

Summer 2022

American Hospitality Management, Inc.



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hits outstanding
numbers



IHG Conference

Joy Underwood chosen to represent the IHG brands as GM

Staybridge Suites Kalamazoo General Manager, Joy Underwood was chosen to be on the main stage panel at the IHG Americas Investors and Leadership Conference. The conference was held May 17-19, 2022 at the Venetian hotel in Las Vegas.

Joy received a call in March from Jeanne Dipaola, who is her IHG FPS (franchise performance support) person. She stated that they were looking for one GM to represent all of the IHG brands, specifically the extended stay brands, and Jimmy Taylor (VP of Operations with IHG) recommended that Joy be the one to represent the brands. Joy quickly signed on for the opportunity.

The panel was made up of: Jay Caiafa, COO of the America's, Norm Leslie, Chair of the IHG Owners Association, Neil Densmore, Owner of Great Lake Management Group, and Joy Underwood, General Manager of the Staybridge Suites Kalamazoo. This panel took place on the main stage, in front of 5,000+ people on the second morning of the conference.

The panel discussed what life has been like for hotels over the past two years, the new IHG One Rewards Loyalty Program: what that means to guests and staff, how they've found success over the past two years, and what everyone is looking forward to most as they move "Forward As One" (this was the theme of the conference overall).



The conference was a success and Joy did an incredible job representing IHG and American Hospitality Management Inc.

"To be chosen as the ONE GM, out of approximately 5,000 hotels, to represent every single IHG hotel brand is an incredible honor that is hard to put into words. I am so thankful for the opportunities that AHM and Chris Norman have presented me with. Their support and investment into me, has created some amazing opportunities. I am also a board member for the IHG ESCC (extended stay culture council) which consists of 22 hotels, currently. This group sat together during the three-day conference to show the support and unity of the IHG extended stay brands. The support that I received from this group during the panel discussion blew me away! I was also greatly impacted by the number of people who came up to me afterwards to thank me for sharing my story and perspective. When you lead from the heart, it truly does inspire others."

**Joy Underwood
General Manager
Staybridge Suites Kalamazoo**



After Hours Event

The Courtyard by Marriott New Albany hosts open house

The Courtyard by Marriott New Albany partnered with the New Albany Chamber After Hours event on May 12, 2022. The hotel hosted an open house to showcase their newly renovated hotel. Many of the hotels local business partners were able to attend.

The team was excited to offer tours of the new rooms, lobby, meeting and patio space. Guests enjoyed hors d'oeuvres and an open bar showcasing the signature cocktail and wine as well as items from the Bistro menu. Special guests helping to make the event awesome were David Wespiser and Chris Norman!





Guest Review

The Courtyard by Marriott Petoskey at Victories Square receives rave review from Ambassador Elite guest

Good morning Eric,

My name is Paul. I am a multi-year Ambassador Elite and a lawyer who is on the road incessantly. I am writing about my experience with the Petoskey Courtyard by Marriott, and in particular the service of Chris Grice.

In all my years of being an Ambassador Elite, I have never truly felt like I had Ambassador Elite status. I pretty much felt, by overwhelming experience, that Ambassador Elite status gets one the sole benefit of having someone say “Thanks for being an Ambassador Elite” at check-in. But as to anything else...not so much.

And then there is Chris Grice and the Courtyard Marriott in Petoskey Michigan. By the way, I don’t know, and have never met Chris until today (in fact I don’t know anyone at this hotel).

The brief background of this is that I am on the road and urgently needed a place to quietly prepare for a major hearing. I reached out to the Courtyard and was put in touch with Chris. He was incredibly responsive, efficient, helpful, knowledgeable about the hotel’s resources, and frankly made me feel at home while I am on the road. In other words, he made me feel, at long last, like someone who has Ambassador Elite status (although Chris clearly seems to be the type of person who would treat everyone the way he treated me). He immediately arranged for a great conference room, got me set up online and otherwise took the initiative to, and did, get me up and working right away. I am genuinely appreciative of Chris’ help and his accommodating and welcoming demeanor.

I would also note that this is the best Courtyard I have been in. It is modern, well-designed, really clean, great parking, and all-around a great hotel. Chris also introduced me to another staff member who was eager to help and very nice.

In short, I am thankful for and appreciate the great experience Chris has created.

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Journey to Full Circle

As many of you know AHM was the proud recipient of the 2022 Marriott Partnership Circle award.

The Partnership Circle award, Marriott's top accolade, recognizes companies with Marriott portfolios of 10 or more hotels.

