

# American Hospitality Management, Inc.

## Fall, 2021



**Courtyard by Marriott - Mason  
Receives Exceptional Guest  
Satisfaction Scores**

*More on page 3*





# Random Acts of Kindness

The Hampton Inn & Suites hosts a first responders dinner

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The staff at the Hampton Inn & Suites Riverton partnered with Brown Sugar to provide a first responder's dinner as a thank you to the Riverton Police Department and the Sheriff's office for their service and sacrifice they provide to the Riverton community.

THANK YOU to all the first responders!







# Guest Satisfaction Scores

Courtyard by Marriott Cincinnati Mason ranks in top 5%

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The Courtyard by Marriott Cincinnati Mason continues to rank in the top 5% in the Courtyard brand worldwide for exemplary guest satisfaction scores. Their running 12-month satisfaction score is at 3.5%!

This consistent ranking by guests is a reflection of the genuine desire of their core staff to deliver an exceptional experience to travelers coming to the Mason, Ohio area. In December of 2019 they were ranked #1 and this past July enjoyed being #17 placing them in the top 1.6% of the Courtyard Brand that month.

“Sharing guest comments with our associates keeps our team on their game. We share both good and bad since much can be learned from both! Our associates truly care about travelers to the area and want to know how they are performing and where they can make an impact on a guest’s stay. I enjoy seeing the personal connections they make with guests as well as the creative efforts they go to in personalizing the guest experience or resolving an issue. All of this greatly impacts what our guests have to say as well as their desire to invest the time in returning a survey,” said General Manager, Tina Laterza.

Congratulations to this hard working team on this well deserved accomplishment.





*Pictured: Carly Price (Previous GM), Alicia Sleeper (Sister of Brittany), Brittany Stoll (AGM)*

# Taste of New Albany

The Courtyard by Marriott New Albany team participates in annual event

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The Courtyard by Marriott New Albany team participated in the Taste of New Albany annual event. This outdoor event features music and menu samplings from local area restaurants, caterers, specialty food vendors, craft beer makers, and distilleries.

AGM Brittany Stoll volunteered for the 5<sup>th</sup> year along with bistro employee Trisha Wirt and former GM Carly Price.

This is always an entertaining event that brings the community together.



*Trisha Wirt (Bistro Attendant). Brittany Stoll, and Alicia Sleeper*



# Fantasy Football League

In the words of Staybridge Suites Carmel GM Jesse Stauffer



The AHM Fantasy league is off to a hot start. After 8 weeks of some hard fought battles in the trenches, Carmel by the Corn is harvesting points from every team and sits atop the leader board. There have been a few lead changes in the first eight weeks with Welcome to the Zoo letting their inner animals out and the Cheboygan Swamp Donkeys holding the top spot at one time or another. We are still hoping to see Cincinnati FF Uptown get their first win of the season, probably should not have drafted Joe Burrow in the first round. The Traverse City Terror unleashed a frightening show in week 2

to earn the highest points total in a single week so far at 156 points. The Lansing Level Ups have made a whopping 32 roster moves, still searching for the XP to get to that next level. The Wiscompton Dells have been middling so far but are fierce contenders. There was A Team that had No Name but seems to have found their Identity in the start of the Season, Killamazoo trying to take a stab at the contenders. And there's not much to Talk About in Lex so we will leave it there.

With 6 weeks remaining in the season we are entering the final stretch for glory!!! This has been an AHM Fantasy Football Update.

Standings AHM Fantasy League								Season	2021	<a href="#">Projected Playoff Bracket</a>	<a href="#">Game Lines</a>	<a href="#">Final Standing Projections</a>
East												
RK	TEAM	W	L	T	PCT	GB	PLAYOFF %					
1	Carmel by the Corn	5	1	1	.786	--	100					
2	Cheboygan Swamp Donkeys	5	2	0	.714	0.5	100					
3	Welcome to the Zoo	4	2	1	.643	1	100					
4	Traverse City Terror	5	3	0	.625	1	100					
5	Wiscompton Dells	4	3	0	.571	1.5	100					
6	Team Killamazoo	4	3	0	.571	1.5	100					
7	Lansing Level-Ups	2	5	0	.286	3.5	99					
8	Let's talk about Lex	2	5	0	.286	3.5	99					
9	Cincinnati FF Uptown Nati	0	7	0	.000	5.5	1					

# Employee Recognition

A contest was held to see who could show appreciation for their teams in the most creative way

We know how hard everyone is working during these busy times and it is immensely appreciated. AHM thought it would be fun to make showing that appreciation a contest. Hotels were given a challenge to celebrate their teams and the AHM corporate staff voted on the most creative parties that were thrown. The winners are below.

