

American Hospitality Management, Inc.

Winter, 2022



**AHM Gives Back to Local
Non-Profits for the Holidays**

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Holiday Donations

AHM teamed up with local organizations to give back during the holidays



For the past several years AHM has teamed up with local non-profit organizations, Toys for Tots, Coats for Kids, and the St. Thomas Food Pantry during the holiday season.

In 2021 \$650.00 was raised through generous donations for the St. Thomas Food Pantry and approximately \$700.00 was raised for Toys for Tots and Coats for Kids.

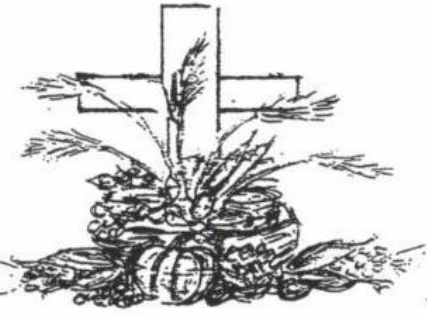
"Knowing that kids & families had a great holiday season because of AHM's donations to the Food Pantry, Coats for Kids, and Toys for Tots is heartwarming, and we feel very blessed to be able participate," said Operations Support Assistant, Tami Morrow.

A huge thank you to Tami Morrow who takes the lead on collecting donations and shopping for items. She goes above and beyond. In fact she has already started shopping for the 2022 holidays!

It's an honor to work with these organizations and we look forward to continuing these relationships in the years to come.



The Salvation Army team picked up Toys for Tots and Coats for Kids donations and team members dropped off food to the local food pantry.



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

January 8, 2022

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

Dear American Hospitality Management:

Thank you for your recent donation of 562 pounds of non-perishable food to the St. Thomas Food Pantry. Families are braving this cold weather to come out for food every week. They are extremely thankful. Your donation will help us to help them get through the winter. Thank you for thinking of us.

Have a safe and happy new year.

Lowell & Jean
Lowell & Jean Beethem, Co-Chairs
St. Thomas Food Pantry

P.S. You guys are great shoppers!

Award Ceremony

The Hampton Inn & Suites Riverton team ended 2021 recognizing each other's hard work

The Hampton Inn & Suites Riverton team held a Christmas party and year end awards.

"We had a great time celebrating the end of 2021. Like any industry, we've had our ups and downs, struggled with staffing, been stretched thin, but we still came out on top," said General Manager Ryan Preston.

End of Year Awards;

Hamptonality Hero: Jerika Little

Best Team Player: Candice Van Skike

Employee of the Year: Jerika Little

Lisa Pitt's Excellence in Hospitality: Chris Lane

General Manager Ryan Preston was also presented with an award from his team at the Hampton Inn & Suites. The **Best Boss Ever** award!

"Truly humbling and awe-inspiring. I cannot thank everyone enough for this truly amazing gift," said GM Preston.



Pictured from left to right: Ryan Preston, Chris Lane, Jerika Little, and Candice Van Skike.



GM Tina Laterza receiving the award presented by Megan Manuel, Superintendent at Warren County Board of Developmental Disabilities.

Employer of the Year

Congratulations to the Courtyard by Marriot Mason for receiving this award

The Courtyard by Marriott Mason received an award from the Warren County Board of Developmental Disabilities for 2021 "Employer of the Year"!

From Angela Dean, Community Employment Manager at Warren County Board of Developmental Disabilities, "I nominated Courtyard Marriott for Warren County Board of DD's Employer of the Year award and you won! You have been a tremendous support in helping people we serve gain skills and employment and for that, we are so very thankful!"

"Being able to partner with Warren County DD has meant so much to us. Even before our grand opening in 2019, I was actively exploring ways to provide opportunities to this segment of the community. It's a win-win scenario and seeing it in action is very rewarding! Our staff has been excited about the opportunity and we genuinely enjoy having these associates as part of our team. We have worked with both the work-study program at the high school and the adult program at WCBDD. It has been our pleasure to offer opportunities to 9 awesome individuals since 2019 and we now have 2 direct hires currently as a result! We are honored not only to be selected for this award, but it is a true privilege to be a part of these programs." said General Manager Tina Laterza.

