



# American Hospitality Management, Inc.

Spring, 2022

The Fairfield Inn & Suites  
Cincinnati Uptown/  
University Area  
Celebrates Mardi Gras

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# Global Ties Kalamazoo

Members from the organization stayed at the Staybridge Suites Kalamazoo

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The Staybridge Suites Kalamazoo team had a great time with their recent guests from Global Ties Kalamazoo.

According to the Global Ties Kalamazoo website, Global Ties Kalamazoo (formerly Colleagues International) works with grassroots citizen diplomats throughout West Michigan, enriching local community with global diversity, one relationship at a time.

“We tend to get a majority of their IVLP (International Visitor Leadership Program) groups which is a professional exchange program done through the US Department of State,” said Director of Sales Christine Dendel.

The group pictured above told the hotel staff that they wanted to stay, and loved Kalamazoo more than the larger cities they had stayed in.





# Family Service Day

The Courtyard by Marriott New Albany makes a donation to a local

The Courtyard by Marriott New Albany recently donated a number of cases of discontinued shampoo and conditioner to New Albany Primary School.



"They hosted their first ever "Family Service Day!" where families participated in a variety of activities to give back to our community - including making blankets, packing snack packs, writing letters to vets and patients in hospice, and putting together bags of toiletries to stock the USO Airport Lounge," said General Manager Kelley Foster.

**A note received from Lauren, President of the schools PTO board..**

I just wanted to follow up and thank you once again for your incredible donation! We had a fabulous community service day and packaged several hundred bags for the USO lounge! Thank you once again!!

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





# Team Celebrates Mardi Gras

The Fairfield Inn & Suites Cincinnati Uptown/University Area celebrated Fat Tuesday in Cincinnati. General Manager, Moji Collins and her team celebrated by parading to top accounts to deliver King Cakes and appreciation.



The day was complete with all the decorations and a gumbo station for arriving guests. Tons of fun was had by all!





# In The News

Awarded to

**Staybridge Suites  
Kalamazoo, an IHG  
Hotel**

**Booking.com**

Traveller Review Awards 2022

**8.9**  
out of 10

Congratulations to the Staybridge Suites Kalamazoo team for receiving an 8.9 on their 2022 Booking.com award.



The Fairfield Inn & Suites by Marriott Lansing at Eastwood has earned AAA Best of Housekeeping. Congratulations to this team and great work!



Thank you Ken (Staybridge Suites Kalamazoo Host) for not only being an amazing host during social, but for pitching in and helping in other departments. What a great team member you are!



Last year the Staybridge Suites Kalamazoo teamed up with a local company, MRC Industries, putting abilities to work. Joyce is the hotels first employee from MRC to celebrate her first full year at The Staybridge Suites.



# Courtyard by Marriott Mason Receives Praise

A recent guest was impressed with the team, the property, and the area

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First, let me compliment you on the professionalism of your staff as well as their courtesy. Checking in at a late hour often leaves a bit to be desired. The lady that checked me in was so cordial that I felt as if I were visiting a family member. She took care of me, honored the rate I was given, and gave me a wonderful upgrade due to my titanium status.

Once in my room, I was pleasantly surprised at the amenities there. I have never been to a courtyard that was up to the standard that your location showed me. The attention to guest needs, the appointments in the room and hotel spaces are exceptional, and the location was perfect for my needs as it was close to restaurants, and it was quiet allowing me to rest.

I woke the next morning to reach out to you to give my compliment. I have to say that I had a perfect stay.

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

# Guest Reviews

## **Courtyard by Marriott Houston...**

Just wanted to take this time to thank you for such nice accommodations at your hotel this weekend. The staff was very welcoming, the rooms super clean, the food was amazing and most importantly, the kids had a great time. When we are in town again, we will for sure book again with you. Thank you again for such a wonderful experience. By the way, would you mind sending me the receipt for the stay? I forgot to get it the other day when we left.

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

I have to brag on the lady who runs the "breakfast shop". She went above and beyond... So gracious and hospitable and caring. You have a jewel in her!

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

I wanted to compliment you on your nice facilities and especially thank the desk manager who checked us in on Saturday, April 2nd, around 1 pm after our 10-hour drive to Michigan and got us right into a very comfortable room so we could rest up and get ready for a wedding we were attending that evening. I truly appreciated her kindness and the great service provided by your whole staff during our two night stay. I am a Holiday Inn Express fan, but your place is one of the best.