We could not have done this without our amazing team! So we thought it would be fun for the award to travel around to all of our Marriott properties over the next year spending a month with each one. We made sure to give the award a great send off.

We hope you enjoy the Journey to Full Circle, as the award travels around our hotels. We will update the adventures of the award on social media and in future newsletters.

The Courtyard by Marriott Petoskey at Victories Square is up next!



"We are truly honored to be recognized by Marriott as an elite third-party management group. This would not be possible without the passion and dedication of our associates who pride themselves in delivering exceptional hospitality every day and our partners who are committed to investing in the best products. We are humbled by these relationships and appreciate each and every one as we navigate the evolution of our industry."

**Donald Schappacher
President and CEO
American Hospitality
Management, Inc.**





Housekeeping Team

The Courtyard by Marriott Petoskey at Victories Square had an exceptional month of July

We want to give a huge shout out to the Courtyard by Marriott Petoskey at Victories Square housekeeping team!

The team ended the month of July with an 83.22% occupancy and their ending cleanliness score was a 92.5% out of a possible 100%.

This score is based on the returned guest surveys from stays and the average score that is answered by guests on how the overall cleanliness of the hotel was. This is HUGE! Congratulations to this team.

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Marriott Awards

American Hospitality Management, Inc. is proud to announce the 2021 Marriott award winners. Each of these teams received exceptional Guest Satisfaction Scores (GSS) in order to be recognized by Marriott. This is the metric at Marriott that holds the most weight that it will derive future business that the brand did not already have. In order to receive this award the teams needed to deliver the highest standards to the Marriott members that lodged with them.

Courtyard by Marriott Petoskey at Victories Square - Diamond Circle Award

Courtyard by Marriott Mason - Platinum Circle Award

Fairfield Inn & Suites Alexandria - Gold Circle Award

Courtyard by Marriott East Lansing Okemos - Silver Circle Award



The Courtyard by Marriott Petoskey at Victories Square team



The Courtyard by Marriott Mason team



The Fairfield Inn & Suites Alexandria team



The Courtyard by Marriott East Lansing Okemos team

Guest Reviews

Holiday Inn Express New Buffalo...

Had a fantastic second stay. We were so excited about the hot breakfast and it did not disappoint. Very clean hotel, their staff obviously cares about keeping the hotel clean for their guests. The two managers Sara and Melody are fantastic ladies. Sara was very helpful to set up our reservation, she was very professional over the phone and very helpful with restaurant suggestions and accommodating at check in by allowing us to switch to the top floor for our room. Melody was an absolute pleasure to check out with. The breakfast lady I believe her name as Amanda was very nice, she greeted us when we sat down for breakfast and wished us safe travels to our next destination. Prices this time of year were high but that is typical of this area this time of year. We will be back soon and look forward to it.

Fairfield by Marriott Louisville Jeffersonville...

So we called directly to the Fairfield Inn and Suites by Marriott in Louisville Jeffersonville location late night May 3, 2022 and booked reservations for the weekend with associate Leslie. Leslie was very patient and accommodating to my sister, Kim Franklin, and I. We were trying to secure reservations for the Kentucky Derby 2022 and we were very happy to be able to reserve 2 rooms at such a late date. The next day I called back, because I had not received email confirmation and spoke with Phillecia who very patiently worked with me to make sure the email address was correct and I received the room reservations confirmation. Upon arrival to the location, Emily and Andrea at the front desk made the check in process very smooth and even helped us get the Bonvoy point credit and referred us to a great restaurant. The rooms were clean, comfortable and loved the décor. We also enjoyed the breakfast foods, coffee, tea and bottled water available to us. Upon check out on Sunday, May 8, 2022, Dayna greeted us and once again friendly, patient and easy check out process. I can't say thank you enough for all the great service from all the ladies and we will definitely return for 2023 Kentucky Derby and hope to see all the ladies smiling faces. Thank you again for a wonderful stay.

Staybridge Suites Kalamazoo...

This is my 30th hotel I've stayed at I've been to Spain, Hawaii, Florida, New York, and many many more. By far most kind best hotel I've stayed at. I give this a 5 star with the most judgement possible. Thank you Staybridge Suites.

Fairfield Inn & Suites New Buffalo...

Our stay was hands down five star plus! Everything from friendly staff to impeccably clean rooms was perfect!

Staybridge Suites Kalamazoo...