Congratulations to the entire team. Job well done.

CONGRATULATIONS TO OUR CONNECT 2022 MARRIOTT SELECT BRANDS AWARD WINNERS!

Partnership Circle

AHM - American Hospitality Management, Inc.

Atrium Hospitality

Gibson Hotel Management

Insignia Hospitality Group

Kineth Hospitality Companies

Raymond Management Company

Sunray Group

Sunridge Hotel Group

Tharaldson Hospitality Management

Vision Hospitality Group

XSS Hotels

Partnership Circle Award

AHM receives top honors from Marriott

The Partnership Circle award, Marriott's top accolade, recognizes companies with Marriott portfolios of 10 or more hotels. The winning companies represent at least three Select Brands and meet a number of extremely stringent performance thresholds and criteria. They work closely as partners to move business forward together.

According to Donald Schappacher, President and CEO of American Hospitality Management, the company believes in being aligned with the best.

"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**



A Glowing Review

The Staybridge Suites Kalamazoo team impresses traveling guest

Clean, clean, clean, inviting, well equipped rooms with full sized fridge-freezer, cook top (no oven), dishwasher, and microwave. Kitchen has utensils and all your basic needs. Room is clean, crisp, and in good condition and the bed is comfortable. The shower water was hot and the pressure was great - and the bathroom was clean. The gentleman at the front desk was awesome - super friendly - as was the maintenance tech (Van). Breakfast was not your typical fair either - more variety and options and the food was good. Everything seemed carefully, cleanly prepared and arranged too - which was a nice change from most hotels I've stayed in which often feel more like feeding troughs for 'on the road' workers :) They have BBQ grills for guests and a courtyard to hang out in (when its warmer!) and even social evenings the week where they provide hot plates and cookies for the guests to mingle. How sweet is that? I checked in to another hotel for an extended stay and it was ghastly - checked out early after a couple of days to come here. Walking into the Staybridge Suites was like leaving the hull of the ship to dine with the captain. So happy I moved. The price per night is a little higher (marginal) - but if I have to live away from home - I'd rather it be here than anywhere else I have stayed in the last few months.

In The News



The Courtyard by Marriott Petoskey at Victories Square maintenance supervisor Tim Jankowski has been sharing his talents with the staff. Inside the turkey there is a representation of the view of the local valley behind the property. Incredible!



Businesses in downtown Cheboygan can sponsor a Christmas tree for the holidays and decorate it. Here is AHM President & CEO/Co-Founder Don Schappacher posing with AHM's tree.



The Grinch AKA Fairfield by Marriott Louisville Jeffersonville General Manager Chris Nokes getting ready for Christmas!

Awarded to

Hampton Inn & Suites Riverton

Booking.com

Traveller Review Awards 2022

8.9

out of 10

Congratulations to the Hampton Inn & Suites Riverton team for receiving the Booking.com award!

Food Pantry Donation

The Courtyard by Marriott New Albany team supports a great cause on Thanksgiving



"Our small team of associates donated 61 lbs. of food to our local food pantry. Director of Sales, Taylor (pictured left) set this up for us to donate and had the honor of delivering the donation," said GM Kelley Foster.

Below is the thank you letter the team received from the food pantry.

Dear Taylor,

I want to take the time to sincerely thank you for your donation of 61 pounds of food to the Healthy New Albany Food Pantry. As you may know, the Food Pantry mission is to eliminate food insecurity within the New Albany-Plain Local School District by connecting our neighbors in need with food and other critical resources. Our clients appreciate our ability to provide this

service with dignity and hospitality.

Thanksgiving is a special time of year for our pantry families, and your donation helped create a happy and abundant Thanksgiving holiday for many families who needed our help. We were able to provide our families Thanksgiving meals with all the trimmings and some special touches because of your generosity and our partnerships with other community groups.

