

AHM IS CELEBRATING 20 YEARS OF SERVICE 2000-2020



American Hospitality Management, Inc.
Spring, 2020



Pictured from left to right Chris Norman, Lurry Lacour, Don Schappacher, Chris Godfrey and Fred Kindell

AHM Celebrates 20 Years in Business

American Hospitality Management (AHM) is an award-winning hotel management company founded by Don Schappacher and Fred Kindell in May 2000. Having worked together on several projects prior to the establishment of the business, the synergies created by their



diverse areas of expertise allow them to excel in this challenging industry.

In their first year the pair had one hotel under a management agreement, the Holiday Inn Express in Indian River, Michigan and one employee. Fast forward 20 years and AHM now has 27 hotels under a management agreement and 18 corporate employees.

Fred Kindell with AHM's first employee Monica Leis

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Celebrating 20 Years of Service

05/05/2000 - 05/05/2020

The banner the AHM corporate team has hanging in the office

The past 20 years have had its shares of highs and lows but every opportunity has been a learning experience for Schappacher and Kindell while building the company.

All the knowledge they gained in those early years paid off and it shows through the accolades they've received over the years. Most notably for AHM is the Marriott Horizon Award received in 2017. They are also proud of the accolades several of the AHM hotels have received including; General Manager of the Year, Director of Sales of the Year and multiple brand awards.

AHM is now a nationwide hospitality management group servicing limited and full service hotels, extended stay, and resort properties. Clients include some of the best known names in the world as well as independent owners. Their dedication to the success of every project ensures each realizes the benefit of AHM solution management.

AHM's co-founders are now owners of the building that their offices have occupied for 20 years which is a milestone they are extremely proud of.

When asked about the future goals of AHM both Don and Fred agreed they hope to continue to see growth and work with strong teams.

A Poem

Courtesy of Sr. Regional Vice President, Chris Godfrey

Don and Fred, a couple fine gents
Turned their passion into dollars and cents
They went all in, threw aside all their fears
Been managing hotels for the past 20 years
The family has grown to lots of new places
So many hotels, so many new faces
This momentous occasion is time for congrats
For all the success and all the great stats
Cheers to our founders, let's all raise a glass
Bring on the next 20 and let's kick some....

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“I see us continuing to grow as we’ve grown with good properties and continuing to operate with integrity, quality, and knowledge. Continue to get smarter. Everyone we hire seems to help us learn something and make us better,” said President & CEO, Schappacher.

“I hope to continue to work with professional teams at the property level and the corporate level,” said Senior Vice President, Kindell.

The AHM team is looking forward to celebrating this milestone the entire month of May.

Year 1 Vs. Year 20

The company has grown exponentially over 20 years.

Year 1:

- One hotel
- One corporate employee
- Operated in 1 state
- Leased offices

Year 20:

- 27 hotels
- 18 corporate employees
- Operating in 12 states
- Proud owners of their office building



The AHM offices located in downtown Cheboygan, Michigan

A Message From AHM

Fred Kindell addresses COVID-19 and how AHM is handling it

"In order to stay healthy and stay safe with all of Michigan, Governor Gretchen Whitmer has mandated most of our corporate staff to remain home starting 3/24/2020. AHM still has the "lights on" as we are working from home and have key personnel still at our offices. We are providing the support you have come to expect from our company at the same level of effectiveness, even in these troubling times and mandated social distancing.

The health and safety of our team members, guests and community remains our top priority and concern. We are all facing unprecedented challenges during an uncertain time. But, our AHM team is here to support your hotels

Thank You and Be Safe!"

Senior Vice President & Co-Founder
Fred Kindell



Payday Parking Lot Parade

The Staybridge Suites Kalamazoo makes picking up checks fun during COVID-19 layoffs

The Staybridge Suites – Kalamazoo like so many other hotels had to lay off a majority of their staff due to COVID-19. General Manager, Joy Underwood orchestrated a 'Payday Parking Lot Parade' for the team as they came in to get their paychecks.



Underwood made fun goodie bags filled with items like: homemade soap, a handmade coloring book, popcorn, bottles of water, easy lunches, motivational notes, and the ever essential chocolate. Management reached out to Discover Kalamazoo who donated items; along with an anonymous donation of money for even more items. Dickey's BBQ also donated 'to go' lunch.

Those still working decorated the parking lot with sidewalk chalk and made signs to hold up for the team. They played music and then cheered and waved while everyone drove through in their vehicles. Two long term guests even made their own sign and participated in the parade.

The team is trying to make the best of this COVID-19 situation. Everyone stayed in their vehicles and observed the 6 feet distancing rule.