**First Place:** CVGMT; Moji Collins and the team at the Fairfield Inn & Suites – Cincinnati! Moji and her team held a carnival themed event with carnival themed costumes worn, games played, and food eaten. The creativity and the engagement from so many of the team, put this submission to the top of the list. Congrats Moji and team U-Square!

**Second Place:** CLEMT; Tim Owens and the team at the Tru by Hilton – Cleveland! Tim and his team also had a themed event. Their theme was “celebration of the stars”. There was a celebrity walk of fame with the team member’s names on stars, awards similar to an Oscar/Academy award given out, Hollywood type pictures, and more. They even gave out “Best Of” awards to all of the team. Very, very cool Tim!

**Third Place:** CVGCM; Tina Laterza and the Courtyard by Marriott – Mason! Tina and her team continued the theme, with this one being Superhero’s! There were Superhero awards given out that came from peer nominations, a photo booth, white elephant gift bags, and they decked out the meeting room with treats during all shifts, all weekend long, so that everyone could participate. It was another great way to reinforce their culture and importance of supporting each other. Loved it Tina!

Continuing to put focus on employee goodwill is a top priority for AHM and all the management at the hotel level. It was great seeing all the submissions and how much fun everyone had with this contest. Pictures on the next page.

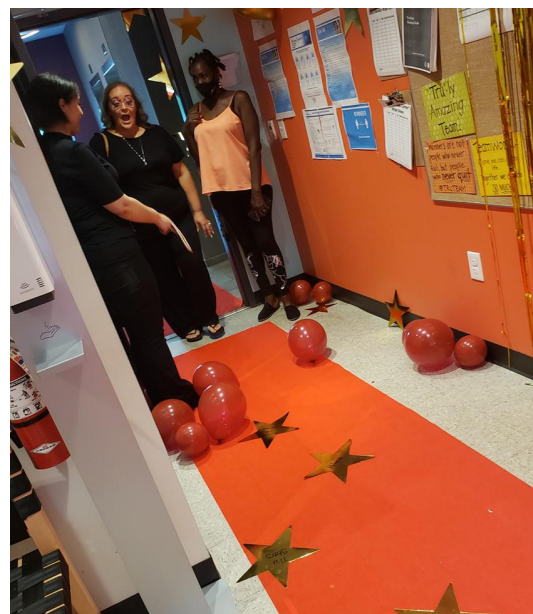




Pictured below is the Fairfield Inn & Suites – Cincinnati team enjoying a night of bowling.



Pictured below is the Tru by Hilton – Cleveland team with their “celebration of the stars” theme.



Pictured below is the Courtyard by Marriott – Mason team celebrating with a superhero theme.





# IHG Extended Stay Culture Panel

IHG staff visit the Staybridge Suites Kalamazoo during Celebrate Service month



The Staybridge Suites Kalamazoo Director of Sales, Christine Dendel and General Manager, Joy Underwood, have been a part of the IHG Extended Stay Culture Panel since the beginning of the year.

September was Celebrate Service month, so two IHG employees: Bambi and Sam, who are both a part of the RMH (Revenue Management for Hire), went to the hotel to celebrate the team.

"I am sure you ladies know this but you have an incredible team (starting at the leadership level on down). Even with you all being SUPER busy for months on end, you all had smiles on your faces and were ready to face another busy day ahead. Your enthusiasm along with the family

feel of your morning huddle was super refreshing. Thank you for allowing Sam and I to be a part of your team Friday morning," said IHG Regional Director – Revenue Management Services, Bambi Morgan.

**Below is a clip of the email sent from IHG to the hotel earlier this year:**

As a team who exemplifies extended stay culture, we are excited to have you as part of this esteemed group to represent our Candlewood Suites and Staybridge Suites hotels across the US.

The Extended Stay Council pilot program was created to establish a plan designed to drive the culture of our extended stay brands forward as we move into the future. The mission is to incorporate the learning's from our onsite General Managers and Directors of Sales who have seen ample success in key factors determined to drive culture.

You were nominated by your FPS and Commercial Support Teams because you both are great leaders who have created strong culture in your hotel. But that wasn't the only reason! A few areas that were also considered during the nomination process were your hotel's rolling 12-month RGI & Guest Love scores, your involvement in office hours and monthly brand calls, plus your tenure working together as a team. Your ownership's approval of your participation in this Council further exemplifies the culture at your hotel.

