



# American Hospitality Management, Inc.

August, 2021

The Fairfield Inn & Suites  
Cincinnati Uptown/University Area  
Celebrates Self-Wellness Month

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# Guest Satisfaction Scores

The Courtyard by Marriott Petoskey at Victories Square receives exceptional ranking

The Courtyard by Marriott Petoskey at Victories Square ranks in the top 5 in the nation, Canada, and Mexico for Guest Satisfaction Survey (GSS) scores. Even reaching the #1 spot for a period of time, a huge accomplishment for any hotel.

Rankings are from Marriott's global guest feedback program and are based on overall monthly scored surveys returned to the brand.

The team has been working together to reach this goal since they began their effort in March and according to General Manager Eric Vert the team is "ecstatic, proud, and charged up."

"The building placement, design, and layout get a lot of praise from the guests that stay with us. It is a true credit to the builders and designers that were a part of the original undertaking. Without the efforts of the team here maintaining and exceeding guests need this property would not be as successful. I cannot emphasize enough how much the actions of one person will determine the success of the hotel," said General Manager Eric Vert.

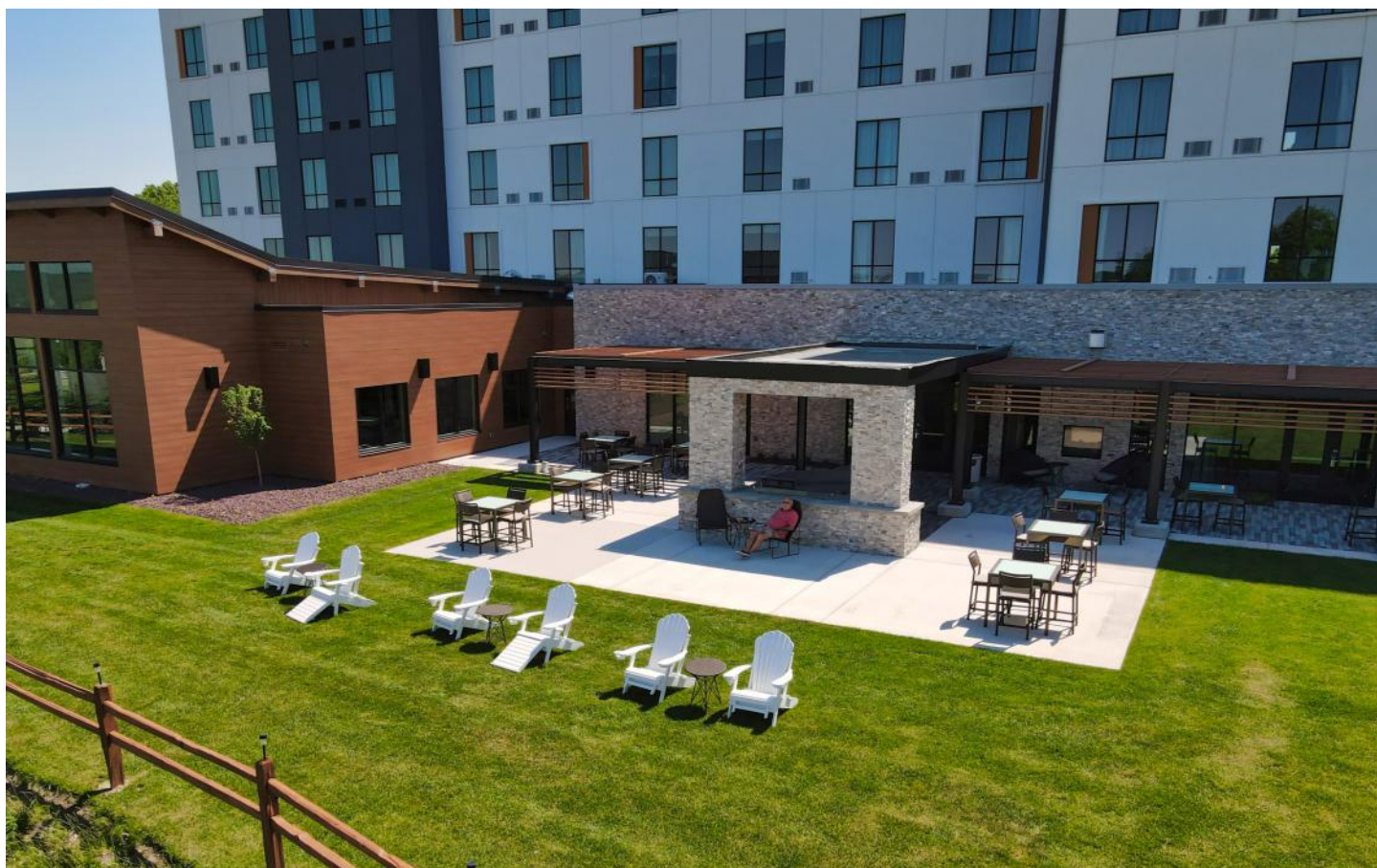
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This team effort is led by GM Eric Vert, Executive Housekeeper Karen Cheadle, Chief Engineer Kevin Cheadle, Front Desk Supervisor Tasha Sickler, and F & B Supervisor Chris Grice who assembled this exemplary team.

