

American Hospitality Management, Inc.

Summer, 2020



The Fairfield by Marriott Jeffersonville,
Indiana set to open in August

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The Staybridge Suites Kalamazoo team hosts a farewell luncheon for the Gardner's

Saying Goodbye to Long-Term Guests

On June 26, 2020 the Staybridge Suites Kalamazoo team held a farewell luncheon for long-term guests, the Gardner's.

The Gardner's have been living at the hotel for 10 months due to being displaced from their home. The \$1.99 plastic piece broke around their 2nd floor toilet and flooded their house. Between insurance and COVID, it's been 10 months.

The staff has enjoyed every moment they have shared with the couple.

"They have been THE perfect guests; sweet, gentle, and engaged with our team," said GM, Joy Underwood.

The flowers in the photo were sent from American Hospitality Management and the hotels ownership group as a thank you for being outstanding guests and wishing them well as they transition back to their home.

"They have become a part of our Staybridge family over the past 10 months. We will miss them immensely," said Underwood.

Continued on next page...

To the Staybridge Staff,

Words can hardly
express the gratitude that
we have for your loving
care and concern that
you have extended to us
for the past ten months.

We know that you went
out of your way to ease
our pain and provide
comfort to us as we dealt
with the obstacles 'thrown'
our way, and we are
most appreciative. We
will never forget your
kindness.

Most Sincerely,

Alex and Arlene

Your kindness
really made a difference...
Your thoughtfulness
really touched ^{our} hearts.
The gratitude ^{we} feel
really can't be
put into words.

Warmly -

Alex & Arlene

The thank you note the AZOSB team received from the Gardner's

A Note From GM Joy Underwood Sharing Her 'Why'

I wanted to share with you my 'why'.

I received this hand written card from the Gardner's yesterday. They also wrote a sweet note to my entire staff. Knowing that I make a difference, can influence just one family, and leave a lasting imprint is my 'why'. I always encourage my team to think about their 'why'; it's important to know when the days get long.

I hope you're remembering your 'why' today.

Joy



Meet Kari

American Hospitality Management's Chief Financial Officer



Kari Korts

Chief Financial Officer

American Hospitality Management

Kari joined American Hospitality Management in June 2020 as the Chief Financial Officer. She is a certified public accountant and actively licensed in the State of Michigan. Kari joined AHM with 20 years of progressive experience in public and governmental accounting.

She is a northern Michigan native, graduating from Lake Superior State University with a bachelor's degree in accounting and business administration. She spent the first six years of her career in public accounting as an auditor with Rehmann Robson, LLC in their Traverse City and Cheboygan offices. While in public accounting she gained experience with internal controls, processes, and risk assessment and management for financial institutions, closely held

businesses and local government.

After public accounting, Kari transitioned into local government administration where she spent the next twelve years as the finance director and assistant County administrator for Cheboygan County. There she gained experience in financial transparency, reporting and analysis, budgeting, and human resource and benefit administration.

She recently returned to public accounting with a focus on team development and practice administration.

Kari has enjoyed giving back to the local community through volunteering. Over the years, she was involved in the Cheboygan Jaycees, serving as treasurer and the North Star Figure Skating Association, serving as secretary. Most recently, she sits on the Board of Directors for the Cheboygan Youth Center, which supports at-risk youth in the Cheboygan area. She is also an active member of St. Thomas Lutheran Church. Kari lives in Cheboygan, with her daughter Hannah, and enjoys spending time with her and their extended family. She loves being near, on, in, and under the water, traveling (typically to warmer destinations), and attending festivals, concerts and sporting events.



Fairfield by Marriott Jeffersonville team getting ready for the grand opening of the hotel

Opening Construction

Brand New Fairfield by Marriott Jeffersonville prepares to open

The Fairfield by Marriott Jeffersonville, Indiana opening construction staff cleaned 74 of 85 rooms within the first week on site.