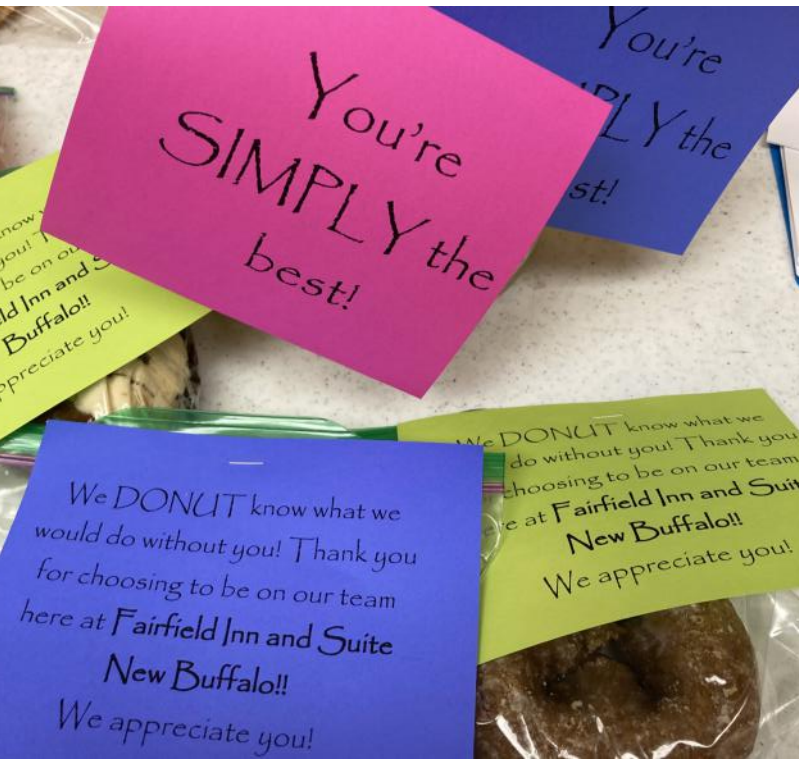
Thank you for your 12-month commitment of 1-2 hours per month for this important initiative. Your feedback and success stories are what will make this Extended Stay Council impactful. We are committed to providing you value in return and are excited to share more details in the coming months.



*Pictured from left to right: Samantha Blackburn (IHG), Bambi Morgan (IHG), Christine Dendel (DOS), Joy Underwood (GM).*



# In The News



The Fairfield Inn & Suites New Buffalo thanked their team during housekeeping week by providing snacks, with a fun play on words.



The Courtyard by Marriott Cincinnati Mason reserved a breakfast table for the 13 fallen service members. "When we say "we proudly brew Starbucks" there's a little more pride when we see the names of those who gave their lives for our country written on the cup," said GM Tina Laterza.



The Staybridge Suites Kalamazoo team had the lobby looking festive and ready for the annual Street Rods weekend!



The Homewood Suites by Hilton Lansing Eastwood reserved a table in the lobby for the 13 fallen service members.



# In The News



The Staybridge Suites Kalamazoo team celebrated team members Chonda's birthday in August and Van's birthday in September. We hope this is your best year yet!



The Mopar weekend car show held in August. The majority of the attendees stay at the Courtyard by Marriott New Albany because they love that the hotel puts up a car wash for them every year.



The Homewood Suites by Hilton Lansing Eastwood team was excited to see all of the students returning for school. To welcome guests they prepared snack bags and water. The little things go a long way!



The Courtyard by Marriott Petoskey at Victories Square Front Office Manager Tasha Sickler welcomed her first grandchild. Her daughter Taylor gave birth to her first child on October 6, 2021. Gabriel Lea Fohey. Mom and son are doing well.





# Donation for a Good Cause

The Staybridge Suites Lexington donates free weekend

The Staybridge Suites Lexington, Kentucky team donated to a great cause over the summer.

Pictured is Chris Lunsford, a member of the Lexington Rescue Mission, one of the hotels outreach partners.

Chris is holding a certificate for a free weekend at the hotel they raffled at their banquet on August 19, 2021.

We love to see hotels partnering with organizations in their community for a great cause.