“They are responsible for putting together an excellent team. Their input and passion about guest satisfaction are what leads the team to perform at this very high level and they certainly deserve the spotlight for doing so. That team is very committed to guest satisfaction, not just for the great scores, but really for truly providing an excellent experience for our guests, especially as travel starts to gain momentum after such a long pause due to the pandemic,” said Senior Vice President Chris Godfrey.

The Courtyard by Marriott at Victories Square opened in November 2019 and is already making quite the impression. Congratulations to this team for achieving such a huge accomplishment in such a short period of time. We can’t wait to see what they do in the future.



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# BBQ Celebration

Photos from the PLNCY team BBQ celebrating exceptional Guest Service Scores

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The Courtyard by Marriott Petoskey at Victories Square celebrated the teams terrific Guest Service Scores with a BBQ on July 22, 2021.

Congratulations to Eric and the PLNCY team for achieving these outstanding scores!







*Pictured above are Juan and Carlos with Staybridge Suites Kalamazoo host Ken*

## Saying Goodbye to Long-Term Guests

The Staybridge Suites Kalamazoo team had to say goodbye to two wonderful long term guests, who were visiting from Mexico.



“Juan and Carlos have been delightful to have at the hotel. We celebrated saying goodbye with a cake at social, for all of our guests,” said GM Joy Underwood.

Below is an email that was sent to Tiffany, the hotels Assistant General Manager.

Buenos Dias Tiffany:

Thank you for everything, you and your team are so sweet. We still in contact, you're all welcome in Mexico anytime.



*AGM Tiffany and host Ken posing with Carlos and the cake they got to say farewell.*

Juan

# Self-Wellness Month

Fairfield Inn & Suites Cincinnati Uptown/University Area planned a month of self-wellness activities



**Licensed massage therapist, David Whitton**

In June, 2021 the Fairfield Inn & Suites Cincinnati Uptown/University Area team celebrated Self-Wellness month. Each week was focused on a different area for self-care.

**Week 1** – Healthy benefits of juicing and drinking smoothies. All team members received a complimentary smoothie from Better Blend, a local smoothie bar. The recommended smoothie was The Bluegrass which included Blue spirulina, apples, pineapple, spinach, banana, lemon, collagen peptides.

**Week 2** – Adopting a sleep routine. Tips were shared with the team on how to explore an enhanced night's rest with incorporating some specifics in a sleep routine such as going to bed at the same time each night, not using the computer/phone or electronics an hour before sleeping, breathing exercises and the power of aromatherapy

**Week 3** – Using aromatherapy. Each team member received an orange lavender blossom single wick candle handmade by Rickia Cooper, the hotels housekeeping manager. During a team meeting they discussed the calming properties of lavender and citrus.

