in a great way.

We thank them and congratulate them on a job well done....and sure hope the upper level management recognizes them and what they have in this team. They all even seem to like each other and I have seen no sign of back biting. What a refreshing change.

We will return and hopefully visit other Staybridge Suites with as good an attitude and performance as this one in Kalamazoo.

Thank you all the Kazoo Staybridge!!!! Room 336.





Guest Letter

An email from a customer giving Courtyard New Albany Director Of Sales Carrie kudos

Hi Carrie ~

Just wanted to pass along to you a wonderful compliment that was given to me on your behalf.

One of our competitors, Steve, said you were a life saver in getting him a room at the last minute. He made it a point to seek me out to tell me, and Derek Braun, my boss was in the room and heard his rave review.

Thank you very much for being so accommodating in helping him and all of our other competitors staying at your property.

I must say, you are head and shoulders above the Sales Manager I had to interact with at the Courtyard out in Novato, CA.

Know how much I appreciate your cheery attitude and understanding of how our host hotel is an important extension of our customer service which is an integral part of our brand.

I'll do my best to get in to see you this upcoming week!

Kind Regards,

Robin Cravens
Business Manager
Split Rock Farm/Split Rock Jumping Tour





Rave Review

The Hampton Inn & Suites—Riverton received praise for top notch customer service

Dear Ryan Preston,

I would like to start off by saying you again have outstanding attention to details. As always you have grabbed my attention. Your Hotel is top notch. I have been in a lot of single serving places. Have seen and experienced the apostrophe in each situation. For the price, the values, cleanliness and family mood outweighs them all. I'm simply speaking genuine truth!

The team members that I encountered (Chris) very sweet and friendly (That Grandma feel) was comforting when coming in from a Very long and stressful day. I literally drove from Casper at 3am to Cody and work a 20 hr day by the time I reach my destination in Riverton. No, I didn't stay in Cody, Thermopolis or Shoshoni. I chose Riverton! The answer should be evident. My home away from home. Jenny was very fun and well understanding of my current situation. She is very beautiful and her character is well matched. I spoke up to see the reaction I would receive. I had my mask on and spoke in a tired voice, "Please tell me you have a room available!" With a witty reply and a great sense of humor Jenny reply's not for you! Jokingly! I lowered my heads and said darn! I replied "Don't make me call Ryan! We all shared a good well deserved laugh. I quickly realized that Jenny was closing out her shift and was getting ready to depart. She didn't have to, but she stayed for the process of checking in. She is by far my new favorite. I started the check in and Chris asked me if I was a valued member! I laughed and said, "I Should Be!" I quickly ask for a room if available on the 1st floor. Chris said she had one Double Queen and one King suite available. I was reluctant at first and then I quickly realized "I deserved it" and booked the King Suite!!!! Haha haha. I felt that royalty wave come over me! I'll take it! With a look of ahh they both giggled. I was now upper class for the night.

In closing, I wanted to extend my humble opinion and graduate. Thank You Ryan for hiring charming, friendly and beautiful people as your teammates. They have treated me as I was a family member and not just a customer! Really goes along ways with a hard working person. I will always be a lifelong Hampton loyalty member. Thanks again for the exquisite experience! To be continued! Been a really long day and needed to get this out. Please excuse my grammar and punctuation.

Sincerely,
Nick O'Herra

Western States Fire Protection Project Foremen and Sr. Service Rep.



Tru by Hilton Cleveland Midtown...

What an absolutely incredible experience from start to finish! Check in was wonderful! We were greeted and thanked for being a Hilton Honors Member. Everything was explained very thoroughly. We went up to our room and it was AMAZING. Love the floors. Room was very clean. Went back out shortly after and the front desk attendant thought something was wrong with the room, but everything was great so she wrote it down on the log! Every single employee stopped what they were doing and greeted us when we walked past them. The seating area outside with the firepit is beautiful. We would like to know where you got the outside chairs from because we really like them. This hotel is so friendly that we saw a couple deer across the street in the lawn, just standing there! I must include this--the young woman at the front desk--Treasure is outstanding!!! She made our stay very enjoyable. She is so friendly and knowledgeable about the hotel and the city. Thank you Treasure for doing a beyond great job and making our stay so nice!

Staybridge Suites Kalamazoo...