Each staff member was friendly and helpful. The best ever. Tiffany is the best manager you could want. She is perfect for the job. Bitty was great on the front desk and always took good care of us. Breakfasts, afternoon snacks and special pre-Memorial Day cookout were all super added benefits.

Staybridge Suites Lansing Okemos...

Clean, well kept suite which was large enough for me, wife and one adult child. From the moment of arrival the woman at the reception desk, Brooke, had a million dollar smile and was very knowledgeable about the services and even the Michigan State Spartans. At breakfast Laura was as efficient as anyone I've ever seen at keeping the beverages and items stocked for guests. Maybe she was the Laura from the song from 50+ years ago. Can't think of anything.

In The News



Here at AHM we have remote employees that don't always get to join in on the fun had in the office. Occasionally we send them a special treat to show our appreciation.



Congratulations to the Hampton Inn & Suites Riverton team for receiving the 2022 Travelers' Choice award! Each year Tripadvisor recognizes businesses who receive consistently great reviews. The Hampton Inn & Suites Riverton is in the top 10% of hotels worldwide!



The AHM corporate team enjoyed the summer weather with an afternoon cookout in July. Pictured is Human Resource Manager Patricia Hill.



The Hampton Inn & Suites Riverton is part of a distinguished group that has earned Priceline Agoda's Customer Review Award, 2022. Congratulations to this hard working team.



Student Job Training

High school students receive on the job training at the Courtyard by Marriott New Albany

With their job coach Amy, a few kids from New Albany high school special needs class came in each week and worked various jobs around the Courtyard by Marriott New Albany. These students were doing laundry, taking trash out for the housekeepers, helping inspect the emergency lighting, helping move boxes and even putting pillow protectors and pillow cases on all the pillows before they went into the newly renovated rooms.

The on the job training for a select number of kids helps them to gain independence as well as practical job knowledge. Liz, the hotels housekeeping manager and Ron, the chief engineer are pictured here as they took the kids under their wings each week.

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Guest Experience

A guest of the Staybridge Suites Kalamazoo was impressed by the friendly team and amenities

Hello Kevin,

I am an IHG Platinum Rewards member, a Holiday Inn Vacations Club Owner, and with Covid starting to subside, back to traveling for work and pleasure.

I have been staying at the Staybridge Suites hotel in Indianapolis – Carmel for a 2-week client engagement work trip. This is my first time at this hotel.

I am here in the area with about 10 other colleagues from my company, but because the travel arrangement happened very close to actual arrival, Staybridge was fully booked, so my colleagues are dispersed at various other hotels in the area.

A few days ago, I came from our interim office back to the Staybridge with some colleagues, so I could change, & also relax for a bit before heading out with them to meet others up for dinner.

We happened to be at the hotel while it was offering a complimentary happy hour. As I went to check at the front desk if I could have my colleagues have a drink, and charge something to my room, I came back to find Mary Donley already talking to them, making them feel welcome.

Mary was only too gracious to make them feel at home, and as she put it “If you are friends of Adam’s and he’s staying with us, then you are welcomed as guests during our happy hour tonight”. This left my colleagues in complete shock. Not only because Mary offered complimentary services to them, but because it was abundantly clear how genuine and friendly she was. She wasn’t just going through motions, she was clearly a happy, energetic, people person, and unlike anything these three colleagues were experiencing at their hotels.

By the time we went to leave, they were each checking if there was availability at the hotel, so they could switch, but alas, this was just before the big Indy Race weekend, and no rooms were left.

As an IHG member, I naturally seek out IHG hotels. Staying at one for 2 weeks though, you obviously want it to have amenities, great location, etc. They also couldn’t believe all the amenities Staybridge had, with a better price than each of the other hotels. Which hotels you’d like to know? Embassy Suites and Residence Inn.

Even before this event happened, I was already impressed by something I noticed during my first breakfast. Many hotels will offer scrambled eggs as part of a hot complimentary breakfast. The scrambled eggs are usually tolerable at best.. Sometimes, not even. I was impressed to find Staybridge does not use frozen or reconstituted eggs. Not only did they taste much better, but when I found this tidbit out with one of the staff in the morning, he was very proud of that fact, and I LOVE that he took pride in that, and in his work.

IHG’s mission statement is: “To create Great Hotels Guests Love by providing True Hospitality for everyone.”

As an avid traveler who has done my share of traveling, I can tell you that Mary runs a great hotel with a happy staff and her energy is almost infectious.

I thought it was important to let you know my experience and look forward to coming back the next time I’m in the area.

Very Sincerely - Adam





Pictured: Christian (students coach), Dylan (student), Madden (student), and Mary Donley (hotel DOS).

