

American Hospitality Management, Inc.

Winter, 2021



**AHM Mourns the Passing of Good
Friend & Business Associate
Craig Bonter.**

Memoriam on page 5



Roman from the Salvation Army picking up our Toys for Tots donation

Holiday Donations

AHM teamed up with local organizations to give back during the holiday season

As we all know 2020 has been a difficult year. Businesses and families have struggled. This made American Hospitality Management's partnership with local non-profit organizations that much more important during this holiday season.

For the past five years AHM has raised money to buy donations for Toys for Tots, Coats for Kids, and the St. Thomas Food Pantry of Cheboygan to donate during the holidays. All year the team has a jean fund, if an employee wears jeans to work they pay \$1.00. That money plus several significant donations give the company the opportunity to buy for these programs that help our local community. This year more than \$1400 was raised.

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AHM team member Lindsay McNitt checking out with AHM's donation to the St. Thomas Food Pantry.

Operations Support Assistant, Tami Morrow takes the lead each year managing donations, searching for deals, and shopping for these organizations. She purchases winter apparel, toys for all ages, personal hygiene items, blankets, school backpacks and more.

Morrow typically starts shopping in February or March but this year Covid-19 did not allow that to happen. Instead in November her and Accountant Lindsay McNitt traveled to Traverse City, Michigan for what Morrow referred to as a “shop till you drop” type of day. The duo also took the lead shopping for food items for the local food pantry.

While Covid-19 may have affected AHM’s shopping timeline which prevented Morrow from getting all the great deals she normally finds throughout the year her and

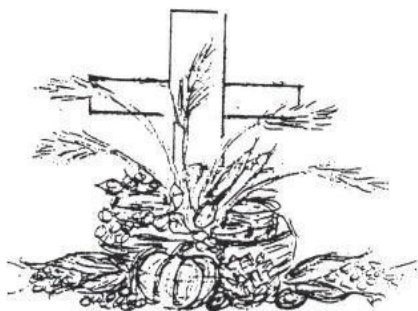
the team still managed to make the best of a less than ideal situation.

When asked what the best part of teaming up with these programs were, Morrow said it was knowing that someone will be receiving these gifts and food and will be able to have a blessed holiday.

“These programs make the AHM team feel grateful that we are able to give to the community,” said Morrow.

The team here at AHM wants to make any difference they can, big or small. It’s an honor to work with these organizations and we look forward to helping in the years to come.

DEC 9 8 2020



The St. Thomas Food Pantry

Serving Others ~ Serving Christ

332 S. Western Ave.
P.O. Box 57
Cheboygan, MI 49721
www.sthomas-elca.org
st_thomas@sbcglobal.net
(231) 627-3167

December 22, 2020

American Hospitality Management
Attn: Tammy Morrow
520 N. Main Street
Cheboygan, MI 49721

Dear American Hospitality Management:

Thank you for your recent donation of 481 pounds of non-perishable food to the St. Thomas Food Pantry. Our number of families served per week is increasing as seasonal businesses close for the winter in this area. Last week we prepared Holiday boxes for our clients. These boxes provided them extra food including Christmas hams, potatoes, pies, nuts, and festive candy canes. Your donation helped with this effort.

Thank you once again for thinking of us. Merry CHRISTmas!

Sincerely,

LOWELL & JEAN BEETHEM, Co-Chairs



Craig Bonter

AHM Mourns the Passing of Good Friend & Business Associate

Recently we said goodbye to a dear friend and colleague, Craig Bonter. Craig passed away on Christmas morning at the young age of 58 years old.

Craig's sense of humor, upbeat personality, quick wit, bullish charm, voracious appetite for sweets and devotion to family & friends will leave a void in all that knew him.

Craig was a son, father, friend, entrepreneur, coach, hunter, fisherman and the list goes on. He left behind three children, mother, father, friends and a legacy of adventures too great to name. For those of us that shared some of those adventures with Craig, we will cherish them forever.

Rest In Peace Craig and Enjoy Your Next Adventure.



Jay Caiafa
Chief Operating Officer, The Americas

IHG®
InterContinental
Hotels Group

3 Ravinia Drive
Suite 100
Atlanta
Georgia 30346
USA

November 2, 2020

Staybridge Suites Kalamazoo
Joy Donaldson
David Wespiser
2001 Seneca Lane
Kalamazoo, MI 49008

Dear Joy and David,

I'd like to congratulate you on a job well done! Your hotel has continued to deliver True Hospitality in the midst of a very challenging economic and public health environment. This is reflected in your hotel scoring in the top 10% in Guest Love, Guest Room Cleanliness and satisfaction with Covid-related safety measures over the summer. Your commitment to delivering True Hospitality while maintaining high standards of cleanliness and safety means a great deal to our guests and to all of the IHG family.