Spacious 2 bed suite, and because of Covid-19, breakfast order was taken and delivered - checkout was easy because of receipt under the door. Our fur baby was a welcome guest at a reasonable charge.

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

Best location to visit campus! The hotel was very clean and the employees were very friendly. Big shout out to Antionette and Taynia at the front desk. My family had some complications on our check out day. These ladies were able to be flexible and offered suggestions ensuring our departure day/time was a success. Thank you!

Staybridge Suites Kalamazoo...

Thank for being warm and inviting upon check-in and other times to exchange towels, pickup mail, get paper towels, etc. It was nice to experience friendly customer service. Please keep it up! I highly recommend Staybridge Suites to businesses customers in Kalamazoo area.

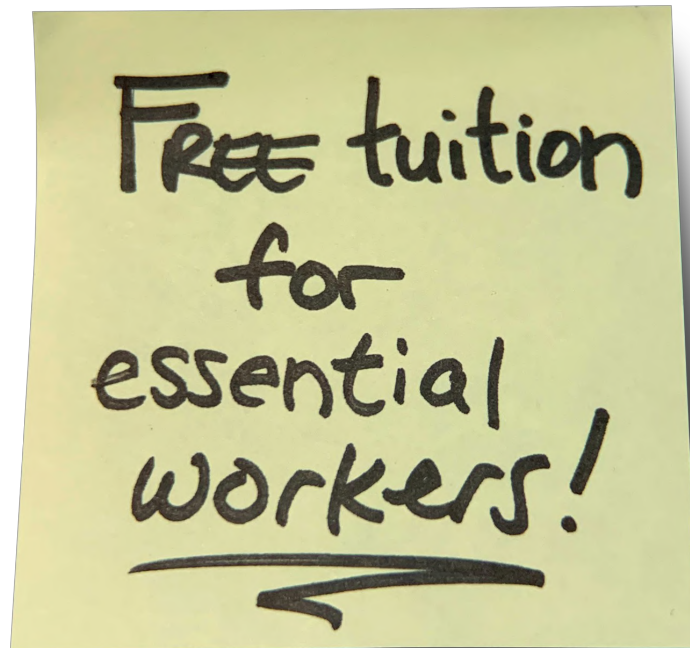
Staybridge Suites Carmel...

Stayed here during soccer tournament at grand park. Location is convenient to the park, restaurants, and shopping. Our room was clean, staff was friendly, and the small kitchen was an added bonus. They rearranged the breakfast area and had servers prepare our plates. Most people took their food back to the room but there some tables. Overall great place and would stay again.

Staybridge Suites Kalamazoo...

This is by far my favorite hotel to stay at. I travel about 2 weeks a month and this hotel ALWAYS makes me feel like I am coming home. No matter who you interact with, manager, housekeeping or the front desk, they are absolutely unbelievable in their mission to make sure you are happy, healthy and comfortable. They are so welcoming! They always treat everyone with so much respect which is hard to find now days. Everyone has a choice on where to stay and I will ALWAYS choose this one and you should too! You can't go wrong with this hotel!

In The News



Several team members have been able to take advantage of scholarships available for frontline employees, in Michigan, that worked during COVID-19. What a great opportunity to work on a Bachelor's Degree or earn an associate's degree at their local community college.



Jo Ellen and Eric Vert welcomed a grandson! His name is Gary Joseph Hlavka Jr. and he was 6lbs 12oz and 18.5in long. Congratulations to the family.



The Courtyard by Marriott—Mason, Ohio received the Hotels.com award for having an exceptional rating.

Lost and Found

A letter from an appreciative guest at the Holiday Inn Express – New Buffalo

Sara and Entire Staff,

Thank you very much for everything you did to help get Zoey her glasses. We greatly appreciate it. Thanks for sending them to me.

Our stay Friday, August 21, 2020, was fantastic! We're very impressed with your Holiday Inn's cleanliness, adjoining King Suite room, breakfast, friendly and honest staff.

The breakfast staff could not have been kinder and more accommodating. They understood, at 9:45 am, that 4 of my teenagers were still sound asleep. As a result, they kindly packed breakfasts for me to take to the room. The kids woke up later than the breakfast deadline and ate the breakfast sandwiches and other items. They loved the pancake sandwiches! They were delicious!