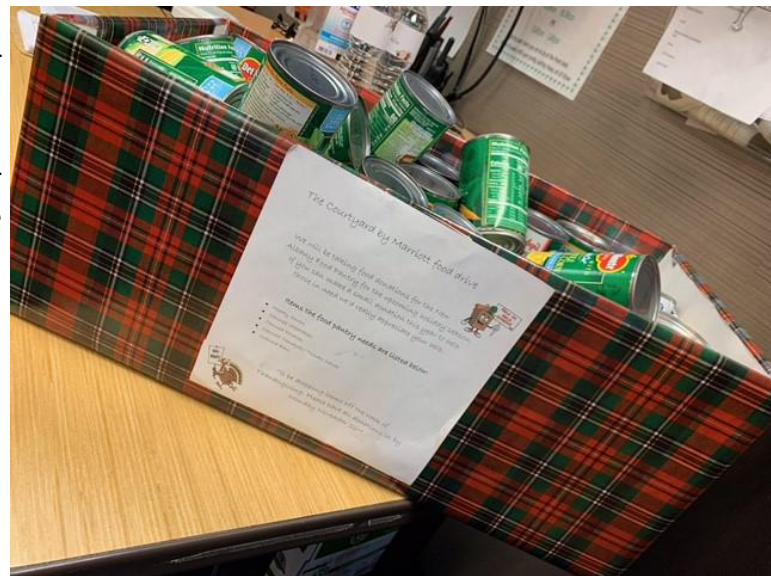
As one client expressed their gratitude: *"For those who bless our lives, I want to thank, for your great heart and generosity, to give to those in need at this time. It has been a great blessing for our family. It is difficult to describe what you do for us! I thank you greatly. I wish the best for you all."*

We couldn't do what we do without you, and we encourage you to be an active member of our digital community. Please visit our website at www.newalbanyfoodpantry.org to sign up for our newsletters, learn about resources, events, recipes, happenings and more, and follow us on social media. Please also consider a recurring gift as hunger is a year-round problem in our community.

On behalf of the Healthy New Albany Food Pantry and our clients, I want to thank you for helping us make a positive difference. Your support encourages our continued commitment to reaching our goal.

Kindest Regards,

Jennifer Wilcoxon
Pantry Director
Healthy New Albany Food Pantry





Exceptional Guest Feedback

Letters from recent guests of the Fairfield Inn & Suites Cincinnati Uptown University Area

Letter 1:

Dear Ms. Collins,

Please excuse the type-written note – my handwriting rivals that of a kindergartener. I am writing to tell you what a great experience I had at your hotel last weekend while visiting Cincinnati for Family Weekend at UC.

I am disappointed in myself for not remembering the name of the gentleman who checked me into the hotel, but with hope, you'll be able to check the schedule and know exactly who I am speaking of. I checked in at 3:30 on Friday the 8th. The gentleman was a snazzy dresser with a ultra fab gray button-up sweater. And while I couldn't see his face (damn' masks!) I could tell he was smiling the entire time. I felt it from his voice. He was just so pleasant. And not in a fake, "I have to be nice to you" kind of way. It really felt genuine to me. He made me laugh and made the check-in process easy and enjoyable.

While I wasn't paying close attention, I did hear the other employee who was working alongside him, laughing with her guest, too.

Obviously you are doing a fabulous job as GM. Your employees seem so energetic and genuinely happy to be at work. Which we all know can be challenging during these past 18 months. I imagine UC Parents Weekend can be quite chaotic for you all in the hotel industry...and to be honest, it didn't seem like it bothered any of you in the least.

Beyond that, your hotel was clean, smelled great, had great breakfast (according to my husband) and obviously was very comfortable as I slept like a baby until almost 10:30.

Please express my gratitude to everyone at the front desk and your entire team. We will definitely choose your hotel whenever we come to visit our son.

Continued on next page..

CVGMT Exceptional Guest Feedback Continued..

Letter 2:

Ms. Collins-

Monday the Universe/God, dropped an angel in my life. Monday and everyday in the last 5 days, I have had a restored faith in people. I have been reminded that there are really good people in the world. I was helped by and blessed to meet Debbie at the front desk.