“The truly amazing part of this is there was only one housekeeper while the front desk, breakfast, maintenance and DOS all pitched in to complete the task,” said GM, Chris Nokes.

The hotel is scheduled to open August 2020.

Fairfield[®]
BY MARRIOTT



The Fairfield by Marriott received their OSE delivery of 16 pallets and the team came together in amazing fashion



Fairfield by Marriott Jeffersonville team members having fun while unpacking boxes

AHM Welcomes General Manager



Chris Nokes

**Fairfield by Marriott
Jeffersonville, Indiana**

Chris Nokes started his career 16 years ago in the hospitality industry beginning in reservations. From there he moved onto Front Office Manager, and then to Director of Operations and then to General Manager.

“Seeing what it takes to run on each level helps me to strive to build a team that is family,” said Nokes.

Chris grew up in Jeffersonville, IN where he still lives with his wife, Ashley and 3 children, ages 5-19.

In his spare time Chris enjoys remodeling his home that was built in 1926 in the historic downtown area. While taking a break from the remodel he enjoys trips to watch their 19 year old son, who plays football and lacrosse for his college.

Fairfield[®]
BY MARRIOTT

Work-Study Program

Courtyard by Marriott Mason, Ohio welcomes high school student to hotel



Work-study student Ellen

Courtyard by Marriott Cincinnati Mason began sponsoring a Mason High School student for a work-study program in January 2020. The student, Ellen, worked for the hotel until COVID closed the school and her transportation was discontinued.

The work-study program helps these students to develop tactical skills as well as practice their socialization. Transportation, supervision, and liability are all provided by the high school. Ellen worked the hotel on Monday's for approximately a half an hour with her job coach to clean tables and other basic housekeeping needs. She had the opportunity to interact with hotel associates and guests and was a cheerful presence in the hotel.

"We miss Ellen as much as she misses us," said GM, Tina Laterza.



Window decal the school provided the hotel

Mason High School expressed their appreciation by sending a window cling along with the following message;

"Thank you so much for supporting the Mason High School Work-Study Program. Your partnership provides meaningful experiences for our students! Please display this window cling proudly to show the community that you are promoting successful outcomes. Thanks again and we hope to see you next school year!"

- Mason Work-Study



Welcome to the Team

Veronica Haheu

Fairfield Inn & Suites Cincinnati Uptown/ University Area



Mrs. Veronica Haheu has over 15 years of Hospitality experience working with different brands from Fairfield Inn, Hawthorn Suites by Wyndham, and The Summit a Dolce hotel & resort, Holiday Inn Express. She is a graduate of the University of Cincinnati and is extremely excited to return to a property nearby campus. Veronica's strives to inspire her team to deliver exceptional service to her hotel's guests. On

numerous occasions Mrs. Haheu was recognized as the leader of the quarter for outstanding results within Wyndham and within TMI Hospitality.

For her free time, she enjoys hiking, swimming, or simply kicking a soccer ball around with her two sons. Her favorite book is the "The Richest Man in Town" by V.J. Smith.



Congratulations

Hampton Inn & Suites Riverton couple celebrates engagement

We want to wish Cody Shinkle (Maintenance Tech), and Lori William (Sales Manager) a huge congratulations on their engagement.

"It has been a high honor to watch both of you grow as people and as a couple. Love is truly amazing and the two of you can accomplish anything as long as it is together," said GM, Ryan Preston.



Birthday Celebration

AZOSB team celebrated team members birthday during pandemic



The Staybridge Suites Kalamazoo team celebrated housekeeper, Kayla Adam's birthday in May. Kayla came into work on her birthday, excited, because this is her 2nd year celebrating her special day with the Staybridge Suites team.

"I love working here because we learn about ourselves and not just how to clean rooms. I love that we talk about self improvement, self awareness and how to be better people," said Kayla.