Melody booked the adjoining rooms for me. The adjoining rooms were perfect! She understood 4 teenagers were staying with me and accommodated our adjoining room requests. She was so nice! The rooms were fabulous.

Sara, you greeted us on Friday night with such friendliness and understanding answering questions.

Please forward this email to Melody, your cleaning staff, your supervisor and corporate office. You are all definitely an asset to Holiday Inn Express in New Buffalo, MI.

The cleaning staff turned in my granddaughter's glasses. Please thank them. It appears her glasses fell behind the end table. They are so honest and should to be commended.

The previous three years, we have stayed elsewhere when we visited New Buffalo before school started. We were so impressed with you and Holiday Inn Express that we probably are staying with you next year, too!

Again, thanks! Stay safe and healthy!

Vicki Lane



Welcome to the Team



Glenn Laughlin
General Manager
Residence Inn Lafayette

Glenn Laughlin is a native and resident of Eunice, LA and a graduate of LSU. His experience in the hotel industry includes working at a casino with three hotels and a combined 1,000 rooms. He started out as night auditor, moved to the front desk and then became a supervisor. Supervisor duties included all three hotels in the casino. Prior to working in the hotel industry Glenn owned and ran an oilfield construction company.

Glenn has been married 49 years and is the father of two sons, also LSU grads. He is a proud grandfather of four granddaughters and one grandson.

He loves spending time with family; following and attending LSU sports especially football, with family and friends. He plans a yearly father-son road trip to an out of state LSU game. He enjoys traveling and is an avid reader especially historical fiction and political intrigue.



Merissa Michael
Accounting Associate
American Hospitality Management

Merissa is currently attending school at Southern New Hampshire University online working towards a bachelor's degree in business with a concentration in human resources. She has lived in Cheboygan, Michigan for the past 18 years and has a one year old daughter.

In her free time she enjoys being around family, she has 5 younger siblings. In the summer on her days off you can find her out on the boat.

Welcome to the Team



Janet Chismar

Front Office Manager

Tru by Hilton Cleveland Midtown

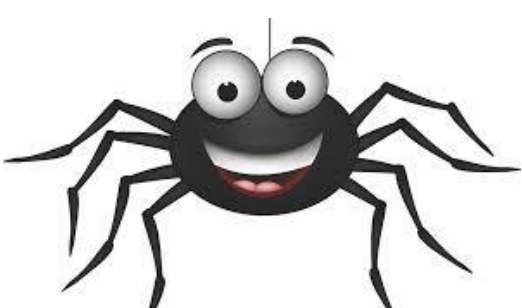
Welcome to Janet Chismar, the Tru by Hilton Cleveland Midtown new Front Office Manager, who relocated home to Ohio after 20 years working as a writer and digital content manager in Washington. D.C., Nashville, Charlotte and Los Angeles. While working in online communications, Janet traveled to Japan, India, Israel and 12 other nations.

Beginning a second career in hospitality, Janet worked as a Guest Service Agent at the Hampton Inn Montage Mountain, and as a Bartender and Guest Service Agent at the Hilton Akron/Fairlawn. She most recently served as the Night Auditor and Front Office Manager at a Nashville-area Hampton Inn.

Janet grew up in Youngstown, Ohio, and earned a bachelor's degree in Communications at the University of Akron, with a minor in hotel marketing and sales. She took several graduate level courses in Public Relations at the University of Maryland, and will be pursuing a certificate in hospitality from Cornell University online.



by HILTON™



Halloween

The Fairfield Inn & Suites Alexandria, MN (STCAL) and the Holiday Inn Express New Buffalo, MI (NBUMI) got in the Halloween spirit this year. Team members at both hotels got dressed up and enjoyed the day with their teams and their guests.



Holiday Inn Express - New Buffalo front desk team member, Heather Goede was a Pumpkin.



Holiday Inn Express – New Buffalo Assistant General Manager, Sara Criswell dressed up as a witch.



Here we have Fairfield Inn & Suites—Alexandria team members dressed up as a cereal killer, Mary Poppins, and Sandy from Grease.



The STCAL team celebrated with a potluck, meat raffle, and pumpkin carving.



Sandy from Grease posing with her pumpkin. The team participated in team building games during their Halloween party.