This pandemic has impacted our industry and our livelihoods in countless ways - our guests face this in their own way every day, yet they still choose to stay at our hotels. By delivering service the way you do, you help to re-establish trust and confidence in the travel industry and our brands, and more importantly – you have kept our guests and colleagues safe. This achievement is a testament to your attentive and caring team, a strong culture of hospitality and no doubt, some great on-property leadership. This commitment and focus on safety and service is what will see us through this crisis and keep guests coming back to our hotels.

On behalf of IHG and the Americas leadership team, I would like to extend my sincere thanks to you and your team for exemplifying our purpose of providing True Hospitality for everyone. Please keep up the good work and share our gratitude with your teams!



Sincerely,
Jay Caiafa
Chief Operating Officer – Americas, IHG

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HOTELS & RESTAURANTS

Regent

HOTEL
INDIGO

CROWNE PLAZA

HUALUXE
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Holiday Inn

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Club

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VOCO

STAYBRIDGE
SUITES

CANDLEWOOD
SUITES

avid

TRIVIA HOTELS

InterContinental
Express



Celebrating Kim Morgan's Retirement

We have to say farewell to Payroll Administrator, Kim Morgan who is retiring from American Hospitality Management, Inc.

Kim has been a vital member of our team for the last 6.5 years as the payroll administrator and she will be greatly missed. While Kim says she will miss her co-workers she is really looking forward to spending more time with her grandkids and having more time to care for her parents.

"I've made some awesome friendships with past and present managers, and they will be missed. I'm hoping to be able to travel to see many of them in the near future," said Morgan.

AHM hosted a retirement luncheon for Kim to send her off with best wishes.

Kim, THANK YOU for all you have done for this team. We will miss your fun personality in the office but we are happy for you to enjoy your next chapter.

Congratulations on retirement!



CVGCM General Manager, Tina Laterza and Keri Thompson, Work Study & Transition Coordinator for Mason High School

CVGCM Work-Study Program

The Courtyard by Marriott – Mason, Ohio team received a Christmas “Thank You” from the Mason High School Work-Study Program for partnering with them this year to provide work experience for two of their students.

“The Mason High School Work Study department forms partnerships with local businesses such as ours to provide opportunity for successful outcomes for students with disabilities by providing pathways to employment. By coming in to our hotel to work twice a week the participants learn not only job skills but they also have the opportunity to practice social interactions and behaviors. It’s a great way for us to provide community outreach and the students really brighten our day,” said GM, Tina Laterza.

This is the second year the hotel participated in the work-study program. They had such a wonderful experience with the student the first year it was an easy decision to continue the program and they are thrilled they did.





The Fairfield Inn & Suites Alexandria won a Gold Circle Award – 2019 by Marriott



The Residence Inn Lafayette won a Silver Circle Award – 2019 by Marriott

Random Acts of Kindness

The Hampton Inn & Suites Riverton gives back to their community

The Hampton Inn & Suites Riverton has an annual Christmas party event creating happiness and surprises for their team and families. This Christmas season, the team decided to take a different approach by performing random acts of kindness for their local community.

“This holiday season, we want to make Fremont County the happiest place. Our team was given directions: do whatever they wanted that created happiness for those outside the hotel,” said GM, Ryan Preston.

The result was a huge success. The team brought joy to several community members as well as themselves.

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Jenna M and Tresa delivered gift bags to the Wyoming Senior Citizen Housing Complex putting a smile on many faces.

Jerika and Neeley present the Riverton Police Department with appreciation bags for all they do to protect us. Thank you Riverton PD.



Giving turkey to this beautiful couple
4days before Thanksgiving

Cooking
"Korean food"
for this family



Giving away 27 gifts for individuals, 20 cookie tins
and 15 bags of sweets around the town.



Rosie cooked food for both Riverton and Lander Frontline Hospital employees, baked 22 tins of cookies, donated to Set Free Church, and washed dishes for a friend .



Cody and Marie delivered chicken bacon ranch wrap lunches to Eagles Hope and the Riverton Homeless Shelter providing food for 50 People.



Jenna K and Trinity delivered lunch to the Riverton Senior Center staff, a local drug and alcohol recovery center, and Fremont County Sheriff's Department.



Jenna M and Tresa delivered gift packages to Wind River Rehab and Wellness Center. Delivering amazing smiles for so many amazing staff and clients.

2020
Our guests rated

Fairfield Inn & Suites by Marriott Louisville
Jeffersonville

Superb
9.2

Hotels.comTM



Johan Svanstrom
PRESIDENT, HOTELS.COM BRAND



Fairfield Inn & Suites Eastwood Lansing...