"Those brief 15 minutes were filled with smiles, laughter and friendship. All of the worries of the past few weeks and weeks to come seemed to melt away. It was refreshing for the soul and a reminder of why we do what we do," said GM Underwood.



Toilet Paper Contest

The American Hospitality Management team participated in a toilet paper art contest

It's scary right now with so many changes happening due to COVID-19. There have been several hotel staff layoffs and the AHM corporate team has had to set up offices in their homes. The AHM team wanted to have a little fun in the midst of all the craziness. While everyone is trying to keep their spirits up, President and CEO, Don Schappacher came up with a challenge.

Teams were asked to submit their interpretation of the best "Toilet Paper Art." The top three submissions won a cash prize. The challenge was not about quantity of toilet paper, but about the quality of the art.

The goal was to get creative!

1st place winner—Kelley Foster from Courtyard by Marriott New Albany

2nd place winner— is Brooke Smith from Homewood Suites by Hilton Eastwood

3rd place winner is Amy Deeter from AHM Corporate



1st Place Winner



2nd Place Winner



3rd Place Winner

In The News



Sid the sloth is Hampton Inn & Suites Riverton's faithful guest during the lockdown due to COVID-19. According to GM, Ryan Preston Sid is seriously high maintenance.



AHM Corporate employee Denise Crawford recently started her new role within the company as an Accounting Associate. Denise took over Lo-Ann Bur's position after her retirement. Congratulations Denise!



Congratulations to Senior Regional Vice President Chris Godfrey and his wife Kathy! They are new Grandparents to a baby girl born Sunday, February 23. Anna Elizabeth. Mom, Dad and big brother Jack are all doing well.



AHM's Operations Support Assistant, Tami Morrow made a sign to celebrate AHM's 20th Anniversary!

The Hospitality Symbol

The symbol for hospitality is a pineapple. Several members of the AHM team recently placed pineapples in the windows of their hotels and homes. A symbol that represents the hospitality industry is strong and we will survive. Plus it may brighten someone's day.

Below are the pictures shared by the AHM team. We appreciate the creativity!



Staybridge Suites — Kalamazoo, Michigan



Holiday Inn Express — New Buffalo, Michigan



Staybridge Suites—Lansing/Okemos, Michigan



Hampton Inn & Suites — Riverton, Wyoming



Windsor Inn - Petoskey, Michigan



President & CEO Don Schappacher



TownePlace Suites—Goodyear, Arizona



**Fairfield Inn & Suites—
New Buffalo, Michigan**



**Operations Support Assistant—
Tami Morrow**



**Staybridge Suites—
Indianapolis, Indiana**



Fairfield Inn & Suites-Lansing, Michigan



Regional Vice president—Lurry Lacour



Holiday Inn—Big Rapids, Michigan



AZOSB Assistant General Manager Impresses Guest

Tiffany Kuhtic goes above and beyond for a guest and her pet



AGM, Tiffany Kuhtic

A note from a guest;

I would like to make sure that I acknowledge Tiffany, who is incredibly warm, caring, and kind. She was welcoming the moment I walked in the door to check in, but she definitely went above and beyond for us. I was traveling with our dog Emma and on the first night, upon us leaving, Emma began to whine/howl due to being in a strange place. The front staff was initially unsuccessful in reaching me, due to my phone being at the bottom of my purse. However, once I was notified and rushed back to the room, Tiffany was with my dog, keeping her calm, relaxed, and hydrated. Tiffany then consoled me and made me feel much better about the incident. She is a true gem and her customer service

approach is something that cannot be taught; it must be innate. You are lucky to have her.





Courtyard by Marriott Mason...

We stayed at this hotel it was very nice. It even had that new look and smell very nice place to stay. We enjoyed our stay very much. Nice friendly staff and very helpful. Close to shopping of all kinds. When you're in town stop by and get some rest. Roll the dice this is a keeper. Love it.

Home 2 Suites Denver...

Once again great stay and experience. From the front desk to the cleaning team truly great stay. Breakfast options remain good as is the food itself. Fitness center as always I use and the confidence of having the laundry machines. Can't say enough and thanks for another great stay. See you soon.

Hampton Inn & Suites Riverton...

We stayed at the Hampton Inn in Riverton, WY for two nights in February 2020. This was probably the best hotel stay I have experienced. From the moment I parked the car until we left, it was all wonderful. Big, immaculate rooms, an evening reception and a morning breakfast that were hot and delicious, and a staff that went above and beyond in every aspect. By far the friendliest group of hotel personnel that I have ever encountered. It was exceptionally pleasant! If in the area, make sure you stay here, I cannot wait to come back!