AZOSB Anniversaries

The Staybridge Suites Kalamazoo team celebrates multiple staff anniversaries



Joy Underwood celebrated her 7 year anniversary with AHM at the Staybridge Suites in Kalamazoo, MI in September 2020.

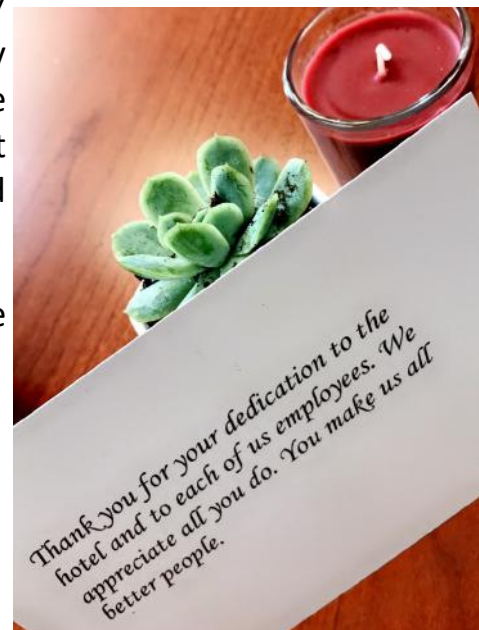


AZOSB General Manager Joy Underwood

Her team surprised her with cards, cupcakes, balloons, a succulent and several wonderful words of affirmation.

"I'm very thankful to have spent the past 7 years at this wonderful hotel. I'm very blessed with a fantastic team of amazing people who work hard every day. Our team works hard to create a great hotel that guests love. It's been a fun 7 years and I'm looking forward to many more opportunities to create more memories. Thank you for the love that was showered upon me today," said Underwood.

Congratulations on 7 years Joy! We are lucky to have you as a part of the team.



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AZOSB Anniversaries

The Staybridge Suites Kalamazoo team celebrates multiple staff anniversaries

Tiffany Kuhtic, Assistant General Manager, celebrated her 4 year anniversary on August 8, 2020. Tiffany started out as the breakfast host and has worked her way into the AGM position. She has officially been in this role for almost 2 years. Tiffany has an eye for details and loves to learn new things. She has a very curious mind, which means she is always finding new ways to improve the property! Tiffany has high expectations for herself and for the team, which shows in guest scores. They are on their way to having a record year for guest Heartbeat scores.

"Tiffany takes a huge amount of pride in her work. Every day she comes to work, she comes with a focus on creating the best experience for each one of our guests. She is constantly looking for ways to improve our quality and the overall experience for our guests," said GM Joy Underwood.



Stormie



Maddie

Although a photo of Tiffany was hard to come up with, she did share two of

loves. Maddie and Stormie.

"Thank you Tiffany for your dedication and commitment to the Staybridge Suites in Kalamazoo, MI! We are blessed to have you as a vital part of our team," said Underwood.



Director of Sales—Christine Dendel

Happy (4 years consecutive) almost 8 years total work anniversary to Christine Dendel, Director of Sales. Christine started out in 2012 as a housekeeper. That lasted a couple of days and then she moved to the front desk. From there she went to night auditor, full time. She left as a full time employee, just for a few months, but stayed on as a part time night auditor. She then came back as the front office manager; left for another opportunity, but 8 months later the team pulled her back as the Director of Sales, a role she has been in for the last 4 years.

"Christine has a lot of passion for what she does. She loves to analyze a piece of business, figure out if it's a right fit, and then work right alongside the guest to make sure that all of their needs are met to a T," said GM, Underwood.

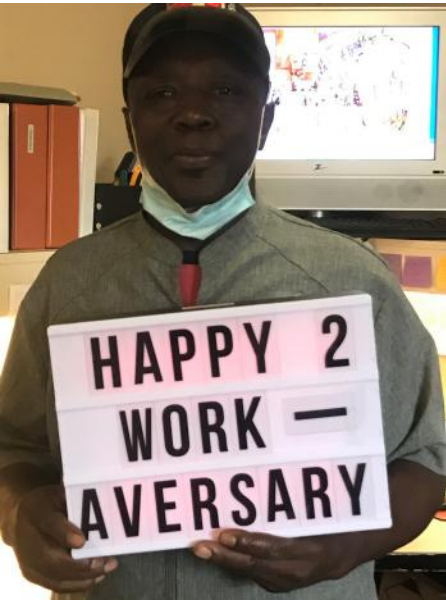
Christine has done a great job of educating the front desk team, who are empowered to continue the sales role, once Christine has left the building. Since she has done so many roles within the hotel, Christine is unique in the fact that she understands the operations side of things and will jump in and assist whenever and however she is needed. This has been especially critical to the hotel during these times of COVID. Even with a worldwide pandemic, Christine has done a fantastic job of looking for unique pieces of business.