General Manager, Joy Underwood asked Kayla's teammates to describe her and below are a few things they came up with:

Exuberant

Full of life

Everyone's friend

Sweet

Great storyteller

Animal whisperer

"Kayla makes us better and we are thrilled that she is an important part of our team! Happy Birthday, Kayla!" said GM, Underwood.

In The News



This is Matt. He is the Staybridge Suites Kalamazoo maintenance person. He recently celebrated his 1 year work anniversary. Happy One Year Anniversary Matt. Thank you for all you do!



Fairfield Inn & Suites New Buffalo maintenance man John Harwood got creative when he made the hotels borders and put a pineapple on them. The pineapple is the symbol for hospitality.



A beautiful photo of the Holiday Inn Express-New Buffalo sign with a rainbow in the background.



Windsor Inn GM Becky Hosler and Front Desk Jocelyn Hosler (Sneller) attended a free online course offered by Florida Atlantic University - Hospitality and Tourism Management. The class was offered during COVID-19 shutdowns.



Farewell to a Long-Term Employee

American Hospitality Management says goodbye to Holiday Inn Express (WSCWI) General Manager, Jesse Kangas.

Jesse Kangas has been with the Holiday Inn Express Wisconsin Dells since the beginning. Fifteen years ago. He started at the front desk and according to Jesse with the wonderful guidance from Mr. Godfrey (AHM Sr. Regional Vice President) rose through the ranks to become the general manager.

"I will miss working with my AHM family and I want EVERYONE to stay in touch as everyone with AHM will forever be family to me. I look forward to our paths crossing sooner rather than later," said Kangas.

Jesse has been an instrumental part of the AHM team for his 15 years with the company and was a pleasure to work alongside. Good luck in all your future endeavors Jesse!





Exceptional Hospitality

Staybridge Suites Kalamazoo team receives positive guest letter from recent guest

Ms. Underwood,

I wanted to take a moment to compliment your Staff in general and one in particular. I work for a global corporation (GHD Services) and as such, I spend approximately 10 to 11 months a year traveling the country. As a result, I stay in many different facilities and sadly, it seems that good, professional service and hospitality are becoming a rare treat to find. I have been here for several weeks now and will continue to be here (maybe with a short break) through the end of the year. Without exception, all of the Staff I have encountered have been friendly, helpful and professional! The facility is clean and well kept, and my requests have been attended to in a very efficient manner! Your Assistant GM, Tiffany Kuhtic has been exceptionally helpful! I seem to have a negative effect on keys and she has seemingly been around to rescue me several times. As a leader within my company, I know that positive management, positive attitudes among employees and a positive environment absolutely starts from the top! I commend you and your entire staff a for a job well done!

Respectfully,

Brad Jent

Superintendent

GHD





Staybridge Suites Kalamazoo...

I always love it here. The few staff members that were able to be working went above and beyond for this stay. Tiffany even put my dishes in the dishwasher for me, so I did not have to do it! It is the little things like that that make me love this Staybridge and this staff is more like this then any others we have stayed at.

Tru by Hilton Cleveland Midtown...

We stayed one night on our drive home from the east coast. It's a great value. It's a simple and clean design. We were a group of 3 adults, and we had plenty of room. It was a convenient location from I-90.

Other things we liked:

- very soft and comfortable pillows and linens
- Plenty of shelving, hooks, and space for luggage
- very clean - no carpeting a plus
- spacious and clean shower - plenty hot
- shampoo and soap dispenser - environmentally friendly instead of wasteful food little bottles
- very friendly employees (front desk and other staff)
- great coffee shop right next door (Cafe Phix)

Courtyard by Marriott New Albany...

We stayed for two nights June 26 & 27th and my goodness were we treated great, I finally feel like someone wanted me to stay at there Hotel. From check in to Check out they never said no. We had a loud group of people and kids roaming the hallways and courtyard. But not once did someone say we were out of control. This is a very clean Hotel small [pool but we had about 8 boys in the pool at once... When checking in my room seemed warm and Air seemed to not be running well and they without hesitation change me to another room. Everyone in our group had a great time and will book again if we are in the area, Also Thanks to Carrie for the great rates.