Hotel Partners with School

This year the Staybridge Suites Carmel team partnered with the Indiana School for the Blind.

The students worked in conjunction with their coach on a number of tasks throughout the hotel. They would assist the daily operations by stripping rooms of linen and trash, exterior landscaping, removing trash from the hotel grounds, taking trash to the dumpsters, vacuuming hallways and stair wells, and more.

It was a successful partnership the hotel looks forward to continuing with the school for a long time.



Family Atmosphere

Staybridge Suites Kalamazoo team impresses guest with their team culture



I don't usually have many nice things to say about some of the places I've stayed, but staying at this place has really made me feel like I'm staying at the best hotel ever! Moving to Michigan I was lucky enough to stay at this fantastic hotel. During my entire time I found that the team was very much like family! Each team member was helpful, warm and overall pleasant.

Staying there I realized that the team was like a family, each one taking care of each other. That as a result made my stay there feel extra warm as I too

felt as if I was a member of their family. The front desk always a shimmer of smiles, making a bad day at the office feel like reaching the light at the end of the tunnel. I can honestly say this type of happiness is projected from the leadership and waterfalls down to the staff. This type of leadership is not taught, it's a natural skill. To care so much about your staff that they perform with invested interest is legendary.

I admire the way the hotel is ran, the family of staff and the overall feeling that I get when entering the hotel. The warm friendly staff with a can do anytime attitudes helped whenever needed, always available and highly responsive to guest needs. I found if I needed anything at all I could always count on them. Many of the staff members I would gladly call friends. Casual conversations, laughs and overall the enjoyment of each-others company.

During my extended stay I witnessed retirement and incoming of new staff. Retirement was tearful and sweet. New staff were eager to join the family.

If nothing changes with the culture of this hotel, it would remain to be the best place I have ever stayed! If possible I would recommend this hotel for the highest award possible! Far exceed all expectations!



Superstar Team

Courtyard by Marriott Mason team impresses recent guest



AAU Basketball Week

"Chose this hotel last minute and am glad I did. What a location, staff and facility.

We were here for 6 days for a basketball tournament which was originally supposed to be held in Hamilton. It wound up being in another location which was thankfully closer and this hotel's location to the interstate and conveniences was just perfect.

It is off the main road on a relatively quiet street but close to everything you may need if you have to go out. There are grocery stores, shoppes, restaurants and gas stations close by. It has laundry (only \$2 wash and dry), Starbucks, a little sundry store, quick bites menu and a bar!!! The gym is large and well supplied with weights, machines, and everything you'd need to get in a good workout. The only thing this hotel is missing is a pool but it didn't bother us at all.

We stayed on the 4th floor and it was quiet. We had 2 queen beds, a little sitting area, desk and closet. The tv was huge and the refrigerator was big enough for waters, drinks, yogurts and leftovers from the night before. Housekeeping was excellent and (I believe her name was Aztea) checked on us daily. She kept us well stocked in fresh towels, soap and toilet paper. She was quick to throw out our trash which I left outside the door and return an empty bin so we had it. I never had to get a service done on the room b/c she was so good.

Amber down in the bar was the best part of the trip for me. She was super friendly and helpful. She gave us great tips on where to eat and things to do when we had free time. She also knew my drink so when we'd walk in the door all I had to do was say Hey Amber...and she'd have it ready for me when I got downstairs to wash dirty uniforms for a few hours. LOL. She helped me with the firepit too since the girls wanted to make smores one night. I couldn't seem to find the turn on switch and there Amber was running out to make sure it was one and added minutes to the timer so it didn't time out. She's the best.

If I ever have to come back to the area I would stay here hands down. Good value for the price and the experience made it even better. Thank Courtyard and I wish you all the success!!!"

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Rave Review

The Fairfield by Marriott Louisville Jeffersonville receives positive feedback from guest



Wonderful stay with incredible staff and facilities.

This hotel and its staff provided and incredible week of stay for our 37 member mission team. Each staff member made sure that we had every need met within their power to do so. They were so friendly and professional each day making sure that everything was to our liking from the rooms to the breakfast to the conference

facilities. The staff here went above and beyond at every level to provide for us during our stay. The property is in immaculate condition and is in a wonderful location providing access to the local towns with a short drive in any direction. Our team will be looking to stay at this property on each of our trips to this area. There is a nice restaurant in the parking lot of the hotel which is quite convenient as well. Thanks staff and management for a wonderful week of ministry and blessing from your hotel.

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