

# American Hospitality Management, Inc.

September, 2021



**The Courtyard by Marriott  
Petoskey at Victories Square  
Receives Exceptional Cleanliness Score**

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# The Culture at AHM

Two AHM hotel teams show support for one another from a distance



Here is a great example of the culture at AHM!

The Staybridge Suites Kalamazoo General Manager Joy Underwood and her team received a delicious delivery from the Courtyard by Marriott Houston General Manager, Joddy Cormier.

Donuts all the way from Texas to Michigan to show some love. Joddy sent five different varieties of donuts to the Kalamazoo team who were excited by the sweet treat.

“My friend Joddy, who’s waiting on her hotel to get up and running, sent LOVE to me and mine, in the form of donuts. ALL THE WAY FROM

TEXAS!!! If that isn’t what the culture of our hotel group is all about, then I don’t know! This is SO above and beyond – my mind is just blown! What an amazing asset she is to her staff, her hotel, AHM, and to me!” said Underwood.

This is what we love to see. Teams supporting one another no matter how far apart.

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*AHM Senior Vice President Chris Godfrey, INDCA Laundry Tech Guadalupe Balderas, and Staybridge Suites Carmel Director of Sales Mary Donley*

# Praise Project

IHG had a virtual summit this spring for its extended stay hotels; Staybridge Suites and Candlewood Suites. The AHM Staybridge Suites GM's and DOS' were able to get together in Carmel, IN for the two day event.

During the event Staybridge Suites Kalamazoo General Manager, Joy Underwood came up with an exercise called the praise project. This exercise was to do something nice under \$5.00 for a team member in each department.



*Chris Godfrey, Mary Donley, and Kevin Robinson purchased flowers for Guadalupe Balderas at the Staybridge Suites - Carmel.*

"It's a way to simply say thank you, without spending a lot of money or time. It was an exercise that we completed – we had the employee fill out an 'all about me form' and then we thanked them with a simple, yet meaningful gift, that was under \$5.00. We also took the time to chat – just to get to know them more and say THANK YOU for all they do for the hotel," said GM Underwood.

The praise project was meant to be something the General Manager's took back and implemented at their hotels. A great way for team members to shout each other out for all the hard work they do on a daily basis.





# Team Member Receives High Praise

The Courtyard by Marriott Petoskey at Victories Square team received a letter from a happy guest

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Dear Mr. Vert:

I wanted to take a few moments to express my appreciation for and thanks to one of your exceptional staff members, Tasha.

A one night planned stay at your hotel turned into a one week stay, while we wait for our boat to be repaired. During this time, Tasha has provided the utmost in service and hospitality. She is personable, professional, and knowledgeable. She is clearly dedicated to her job.

If we find ourselves in the Petoskey area again, we will certainly stay at your property. Please pass on my compliments to Tasha.

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# Guest Reviews

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

Being immune compromised I was very concerned about a hotel stay. I was so pleased to see all of the precautions that were taken! I even noticed the elevator was cleaned each time I used it. I loved the pod seating areas in the lobby as well, you've thought of everything. Thank you for taking the pandemic seriously.

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

Can't think of a better hotel that I have ever stayed at in the past 40 years!!! Each of the staff members I encountered were friendly, helpful and always wanting to make sure our dogs were loved. The rooms are clean with no hidden surprises. Tiffany's management style and leadership shines through out the facility and her staff. Big shout out to the front desk staff, the cleaning staff, they always are there for you and are just not faking! You can tell they are happy employee's which reflects on the excellent management. The breakfast is tasty and plentiful with a wide variety to choose from. Gosh, I'm not big on taking the time to give a review, however, I rely on them to make my choice. Again, NO BETTER PLACE TO STAY PERIOD!!!! Do not waste time and \$\$ staying elsewhere!!

## **Holiday Inn Express New Buffalo...**

The Manager (Melody Horn) was amazing! We had an issue with my son's reservations (nothing that Holiday Inn did!) and she was right on it. She asked about it and then helped us work through it. She did all that she could and then LOTS more to make it right for us. Also, it was extremely evident that she worked long hours being everywhere doing everything. The Breakfast Lady (Amanda) had the biggest smile and the warmest welcome! She helped us to our breakfast items with happiness!!! She was very quick to clean and sanitize the used tables and chairs. It was a pleasure to be in her arena! Oh, yes... all the rooms were very, very clean.

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

I knew it was going to be nice but didn't know it'd be that nice. Amazing view from our room, amazing pool/hot tub, nice staff, & I felt like they tried SO hard to make it almost sterile in our rooms and everywhere in the hotel. I am very picky and was very pleased. This will be me and my mans spot every year we come now. Steve the bartender was off the charts personable and sweet. He took good care of me and my boyfriend. Considering my boyfriend works so hard I'm happy his time off was spent here. 10/10 since it's close to Starbucks and Meijer just in case you forget something lol.

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

I am writing this email to thank you for a wonderful stay at the STAYBRIDGE SUITES KALAMAZOO ON TUESDAY, JULY 6TH. The staff were all friendly and helpful and my room was very clean, quiet and comfortable. I had a restful and relaxing stay. I greatly appreciated the hospitality, cleanliness and attention to detail provided by all the staff and I look forward to staying there again soon.



# Celebrating Pride

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The Homewood Suites by Hilton – Lansing Eastwood team celebrated pride.

The team celebrated with a piñata, balloon fights, a sundae bar, walking tacos along with plenty of other food. They even rented a photo booth for the staff.