Staybridge Suites Carmel...

The hotel was clean - rooms, common areas, every nook and cranny! The staff was courteous and accommodating. The gentleman who worked the "grab and go" breakfast was especially delightful. The room itself was spacious and well appointed. Beds were comfortable and linens were fresh. WiFi was a little spotty from time to time, but that was no big deal. Highly recommend Staybridge - Carmel.

Hampton Inn & Suites Riverton...

The Hampton Inn Riverton was a great place to stay. The staff was warm and friendly and had us checked in and Hilton members within minutes. Our room was clean and smelled of fresh disinfectant, which made all of us feel better. We really wish that every hotel on our trip to and from Yellowstone was as exceptional as this one. A+ for exceptional cleanliness, hospitality, and they even hand made everyone's breakfast due to Covid-19 restrictions! Would definitely recommend this to everyone!



General Manager Impresses Guest

Holiday Inn Express New Buffalo Melody Horn receives glowing review for her hospitality

“The best part of our stay was Melody, the General Manager. Everywhere in the guest areas, she has her name and phone number for guests. I would love an employee like Melody, she's not afraid to take accountability for the hotel!! Because it is immaculate, rooms are beautiful, clean and even though it was a holiday weekend, quiet. Melody directed us to easier handicapped accessible parking. Give her a raise because it's rare to find an employee who takes their responsibility personally and has pride in their work. Absolutely outstanding clean Holiday Inn, personable GM. Very well done Melody!!!”



AZOSB Makes Safety the #1 Priority

As team members come back to work new sanitation guidelines are put in place

Staybridge Suites Kalamazoo General Manager, Joy Underwood welcomed her staff back and is making SAFETY the #1 priority.

They created fun hand washing stations throughout the hotel with anti-bacterial soap, towels, waste containers, AND lyrics to songs that the staff can sing along to while washing their hands properly for 20 seconds.

Pick your mood, find that station and wash away while singing and dancing along.



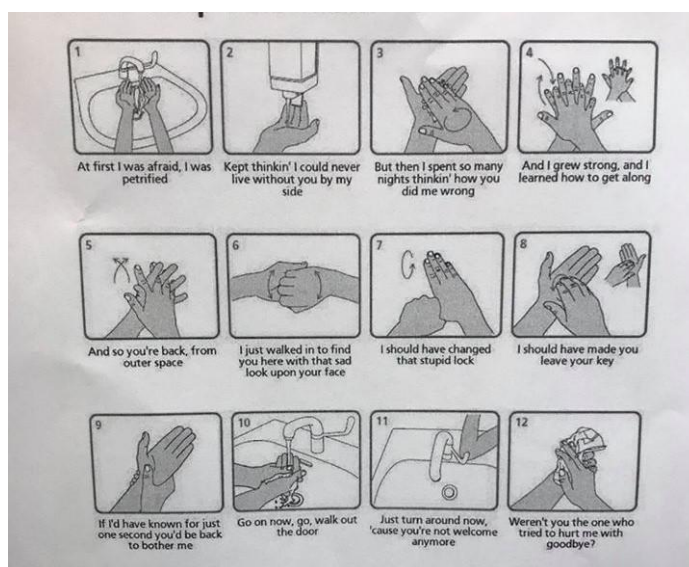
Homemade hand soap



Bohemian Rhapsody



Golden Girls



I Will Survive

Towne Place Suites Marriott
We want to thank you for
the great service you gave
us on our stay the 30th of
May.
With all that was ~~going~~ going
on with covid-19 and having to
deal with all the regulations
your staff did a great job.

Sincerely
Dennis & Joyce Coffey

Thank You Note

The TownePlace Suites Goodyear, Arizona received a thank you note from a grateful guest.

As everyone knows COVID-19 has been a challenge and this guest was impressed with how the PHXYR team handled their stay during these times.

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