Just a little bit of context-

My daughter is a sophomore at UC in the nursing program. She is a great young adult, very focused and motivated, A-B student, kind, compassionate, and has a great sense of humor. She has recently been experiencing some mental health issues; severe depression and anxiety. She came home (Cleveland) for a visit last weekend and I brought her back Monday thinking I was driving down to drop her off and turning around to go home. I saw/felt she was not herself over the weekend but Monday as I was dropping her off she disclosed to me the severity of her mental health issues; not eating, not sleeping, no motivation, suicidal thoughts, on the verge of failing one of her classes. She was sobbing and begged me not to leave her because she needed help.

What is a parent to do? I couldn't leave my child. I booked a room here at Fairfield. My plan was to leave on Tuesday. Tuesday morning I saw another layer of my daughter's depression and desperation and realized she needed her mothers support, I couldn't leave.

Debbie stepped up as a true Angel. She has been so helpful, so thoughtful, so kind. She has gone above and beyond to make me and my daughter feel at home in the hotel. It has been a very difficult week however everyday when I went by the front desk I saw some light as I was going through a very dark space.

By the way, Debbie was exceptional, however I have to say your entire staff, every person we came into contact with was so welcoming and kind.

Everyone that will listen will hear about how your staff made a difficult time just a little easier with their kindness.

Letter 3:

Debbie -

I can ~~not~~ begin to tell you how grateful I am for you. The universe/God knew I needed a loving, kind, compassionate, thoughtful angel with me over the last week. - God gave me you!

Thank you for all your kindness
Thank you for all your love
Thank you for all your help
Thank you for being a shining light when all seemed dark!

You are truly an angel - I will hold your lovely smile & kindness in my heart. You will always be the bright spot in the story as I retell it.

You have reminded me there are Great people in the world - Thank youv mom for me! :)

Thanks
for
★ everything!

God Bless
With love

Jamie
Page

Rylie too!

Guest Reviews

Courtyard by Marriott Mason...

KUDOS to each of you who make being a road warrior not suck so much!!! Appreciate each of you - Megan, Raquel, Hannah, Robin, and the extended team there. Y'all's team is one of the best I've ever come across and it's not just one thing that you all do that makes the difference, it's ALL the things you all do together that makes the difference. Definitely my favorite MARRIOTT and I've stayed at a LOT of them!!! See you again soon.

Fairfield by Marriott Louisville Jeffersonville...

The day and night manager were both the best I have ever seen. Pleasant, intelligent, and clean! They took pride in their job.

Staybridge Suites Kalamazoo...

A great stay in this hotel. Was in town to help family, under stressful circumstances, and returning to the Staybridge after a long day was just the respite I needed. The room was comfortable and quiet, everything that I needed was there, and honestly, the breakfast was what prompted me to actually write a review! The breakfast was great each day, but my first day was biscuits and gravy, and I was overwhelmed by the kindness of Linda, the breakfast attendant. Two thumbs up, or rather five stars, because my hands were holding coffee and breakfast!

Courtyard by Marriott New Albany...

We arranged to have a wedding block through the Courtyard and we were pleasantly surprised with how easily all the arrangements were for our special weekend! Taylor was absolutely phenomenal with all the room information and reaching out during the two weeks prior to the wedding to make sure all details were ironed out. She also arranged a farewell brunch for the morning after which was a huge success for guests and us! If you are planning to stay here with your wedding group, I highly suggest having this before your guests leave for their homes. Taylor went above and beyond to make sure all the details were perfect for the morning after. Everyone was happy with their rooms and all the rooms were very clean.

Fairfield Inn & Suites New Buffalo...

Hi, I am just writing to complement your entire staff at Fairfield Inn in New Buffalo. We stayed at your hotel for about a month when a pipe burst in our attic and our home was flooded. My Mom is 84 years old and the entire situation was difficult for her. I had to go to work every day and the entire staff looked out for her. They were accommodating in every way. Please thank them for me. They made an impossible situation much more pleasant. Be assured that I will recommend your hotel to anyone who asks where to stay while in New Buffalo.



Celebrating a Special Guests Birthday

The Staybridge Suites Lansing-Okemos team threw a party for a long term guest

The Staybridge Suites Lansing-Okemos team celebrated Ms. Bradford's 78th birthday!

At the time of these pictures Ms. Bradford had been living at the hotel for about 5 months due to house damage.

The LANOM team really enjoyed having her at the hotel and celebrating her special day with her.