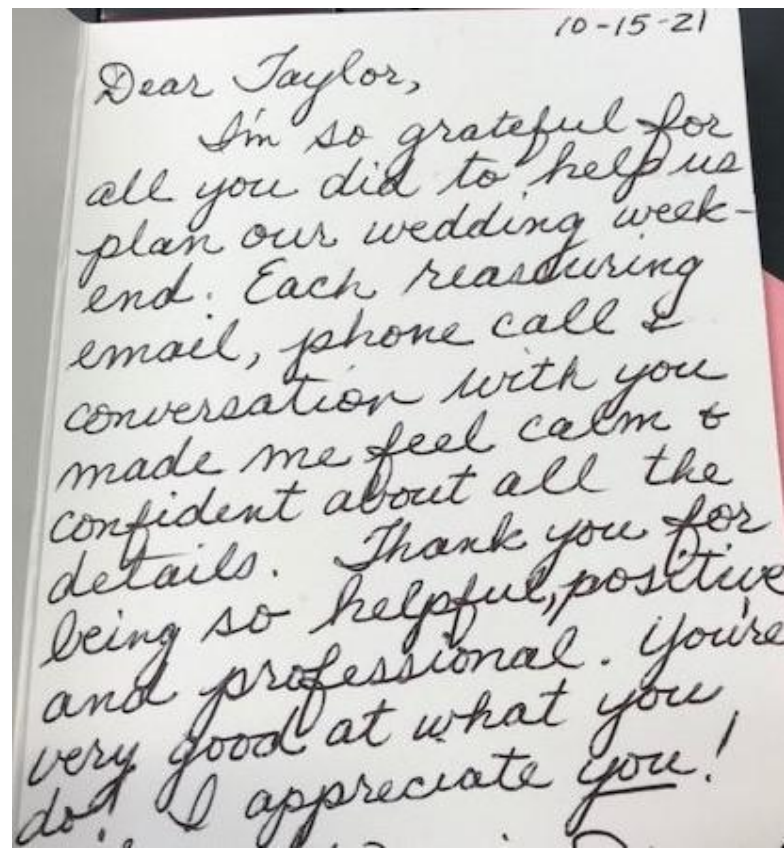


## Appreciation Letter

The Courtyard by Marriott New Albany Director of Sales, Taylor received a letter of thanks and praise.

Taylor recently helped a couple plan their wedding weekend and made sure every detail was taken care of.

Great job Taylor! Thank you for all your hard work making this day extra special for this couple. These are the types of letters that make it all worth it.





# Welcome to the Team



**Taylor Rodgers**  
**Director of Sales**  
**Courtyard by Marriott New Albany**

Taylor was most recently the Director Of Sales at the Sonesta Simply Suites Columbus Airport, but her roots are in the Pittsburgh area where she worked for Candlewood Suites. While in college, Taylor did her internship at Walt Disney World.

Taylor is a huge Pittsburgh Steelers fan and enjoys spending time with friends, family and her English Bulldog Remy.



**Samantha Fairfield**  
**Assistant General Manager**  
**Staybridge Suites Carmel**

Samantha first worked with AHM at the Woodspring Suites in Zionsville where she assisted in that hotel's opening. She quickly excelled with an excellent work ethic which led to multiple promotions. Samantha has a son, Jasper and is into fast cars. She also really loves Disney animation.

"Samantha brings a joyful spirit to our team and we look forward to her growth and success in Carmel," said GM Jesse Stauffer.



**Taylor Schoenith**  
**Accountant**  
**American Hospitality Management**

Taylor joined the AHM team in July 2021 and brings with her a background in public accounting. She previously interned at Rehmann in both the audit and tax fields. She also brings a wealth of knowledge in the customer service area as she has worked in and managed several restaurant establishments.

She graduated with a Bachelor's Degree in Professional Accountancy as well as a Minor in Developmental Psychology from Aquinas College in May 2021. Taylor graduated with honors and received an award for being the top accounting student in the 2021 graduating class.

Taylor bowled on the women's bowling team throughout college and continues to enjoy the sport by bowling on a competitive league. In her free time, Taylor can be found spending time with her pets, cooking family meals, or baking homemade dog treats.