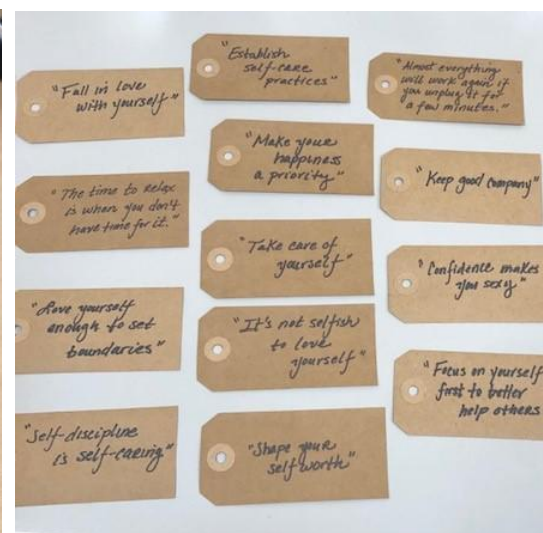
**Week 4** – Tranquility room and 15 minute chair massage. The associate breakroom was transformed into a tranquility room set with appropriate lighting, relaxing melodies of waves crashing, stress relief aromatherapy candles, and eye masks to relax for 10-15 minutes and on breaks for the day. Many team members used the tranquility room to unwind before or after their scheduled 15 minute chair massage by licensed massage therapist, David Whitton at The Kindred.



**Aromatherapy gifts bags given on week three**



**Handmade orange blossom candle each team member received**



**Gift bag tags with positive messages on each one**



# Big Team Compliment

Two employees from the Fairfield Inn & Suites Alexandria get recognized by a guest

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Hi Victoria,

I hope you're doing well. I wanted to take a moment to brag on two of your staff members who are working tonight. Brandon, and Darien. They have truly gone above and beyond to make a horrible experience that was not their fault at all into an experience that has been more than redeemed!

We usually stay with you guys when we come up to Alexandria. My 13-year-old plays with FCA hockey at the north star Academy just down the road. We live in Dallas, so every time we come up here your hotel has been our home. I made a mistake and didn't book far enough in advance with you guys in the hotel was not available for our stay last night. Not a problem, we thought we would stay at Fairfield our first night and then just make do at another hotel down the street. When we checked in at our other hotel it was not the same quality we were used to at the Fairfield. Again, not a problem we can make anything work for two nights. As we were getting ready for bed we pulled back the sheets at the other hotel to discover, much to our horror, that the sheets on one of the beds were bloodied. We had already noticed that the hotel was not as clean as we would've liked but this really sent us over the edge.

We desperately called around looking for any other room which was not possible because everything was sold out in all of Alexandria by that point. One of your staff members that was working last night did tell us that she had two rooms available for today and we quickly snatched one of those up. We didn't even care how much it cost. We slept in another room at the aforementioned hotel but got out of there as quickly as we could this morning. We were all feeling extremely dirty and felt that all of our belongings were very dirty too and smelled from that hotel and beyond gross room.

When we checked in to your hotel I quickly went upstairs to do laundry. Apparently I wasn't the only one with that idea because the coin apparatus on top of the guest laundry machine was stuffed full of quarters and would not operate. Brandon and Darian quickly came together and tried a few different things for solutions. I believe they called you or another manager and the solution of letting us wash our clothes in the hotel laundry room was quickly brought up as an option. I was completely blown away! That's like inviting somebody into your own home to do desperately needed to be done laundry. Brandon was wonderful and had the machine already to go for me and even called my room when my laundry was ready to be put into the dryer. He had the dryer ready for me too! Darien was sweet enough to get us new laundry bags so I can carry the laundry from the laundry room to our room.