Stayed overnight this past week . Our first Covid travel experience. Excellent job on cleanliness and safety. Masks are required, towels are prepackaged as are breakfast items. Even the remote control had been cleaned and wrapped in a plastic bag. Hotel is next to the highway so if you don't want traffic noise ask for a room away from the road. Desk staff were friendly .

Hampton Inn & Suites Riverton...

Hampton Inn & Suites of Riverton is an excellent choice for your stay in Riverton, Wyoming. Accommodations exceptional and staff profoundly helpful. Having arrived exhausted & tired a smiling, warm & caring face greeted me. Highly recommend.

Fairfield Inn & Suites New Buffalo...

During a wintry night in December, I booked a room to avoid dangerous driving conditions on Interstate 94. I secured a room over the phone, and the front desk professional had my room available upon arrival. Clean, spacious room at a fair price.

Fairfield Inn & Suites Alexandria...

Nice clean and comfortable hotel. Maintaining high Covid cleanliness levels. Close to amenities. 5 minutes from town centre and close to the I94. The staff here are extremely helpful, Rebecca helped me with numerous issues that didn't concern my stay at the hotel, even tracking down my missing mail!!! Shelby helped get my rental car started when it failed!! Exemplary service above and beyond their required duties, I cant praise them enough! For a business traveler, I highly recommend this hotel. The breakfast is good. The pool area is clean as is the gym.

Holiday Inn Express Hotel & Suites Acme...

Off the beaten path, close to 72. Clean, warm, quite, parking lot and sidewalks free of snow and ice, staff friendly and attentive. Special shout out to Chris G. went out of his way to assist me. Thank you Sir.

Christmas Day Delivery

The Courtyard by Marriott Mason got creative when sharing with guests on Christmas Day there would not be housekeeping services and the bistro would be closed. The team put a note in a gift bag of "Cookies & Milk for Santa." It was very well received by guests and the staff enjoyed delivering the goodies.

Pictured is front desk associate, Darlene Rice who delivered the bags to all the guestroom door handles.



COURTYARD[®]
BY MARRIOTT

Welcome to the Team



Kaycy Myers
Payroll Clerk/Accounting Associate
American Hospitality Management, Inc.

Kaycy grew up in the tiny town of Topinabee, Michigan. She graduated from Pellston High School in 2004.

For 10 years Kaycy was the Office Manager for a small business, she then spent 3 years as a Receptionist/Administrative Assistant for a large company.

Kaycy likes to spend her free time with her two teenaged sons. She enjoys cooking, biking, hiking, kayaking, camping, and most any outdoor activity.



The Hampton Inn & Suites Riverton team with the family of Lisa Pitt

Riverton Award Ceremony

The Hampton Inn & Suites Riverton had a beloved member of their team pass away this year, Lisa Pitt.



Lisa began working at the hotel in 2015 and has served as a front desk clerk as well as an Assistant General Manager.

The team created a new award in honor of Lisa called the Lisa Pitt Excellence in Hospitality award and her family attended the hotels Christmas party and award ceremony to present the award.

During the awards ceremony Random Acts of Kindness awards were also given out to those who participated in giving back over the holiday season.

Lisa Pitt Excellent in Hospitality award winners

Continued on next page..

Random Acts of Kindness Award Recipients



Traveller Review Awards

Congratulations to the hotels who received exceptional scores through Booking.com

Booking.com

Traveller Review Awards 2021

9.1

out of 10

Fairfield Inn & Suites by Marriott Louisville Jeffersonville

Booking.com

Traveller Review Awards 2021

9.6

out of 10

Courtyard Cincinnati Mason

Booking.com

Traveller Review Awards 2021

9

out of 10

Hampton Inn & Suites Riverton

RIWWY Letter of Appreciation

12-11-2020

Dear Hampton Inn Employees,

My daughter saw on County 10 last night the story of how you all blessed so many with your brown bag "Merry Christmas" gifts.

We did not know where they came from. I live in the Sempiternal Senior Apartments. Now we know and I'm spreading the good news of your love gift. How wonderful of you all at this time of year.

My ^{other} daughter and her husband and two dogs stay with you every time they are in town. They are very pleased.

"This is love!
not that we loved God,
but that He loved us
and sent His Son
to be the propitiation for our sins."
(1 John 4:10) (HCSB)



...a hope for today,
a wish for the ages.

May God Bless you all with
a happy New Year (Covid-19) free.

Love through Christ,

Loretta Lefforge

The Hampton Inn & Suites Riverton, WY received this letter from an appreciative women who received one of the hotels Christmas gifts they shared with their local community.





AZOSB

Long-Term Guests

The Staybridge Suites Kalamazoo team had a family staying with them from California.

The long-term guests thought the hotel would be the perfect place to build their first snowman of the year so they braved the cold and had some winter fun!



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