"We are thankful and blessed to have Christine as such an important part of our team. We wouldn't want to do this without her," said Underwood.

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AZOSB Anniversaries

The Staybridge Suites Kalamazoo team celebrates multiple staff anniversaries



Happy 2 year work-aversary Terry!

“Terry is our go to guy! He always has a smile on his face with a contagious laughter to compliment his smile. Whether it’s serving breakfast to the guests or wiping down buttons in the elevator, Terry does it with a servant’s heart. Terry is everyone’s friend at work! If you need a job done, he’s the one to ask. He does it all with a smile on his face and never complains. Terry’s smile lights up the room. We are blessed to have such a hard working employee who cares about all the departments in the hotel,” said Underwood.

Happy 2nd year, Terry!

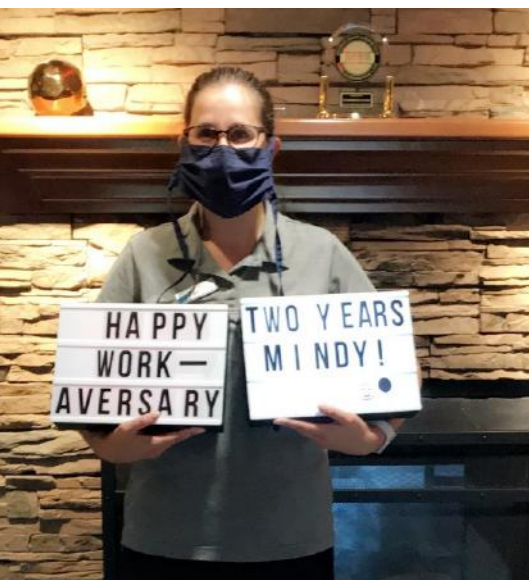
Housekeeper, Crystal Blume, is celebrating her 1 year work anniversary.

“Crystal is an all-around excellent employee. I was so impressed with her after just a few weeks that I jokingly said to her ‘do you have a twin?’ To my surprise, she stated, yes I do,” said AGM, Tiffany Kuhtic.

When the team was asked to describe Crystal here are a few things they said:

Kind, hardworking, dependable, caring, smart, supportive, sweet, and ambitious!

“Crystal takes a lot of pride in her work and she is focused on the highest quality! We are thrilled that she has been a vital part of our team for a year now,” said Underwood.



Mindy Britten is celebrating her 2 year work anniversary.

Mindy is such a joy! The hotel hired her as the breakfast attendant; she’s welcoming and friendly to each guest who comes down for breakfast. During COVID-19, breakfast changed and so did Mindy’s role. She now delivers breakfast for a couple of hours and then goes to the front desk to work.

“Mindy is warm and treats every guest like she’s known them forever. She gets to know the guest by name and ask questions to get to know them even better. Mindy has a great sense of humor. Her teammates love working alongside of her. Mindy gives her best to us each day! We are so blessed that she walked into our front doors 2 years ago. Congratulations and thank you for all you do,” said Underwood.



Hampton Inn and Suites Riverton

9.4/10



Hotels.comTM

Congratulations to the Newlyweds



Fairfield Inn & Suites Eastwood General Manager, Kim Walters (Hagy) and now husband Jeremiah got married on August 1, 2020 on their back deck at their home in Bath MI.

"The sun was shining and the birds were chirping, it was the most beautiful day," said Hagy.

It was a true Covid-19 wedding with only two family members as witnesses and the pastor. The couple plans to celebrate at their family condo in Pensacola, Florida with all of their family and friends in 2021 once it is safe to gather.

Congratulations Mr.& Mrs. Jeremiah Hagy. ❤️



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