Other hotels might have told me tough luck and sent me to a laundry mat down the street. But you guys didn't! I am completely blown away by this over the top level of customer service I have experience from these two tonight. They truly deserve to be commended. I work in the travel industry myself and I know that this is not normal service. This is what you would expect from places like Disney who really go over the top to make sure their guests are happy. I can't tell you how nice it will be to have our clothes back clean and not stinking like that gross hotel in just a few minutes.

I will be pushing this hotel to our teammates and anyone else that I know who will be visiting Alexandria! The second that I hear that we're coming to Alexandria for another tournament or clinic or camp I will be booking your hotel immediately! We have stayed here four times since April and to say we love you even more than we did then would be an understatement. I can't thank these two staff members enough. What a beautiful culture you guys have built here!

Thank you for going above and beyond for your guests!





# Celebrating 10 Years at INDCA

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Kristina “Kat” Powell recently celebrated 10 years of employment at the Staybridge Suites Indianapolis Carmel. Kat is the hotel's full-time auditor. She always brings a cheery attitude and is always there for the hotel or employees anytime she is needed.

“I have never had a more dependable person on my team in all my years in hospitality. She has saved me several times and I cannot thank her enough for all that she has done to make this hotel successful. THANKS KAT!!!” said General Manager Jesse Stauffer.

Thank you for all you do Kat. Congratulations on 10 years!





# Guest Reviews

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## **Courtyard by Marriott Petoskey at Victories Square...**

This is by far the best hotel we have ever stayed at. Every staff member we came in contact with had a positive attitude and really seem to love their job. The hotel was clean and looked brand new. You just don't find a hotel like this, that actually have a staff that are happy to see you and are eager to help you in any way they can!!!!

## **Staybridge Suites Lansing / Okemos...**

In Lansing to see relatives that i had not seen since 2008. Staybridge was superb. The family that did come to the hotel really liked it,, i had many comments on the room. Service was good and staff were very friendly and always ready to help. My room was clean, everything was working I will definitely stay there again and will recommend the hotel. Keep up the good work, you are appreciated. Did not get a chance to get in the pool....maybe next time.

## **Staybridge Suites Kalamazoo...**

I work on the road so I stay in hotel rooms three hundred plus days a year and I can say without a doubt that this place and the people who work here are the best I've experienced in the entire country. They're incredible and they all truly care about you and the hotel. I couldn't ask for better. So impressed! Bravo Team Kzoo Staybridge!!!

## **Staybridge Suites Lansing/Okemos...**

I'm a fastidious person when it comes to hotel stays. I travel a lot. Staybridge: What an amazing stay..!!! I have never stayed at Staybridge Hotels during my travels. What a horrible mistake I've been making. While stuck in traffic due to construction, I phoned ahead to inform the front desk we were running behind. We literally had one hour to get dressed and also the travel to our family wedding. When I arrived, I was greeted by the front desk clerk: beyond professional and also stated we were waiting for you guys. Even while rushing to get the key from her, she stopped me and smiled and said "Happy Birthday". She actually paid attention to the date on my driver's license. The Room: smell good, kitchen organization, everything we asked for that we needed and last but not least...I mentioned on the phone, I had to take my medicine and eat something while rushing to getting dressed....we walked in and the dishes were freshly clean still warm in the dishwasher. (Mind you, I asked if the room had a glass). Even the soap and shampoo smell so good. I'm asking Staybridge to please acknowledge the two amazing ladies that checked me in and that housekeeper assigned to the room, nothing was out of place. Just perfect. They definitely exceeded my expectations as well as the hotel... During Covid...everything was SPOTLESS even the pool.