Holiday Inn Express New Buffalo...

Outside of the warm welcome and great staff engagement, this was one of the best IHG locations that I have stayed with. I will be recommending this location to my family as well as my business colleagues.

Holiday Inn Express Wisconsin Dells...

We stayed for a youth basketball tournament, so the hotel was full and noisy, and I was nervous about how our stay would be. I didn't need to be, because the service was amazing. The lifeguard at the pool was attentive and assertive without being cranky at the pool full of kids. The night manager had a great attitude, even with the craziness. And in the morning the staff was just as kind and accommodating, from the kitchen to the front desk. The hotel was clean and the breakfast was wonderful, but I really can't get over how excellent the staff was. We've stayed at other hotels in this area, and I can say this was the best service we've had. We will absolutely be staying again.

Staybridge Suites Okemos...

My husband and I stay here for one night, I just wanted to share that I was so happy and pleased with our suite, everything looked just like online. Very clean, spacious, the bed and pillow were so comfortable. I liked it so much that I would love to stay here again. I cannot comment on the breakfast part of any of the amenities due to not being available or open to the current pandemic that is going around. This room/suite was worth every penny. Absolutely, excellent quality!!! Needless to say I loved it.



Guest Receives Exceptional Service From Team

The Staybridge Suites Lexington makes the hotel feel like a home away from home

Every part of our stay was excellent. From the reservation process on, it was a pleasure. My room preferences were noticed and honored by Courtney at the front desk, who was so helpful and polite, along with everyone I interacted with there. We've stayed here before and the staff seems to have been retrained in attire, professionalism and courtesy. Everyone in each department was really friendly and helpful this time around. The room was clean, fresh and exceeded my expectations in the amenities and items, in the kitchen particularly. The hotel breakfast was delicious with different offerings each morning. The grounds are nice with a social area between the building and indoor pool, with a fire pit that's lit each evening. The indoor heated pool was a lot of fun. When it was time to check out I realized I hadn't set the icemaker in the room, so I went to the breakfast area for some left over ice for our cooler. Annie, who'd been very helpful and friendly throughout the stay, said I shouldn't take the 'old' ice from the bins and instead got a big bag of fresh ice for our cooler to head home. The stay was delightful all around and this Staybridge is our 'go to' home away from home whenever we're in Lexington now.





Coming Soon

Fairfield Inn & Suites by Marriott Louisville/Jeffersonville, Indiana

The Fairfield Inn and Suites by Marriott Louisville/Jeffersonville, Indiana is currently under construction. The 85 room hotel is scheduled to open in August 2020.

Fairfield Inn & Suites
3000 Gottbrath Parkway
Jeffersonville, IN 47130





Team Training

The Staybridge Suites Kalamazoo team participates in an IHG training class

The Staybridge Suites Kalamazoo housekeeping team took time out of their busy schedules on February 22, 2020 to complete group training.

“We have been focused this year on building a great culture of community within the hotel. The team was taking a training class from IHG on how to create a sense of community within our hotel; with both guests and team members,” said GM Joy Underwood.



Work-a-versary

The Staybridge Suites team celebrates executive housekeepers first anniversary



April 16, 2020 marked Staybridge Suites Kalamazoo executive housekeeper, Shelley's, one year work-a-versary!

General Manager, Joy Underwood sent out a text message asking the housekeepers to describe Shelley. Below are a few of the words the team used:

***Ambitious
Courteous
Gentle spirit
Reliable
Firm but fair
Inspirational
Focused***

"Shelley has been an incredible leader for our team," said GM Joy Underwood.



The team couldn't help but to celebrate her. They had a dinosaur show up and an indoor picnic for 4 where everyone sat 6 feet apart. The team used the time to do some team building and celebrate Shelley and what she brings to the Staybridge Suites team!

"Happy 1 year work-a-versary, Shelley! Thank you for all you bring to our hotel, our team, and our guests!" said GM Joy Underwood.

Congratulations Shelley. The team is lucky to have you.



Welcome to the Team

Renee Brown

Accounting Associate

Renee joined the team in February of 2020 as an Accounting Associate. She is transitioning from the textile chemical and health care industry, where she worked as a supply chain manager and later a financial accounts manager for long term care residents. Renee has a Bachelor of Science degree in Business Administration from Central Michigan University.

Renee is a resident of Cheboygan with her husband and daughter. She enjoys spending time with her family, long walks with her dogs and reading during the long winter months.



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