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

Hi! Just wanted to let you know how amazing Staybridge Suites in Kalamazoo was during our recent stay. We've stayed at a lot of hotels for hockey and this one was by far the most amazing! They had personalized signs each day with updated stats, laid out a red carpet, had a cake and snacks for after our championship win, and some of the hotel staff even came to cheer on our team!! They went above and beyond for our team and made our Nationals Tournament experience even better!! We so appreciated them all so much!

## **Courtyard by Marriott Mason...**

I have stayed at a lot of Marriott hotels and tonight I think I may have met your kindest employee. Wanda was working tonight at approximately 12:15am. I had a long day working and realized I had forgotten my phone charger in my car. When I went downstairs to the parking lot to get it, a man was roaming the parking lot which startled me so I came back in. Wanda was at the front desk and had asked me if everything was ok. I told her the situations and she immediately offered to come outside with me to my car to get my charger so that I felt safer. Being a woman who has been the victim of assault, this meant the world to me. Wanda had the kindest, most sincere heart. I will drive out of my way to stay here in the future. I am sincerely grateful for her being so attentive to notice the look on my face and so kind to offer help. These are not common attributes of people now a-days and I will forever be humbled and appreciate for her kindness.

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

Excellent. Staff very kind/rooms very clean. Liz is awesome. She is a worker!!



# Compliment Cards

Courtyard by Marriott Mason receives great guest feedback

WE  
WELCOME  
YOUR  
THOUGHTS

COURTYARD  
BY MARRIOTT

Tell us more on our Guest Satisfaction Survey, sent via email after your stay.

From the time I first booked my stay to my checkout this courtyard has been Great! Employees are very helpful, hotel and room very clean and great price! The only place I will stay when in the area. THANK YOU!

Optional Information

WE  
WELCOME  
YOUR  
THOUGHTS

COURTYARD  
BY MARRIOTT

Tell us more on our Guest Satisfaction Survey, sent via email after your stay.

Ms. Wanda, the night manager, was extremely helpful in attending to our hotel needs. We were here attending our daughter's wedding and her hospitality was superb!





# Hotel Hosts AHM Team Member

The Staybridge Suites Kalamazoo welcomes Tami Morrow as a guest

The Staybridge Suites Kalamazoo team was happy to host AHM Operations Support Assistant, Tami Morrow at their hotel for a night.



**AHM team member Tami Morrow and General Manager Joy Underwood.**

"There were unexpected gifts exchanged - our staff was given quite a large basket of goodies, as a thank you from the team at the office. Thank you for loving up on our team," said General Manager Joy Underwood.

It's always fun and rewarding when hotel staffs and the corporate team members get to connect with one another.

"I love the culture at AHM. Both groups wanted to say thank you to each other and to make sure the visit was special and memorable! And that it was! When we get to connect with each other, it's like adding one more piece to the puzzle. We are so thankful to work for a company that values their people," said Underwood.





# Best Hotel in 40 Years!

The Staybridge Suites Kalamazoo receives a rave review from a recent guest

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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!!





# Birthday Celebrations



*Lorena and Marcos showing off their birthday cakes.*

The Staybridge Suites Carmel team had a great time celebrating two birthdays in April. Lorena (4/21) and Marcos (4/25) celebrated with cake and snacks during their shifts. Thank you both for all your hard work.

It's great to see teams celebrating each other like this!

# Celebrating a Work Anniversary

The Staybridge Suites Kalamazoo team recently celebrated Shelley, their executive housekeeper, 3 year work anniversary.

"Shelley is an active participant in the culture of our hotel. She has hired and trained an exceptional team, who are committed to excellence and achieving high scores! Shelley has a way of making you feel like the most important person in the room when she is with you," said General Manager Joy Underwood.

Thank you Shelley for your commitment to the hotel, the team and the guests.



*Pictured are Executive Housekeeper, Shelley and Assistant General Manager, Tiffany.*



Joy -

Just a quick note to let you know how great Zres<sup>Ray</sup> was! He went over & above at making our stay fun for my son's birthday! We almost had a disaster as the other hotel I had booked at closed their pool! But, this was WAY better! All of your staff has been great! One of your cleaning guys gave my son a little gift card too. Thanks for having good people

## Team Receives Note from Guest

The Staybridge Suites Kalamazoo team goes above and beyond for their guests. This letter is a prime example of the effort they put in to make sure guests enjoy their stay.

We have to shout out this team for making sure their guests always have a memorable stay!



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