# In The News



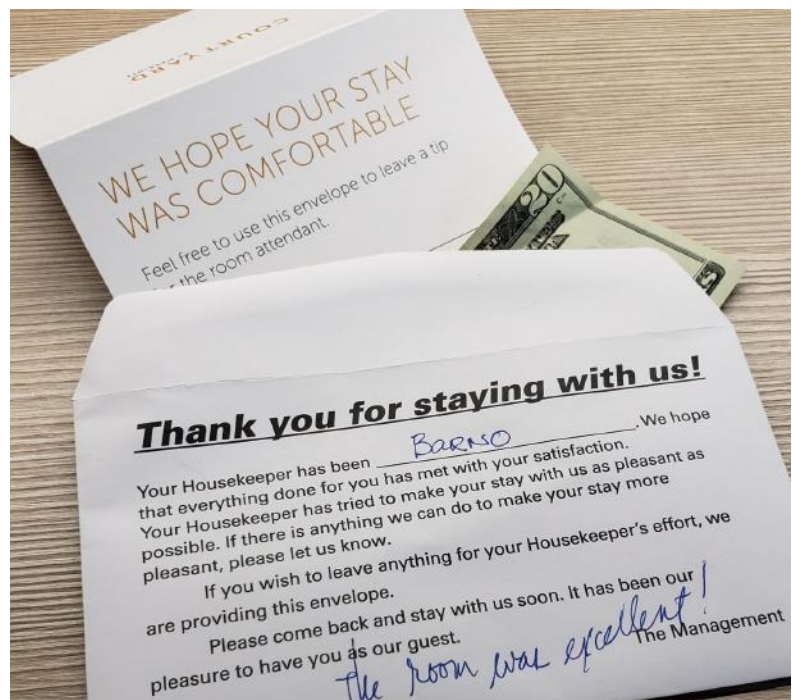
Denise Sutherland, General Manager at the Fairfield Inn & Suites, New Buffalo welcomed the summer season by planting beautiful flowers to provide inviting vibes for guests.



The Staybridge Suites Kalamazoo attended a job fair in New Buffalo, put on by the Harbor County Chamber of Commerce. Pictured is the AZOSB table the team set up.



Congratulations to AHM President & CEO Don Schappacher and his family on the newest member of their family, David James! We are so happy for you all!



It feels good to be appreciated! The Courtyard by Marriott Mason housekeeping team received a nice comment and generous tip from a recent guest.





# BRPMI Impresses Conference Host

The Holiday Inn Big Rapids Banquet and Event Center received an outstanding review

Mr. Godfrey & Mr. Schappacher,

My name is Shila Kiander. I am the Mecosta County Equalization Director and the Past President of the Michigan Association of Equalization Directors. Part of our duties as the president is to plan and host the annual conference. I first made contact with the Big Rapids Holiday Inn & Conference Center in September of 2018 to plan for the 2020 Annual Conference. Because of the pandemic, I was not able to have the conference and our membership voted me in as a president for a 2<sup>nd</sup> term so that I could host the 2021 conference in my home county. Between the initial contact in 2018 to the actual conference, I dealt with 3 different sales directors. I would like to tell you how seamless the transitions were and each one stepped right in where the other left off. The most recent sales director I worked with was **Camryn Blair**. She was a great communicator and was willing to meet with me as many times as necessary to make sure my event was exactly as I wanted it. She went over every detail and provided ideas to help with planning the entire event. During several meetings she included Heather Stalhood who is the F&B Manager. The last meeting that I had with Camryn and Heather was 2 days before my conference. Heather had just hired more staff and I was able to meet the employees who would be serving our group for the 4 day conference. What a great opportunity to put names with faces, make connections and talk about my expectations with the staff. Like so many businesses in our area, staff is hard to come by. It seems that everywhere you look businesses are so short staffed that they cannot keep up with customers. You would have never guessed it with the professionalism of the entire staff at the Big Rapids Holiday Inn & Conference Center.

I feel it is very important for you to know about our organization's experience at the Big Rapids Holiday Inn & Conference Center. I have worked in Government my entire career and often we only hear the complaints. As a manager/supervisor myself, I love it when someone takes the time to let me know when my employees do a good job.