# Guest Reviews

## **Hampton Inn & Suites Riverton...**

I don't know if I have to wait until I check out but I was trying to give a review of this property. I'm going to get windy but first off I have yet to see an employee that hasn't greeted me with a smile. Employees are great here, very friendly and with Covid it's hard to find people that want to work and you guys have that, plus great customer service. Your fridges don't have freezers as I have a back injury guess what, your employees put my ice packs in a freezer for me. That is awesome. But I have to shout to 1 employee that has stood out the most (which isn't degrading anyone I haven't seen a rude employee on this property) however Jerika is an amazing person and as much as I might have bugged her for a lot in my 4 days here she still smiles and is so very friendly. I'm hoping a manager sees this and if not I will go to Hilton and mention her name. She has exponential service and seems to care about the guests. Great job and keep up the great work keep your employees THEY'RE GREAT!!!!

## **Fairfield by Marriott Louisville Jeffersonville...**

Very nice hotel, room was great and everything was very clean. All staff I encountered was extremely friendly and accommodating. It was a great stay. I wish I knew everyone's names so I could have given it to you but truly from when I arrived at 1AM to the staff I encountered the next day, everyone was top notch. Great leadership and I hope I have the opportunity to stay with you again.

## **Staybridge Suites Lexington...**

Our family would love to give Stacy at Staybridge Suites in Lexington a shout out for her excellent customer service and friendliness when we stayed this past weekend. She went ABOVE and BEYOND for us and other guests that we noticed in passing. She is truly an asset to the company and deserves to be recognized for her short time in her role. We will be staying there going forward because of her. Thanks Stacy!!

## **Fairfield by Marriott Louisville Jeffersonville...**

Everything was outstanding. The room was very clean, I could even smell the brand new wood furniture. Loved the design, the bathroom and the hotel location. Thank you for reaching out to me, that's very important to me. It was my first time visiting Kentucky and won't be the last. I always stays in the Marriott hotels and the prior two stays were a little bit disappointing but definitely Fairfield Jeffersonville surpassed my expectations. Thank you and congratulations to you and your staff for being so kind taking care of the guest.





# 10 out of 10

Courtyard by Marriott Okemos receives high praise from a recent guest

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Marriott member, My first time at this location, visited for 3 days. In my opinion, this location truly embodies the values and vision of the Marriott brand. Putting people first and pursuing excellence! From start to finish, I was impressed by the professionalism, cleanliness, and hospitality. Patrick went above and beyond to make our stay the most comfortable and memorable. A wonderful representation of how guests should be treated. The cleanliness is a 10 out of 10! During these trying times of short staff, many hotels have been struggling in the area of cleanliness, but not this one! The entire staff is attentive to guests needs, and if something isn't right, they'll make it right! Oh, and I can't forget about the COMPLIMENTARY laundry room! The gym is AMAZING! It holds state of the art equipment, features a leg press machine that I've never seen at a hotel fitness center before; I felt like I was at my local gym, very impressive! The food is definitely something to rave about, my taste buds we're definitely dancing and all I can say is, BRAVO! The executive chef really knows her stuff! If you're an essential traveler like myself, you know how hard it's been lately in regards to the hospitality industry. This location did not disappoint! Mike seems to be managing his team well during this challenging period. My stay was definitely refreshing, it brought me back to how it used to be.





*Pictured: Director of Sales—Taylor Rodgers and Assistant General Manager—Brittany Stoll*

# New Albany Walking Classic

The Courtyard by Marriott New Albany team participated in the annual event

The Courtyard by Marriott New Albany General Manager Kelley Foster, Assistant General Manager Brittany Stoll, and Director of Sales Taylor Rodgers participated in the 2021 New Albany Walking Classic on September 19<sup>th</sup>.

The Classic had 1,500 walkers, hundreds of volunteers, and several vendors. This was the 17<sup>th</sup> annual race event that happens in Market Square.

The Courtyard wanted to support the community, in doing so the proceeds went towards a great cause, “Neighbors in Need” at the New Albany Food Pantry. The program offers over 250 community-focused programs for ages 4-84.

“It was such a beautiful day for the race; we CAN’T wait for next year!” said DOS Taylor Rodgers.





# BBQ Social

A Staybridge Suites Kalamazoo guest teamed up with the staff to serve a great meal

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The Staybridge Suites – Kalamazoo team had a long term guest in house who enjoys BBQ competitions in his spare time. He had recently purchased a new smoker and asked if he could provide pulled pork for all of the hotels guests for social one night.

That was an easy YES!

He smoked a few pork butts and the team celebrated Chonda's birthday (a front desk team member) with a cake and pulled pork, compliments of Bare Bone BBQ.

It was a great evening social enjoyed by the hotel staff and guests alike!