Taking on New Roles

Vice President Chris Norman shares team members who are taking on new positions



Jesse Stauffer

It is with a heavy heart that I share that the infamous Mr. Hospitality, Jesse Stauffer has decided to take a new path outside of the hotel business. After 13 super successful years running the Staybridge Suites Carmel, all I can say is thank you! Thank you for your hard work and dedication, your friendship and perseverance. You are a true champion, and I am honored to call you my friend.



Kimberly Bradley

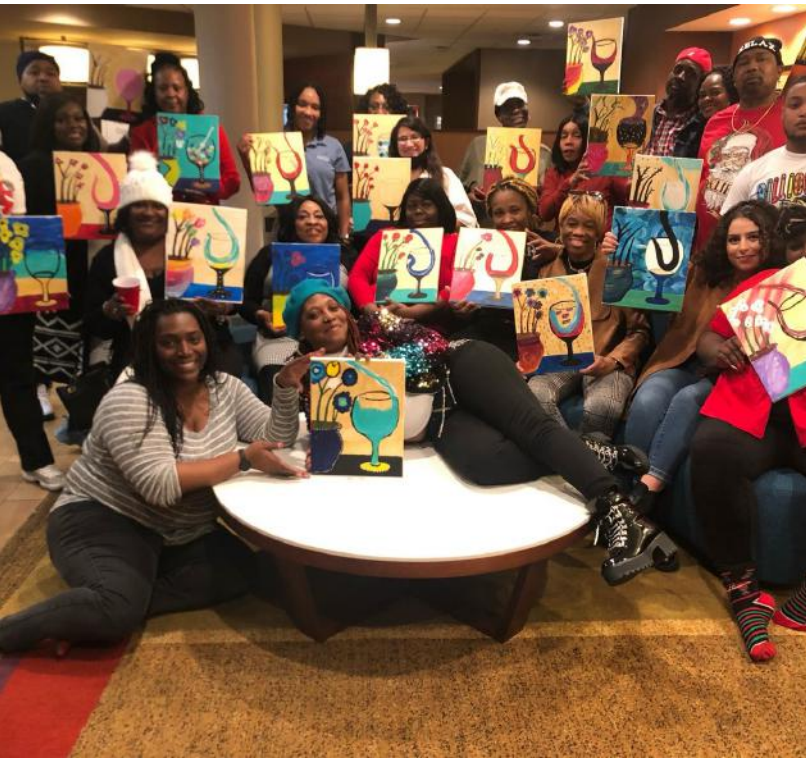
What, Kimberly Bradley headed back to operations? That's right! After a long, very successful run as Area DOS with AHM, Kim has been promoted to General Manager of the Staybridge Suites Lexington. Congrats Kim you are truly multi-talented, and we are so excited to have you in that role!



Kevin Robinson

Please help us congratulate Kevin Robinson on his promotion to General Manager of the Staybridge Suites Carmel! Kevin has been doing great work as GM of our Lexington property for the last five years and is now headed back to Indy where it all started. He will be moving back with his family and taking the reins near the end of March. Thank you, Kevin, for your passion, leadership and tireless efforts. "I love you man!"

Christmas Celebrations



The Fairfield Inn & Suites by Marriott Cincinnati Uptown/University Area team enjoyed a night of food, fun and painting to celebrate the holidays.



Happy Holidays from the Courtyard by Marriott Mason team!



Even the kids at the Staybridge Suites in Kalamazoo, MI wait in anticipation of Santa's arrival!



The AHM team celebrated the holidays together with a potluck and gift exchange.



Hampton Strong: A Hamptonality Award

presented to

Hampton Inn & Suites Riverton, WY

This property embodies the light and warmth of hospitality and is setting the service standard for Hampton hotels. The award recognizes the top 1% of hotels in each region that achieve the highest combined score from these guest experience areas:

- Overall service
- Problem resolution
- Feel welcomed
- Cleanliness of room

4th Quarter, 2021

Shruti Buckley, Global Head

Congratulations to the team at Hampton Inn & Suites Riverton for being a top 1% performer and winning the **Hampton Strong – A Hamptonality Award** for the **Fourth Quarter 2021!**



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