“Overall we stand for equality with the world we live in today people tend to forget everyone's battling something different. A lot of our staff is part of the LGBTQ+ community and Hilton alone usually has their own celebration. It was a much needed celebration with so much laughter my cheeks hurt the next day,” said General Manager Brooke Smith.

Sounds like a great celebration for a great team!







# Exceptional Cleanliness Score

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We want to give a huge shout out to the Courtyard by Marriott Petoskey at Victories Square housekeeping team. They ended both April and May with an overall cleanliness score of 92.7%.

This team works extremely hard to maintain the highest of standards and their leadership is unmatched.

Great job to this hard working crew.

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# In The News



Congratulations to the Hampton Inn & Suites Riverton team on their 2021 Traveler's Choice Tripadvisor award. Well deserved!



The Staybridge Suites Lexington Assistant General Manager, Suzy Bentley Short having a blast drag racing.



Staybridge Suites Lexington GM Kevin Robinson and Guest Service Rep Bridgette Jones got matching socks to celebrate Pride month.



The Fairfield Inn & Suites – New Buffalo has a "Paw of Fame". A board of all the teams adorable 4-legged friends.





Good Morning Mark and Chris,

I understand from the manager Tim, at your facility on Euclid in Cleveland, that you gentlemen are responsible at corporate level for the hotels in that area.

This past month our friends and my wife had the privilege again of staying at a Tru Hilton...previously we stayed at a Tru Hilton in the Louisville area. Jim Murphy and I during our careers traveled extensively throughout the US and abroad for business. Hilton hotels along with Marriott and others became our preferred choice for hotels. This because of the higher standards that Hilton provides its guests as well as it Hilton Honors members. Your facility in Cleveland again not only met our expectations but exceeded them in terms of cleanliness, amenities, the friendly and helpful staff as well as the location itself.

Being retired we will continue to seek out your hotels whenever possible. I would hope that other guests provide you the input needed to monitor your success and we would ask that you pass along our compliments to Tim and his staff for their attentiveness and courtesies....it makes traveling that much easier, especially during these unusual times created by the ongoing pandemic.

If you have any questions please feel free to contact either myself or Jim.





# Shout Out Jesse Stauffer

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A photo of General Manager Jesse Stauffer when the Staybridge Suites Carmel opened 12 years ago and one of him today.

"12 years and four kids later he is still knocking it out of the park and a huge contributor to AHM's success," said AHM Vice President Chris Norman.

Shout out to Jesse for being such an important part of the AHM team for over a decade!





# Welcome to the AHM Team

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**Patricia Hill**

**Payroll Administrator**

Patricia joined the AHM team in June 2021 as the Payroll Administrator.

Patricia spent 5 years in Payroll and HR Management in the staffing industry, and over 15 years of Sales Management for retail and freight industries. Her most recent accomplishment was 5 years as the Area Director for a large contract building services company focusing on Sales and Operations Management for over 177 accounts in the South East Texas region. Customer Service, Employee Relations and Communication are priorities she has mastered and use as a tool to be effective

and successful.

She received her A.A. Degree in Business Management from Broward College in Ft. Lauderdale, and earned my Bachelors for Business Administration from Kaplan.

Patricia is a mother of 4 and enjoys spending her free time traveling and exploring new places.





# Fiesta Party

The Fairfield Inn & Suites by Marriott New Buffalo staff celebrated their housekeeping team recently by having a Fiesta.

"I would like to do a special shout out to Addison Wiles and Natalie Davis. They kept us afloat through some very, very difficult times!" said General Manager, Denise Sutherland.

Looks like a great time!



***Pictured from left to right: GM, Denise Sutherland and AGM, Heather Goede, Housekeeping superstars, Addison Wiles and Natalie Davis, the hotels management team including Front Desk Manager, Hawke Harris.***





# Team Cookout

The Staybridge Suites Lexington team enjoyed a day of grilling with a few of their long term guests.

General Manager, Kevin Robinson manned the grill and the guests and team enjoyed this special treat.





# Guest Letter

The Home 2 Suites by Hilton Denver South Centennial Airport

Dear Home2 Suites Staff,

We want to thank  
you so much for taking  
such good care of us  
during our long stay  
here. You have been so  
friendly and helpful.

**THANK YOU**

and you have kept our  
unit so clean and well  
stocked. You all strive  
for excellence and it  
shows. May God richly  
bless and keep every one  
of you!

Much Love,  
Roxie & Judy

# Celebrating 5 Years

The Staybridge Suites Kalamazoo team recently celebrated the 5 year work anniversary of Assistant General Manager, Tiffany Kuhtic.

Tiffany started at the hotel as the breakfast host. She did a fantastic job of taking full responsibility of the kitchen, serving the guests and making certain that they were offering world class food options. After two years, Tiffany moved into a front office manager roll; there she excelled as well. Two years ago, Tiffany was promoted to Assistant General Manager. She has an eye for detail, a curious mind, and a deep passion for excellence. Tiffany has been a big factor in the hotels amazing guest scores. She isn't afraid to jump in where needed. As a matter of fact, you may just find her pushing a housekeeping cart while wearing high heels.

"We are very grateful and thankful to Tiffany and her dedication to the hotel and the team at the Staybridge Suites in Kalamazoo. She enhances our team and makes all of us a little bit better every day," GM Joy Underwood.

Happy 5 years, Tiffany. We are excited to see what the next 5 years bring.



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