***Pictured: Chonda, Ken, Joyce, and Tiffany***



***Pictured: The host with the most, Ken***





# It's A Team Effort

Staybridge Suites Kalamazoo team impresses guests in town for a family event

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The staff is amazing and really work as a team to make it feel like a comfortable home atmosphere! We managed to have a family reunion surprise for our older son and his wife who moved to Kalamazoo only 2 days before our visit - everyone on the staff was so helpful throughout our stay and especially during the reunion days.

We had family in other local hotels and spent the weekend days at a super picnic area that was centrally located from the various hotels. Our evenings ended with most of the family relaxing in the Staybridge courtyard area and the children enjoying the pool. Every one of the staff members we encountered were very excited to meet everyone and quickly offered ideas on places to see. The rooms are very nice and the breakfast varieties are great - the top was the chocolate waffles! We all enjoyed the relaxing and fun atmosphere that the staff creates and because they are so in synch with their jobs and sincere kindness it added to our family gathering! KUDOS to all!!



# Anniversary Shout-Outs

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Happy One Year (again) Anniversary to Ken P! Ken is the Staybridge Suites Kalamazoo evening host who loves to socialize at social with guests!

“One day we were talking and Ken told me the only thing that could make this any better is if we served banana splits at our social! So, banana splits it was for Ken’s anniversary,” said GM Joy Underwood.

Ken’s attire, by his own wishes, is a bow tie with a vest every night. ‘When you dress to impress, you do indeed impress’, Ken stated. As you can see, Ken is a hit with guests of all ages; especially the kids. They couldn’t wait to come have a banana split and celebrate Ken. One even brought him a homemade bow tie.

Congratulations to Ken on his one year anniversary, again! (He worked at the hotel a few years ago, left for a bit, and then came back during the pandemic). Thank you for all you do!

Congratulations to the Courtyard by Marriott New Albany AGM, Brittany Stoll on celebrating her 5 year work Anniversary.

Brittany began her career with the Courtyard New Albany as a Guest Service Rep. Never having worked in a hotel before, she found she enjoyed the work and quickly moved her way up.

“Brittany is great with the guests and associates. She is super-efficient and dedicated to making us great. We appreciate all she does each and every day! Our fearless leader Chris Norman made the day extra special by wishing Brittany happy anniversary in person.” said GM Kelley Foster.

Congrats Brittany and thank you for all you do!



The Holiday Inn Express New Buffalo celebrated two anniversaries recently.

Assistant General Manager Sara Criswell celebrated 10 years on September 28, 2021 and housekeeping team member Silvia Caiceros celebrated 14 years on October 20, 2021.

“We are so happy to have staff with history at this hotel. They are devoted employees and very hard working. Respected by all,” said GM Melody Horn.

Thank you ladies for all you do. We appreciate you!



# A Family's Appreciation

The Hampton Inn & Suites Riverton team received a thank you note for their hospitality

Dear Hampton Inn  
& suites staff,

We stayed with  
you at the end of  
June after our  
family hit a deer with  
our car traveling  
through Wyoming. The  
next day we had to  
put our beloved dog  
down. I've been  
wanting to write a  
thank you for some  
time, but honestly  
it's hard for me to  
put into words the

ammount of gratitude  
we have for you.

From the momment  
we arrived with the  
tow truck to the  
early morning hours  
flying out you took  
care of us in a way  
I have never experienced  
from hotel staff. You  
all were like family  
tending to us with  
food, rides, spirit  
& concern. We were  
blown away by your  
generosity & will  
be forever grateful

for the kindness  
you shared with  
us. Thank you from  
the bottom of our  
hearts.





# Thank You

The Fairfield by Marriott Louisville Jeffersonville team received a note from long-term guests

I know it hasn't always been easy, but we have always appreciated everything you guys have done for us. From squeezing us in to any room you could find or going above and beyond and cleaning a room for us when you were all booked up. It has been a great six months here. We get to stay about three more months and then we move on, but we wanted to show our appreciation to you before we go! enjoy!



Justine & Caleb

**Fairfield**<sup>®</sup>  
BY MARRIOTT



# Fall Decorations

The Courtyard by Marriott Petoskey at Victories Square is getting in the Fall spirit.

They recently decorated the lobby for guests to enjoy!



**American Hospitality Management, Inc.**  
520 North Main St. Suite 205  
Cheboygan, MI 49721  
Phone: 231-627-4873  
[facebook.com/AmericanHospitalityManagement](https://facebook.com/AmericanHospitalityManagement)  
[www.ahm-hotels.com](http://www.ahm-hotels.com)