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1. When I got to the hotel on the beginning day of our event (Sunday, July 25, 2021), Heather informed me that Camryn was ill and couldn't be there. However, because of the professionalism and working relationship they have, **Heather Stalhood** already knew what had to happen and stepped up to make sure every detail was taken care of! She managed her staff in such a way that they felt like my success was their success! She worked side by side with me throughout the entire conference and made sure that the adjustments that had to be made in real time were taken care of. The conference rooms were clean and neat including trash pickup, table linens & presentation.

2. **Bridget Snavley** who is the front office manager jumped right in to help in any way she could. From reservations and giving directions to keeping up with requests – she was on it! Whatever I asked for she would help me to get what I needed and/or wanted. She often checked in with me to see if there was anything on her end that she could do for me and the other attendees.

3. **Don** helped with set up and was there to help as needed. He did a great job with the logistics for the technical needs (sound/wifi).

4. When I was bringing in supplies a couple of days before the event, I was able to meet your new sales manager **Dustin**. I met him on his first day. Throughout the event, he checked in with me to make sure that I had everything I needed. He was willing to roll up his sleeves do whatever needed to be done. From helping cut vegetables in the kitchen to moving furniture for events. What a great way for him to learn about what goes into the events as he represents the hotel.

5. **Angie** the cook did a fantastic job! The food was good and the presentation was great. My understanding is that she is the breakfast cook but because of staffing shortages she did it all! She did a great job of directing her team to provide us 4 days of hors d'Oeuvres, breakfasts, snacks, lunch and a banquet dinner. While you can't please everyone, I heard no complaints about any of the food! **Ron** was in charge of the carving station at the banquet for the prime rib. He did a great job!

6. There were 4 young people who served our group tirelessly during the entire event. When anyone needed anything they were there. Not only did they do their job, they asked if there was anything we needed. From setup to clean up they were professional and pleasant. My conference was the first event for **Grant** and **Isaiah**, it was **Roberto's** second event and **Amber** has worked there longer. These young people were respectful to me and to the entire group of around 75 Assessment Administration professionals from all over the state! Our theme for the banquet was the Roaring 20's. While the staff has a dress code, I let Heather know that I would love it if they could dress up for the theme too. They did and they looked great!

7. We had 3 evenings that included a bar. **Jordan**, **Joan** & **Janis** were the bartenders/servers for these events. They did great! Even when I changed things up on them, they rolled with the punches.

8. There were others that worked in the kitchen and/or behind the scenes. **Cameron**, **JoEllen**, **John**, & **Shawn**.

There are many conference destinations in the state of Michigan that get a lot of attention and use. I could have chosen to take my conference anywhere in the state but I chose the Big Rapids Holiday Inn & Conference Center because I wanted to host it in my home county of Mecosta. I do not regret it! I have attached a copy of the article from the "EXPLORE Mecosta County" Convention & Visitors Bureau magazine. This was written when I was in the planning stages. I have already been asked to be one of the local spokespersons for promoting conferences here in Big Rapids. I can't wait to tell about my experience of planning my event here.





# Guest Letter

The Home 2 Suites by Hilton Denver South Centennial Airport

Hello To all our  
helpful friends at the  
wonderful Home 2  
Suites by Hilton

Thank you so much for my  
pleasant stay - I enjoyed  
my room and all the  
amenities offered for your  
guests -

I want to acknowledge  
Chris, Heather, Jason and  
the nice gal that worked  
in the morning - (forgot her name)

They went above and beyond  
to make my 8 nite stay  
feel like home —

Kindly, Judith Swann  
from Cols. Ohio



# Anniversary Celebration

On July 16, 2021 the Staybridge Suites Kalamazoo team celebrated Emma's 3 year anniversary.

"Emma works in our laundry department and does a fantastic job of making sure we have clean, wrinkle free laundry for our guest rooms. Emma is very lively and always has a great story to share with us! We are so thankful to Emma for her commitment to us and to making our hotel a great place! Happy 3 years, Emma! We look forward to many more," said GM Joy Underwood.

Thank you for all your hard work Emma!



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