

American Hospitality Management, Inc.



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AHM 2023 Conference

American Hospitality Management, Inc. hosted a company conference September 26 – 28, 2023. The corporate team and general managers from across the country came together at the Courtyard by Marriott Petoskey at Victories Square for three days of learning, volunteering, and bonding.

Regional Director of Operations, Joy Underwood was the leader of the conference. She began planning a year ago and then summoned the support of the other three Regional Directors of Operations (Moji Alade, Lisa Reyes, and Ryan Preston).

“The AHM Conference theme for this year was 'ALL IN'. We hadn't all been together, as a company, since before COVID. We knew it was important to all come together as a company to reconnect and recharge. We did this through multiple team building activities, individual challenges, and group bonding. We dove into our strengths as individuals and how to use those strengths collectively as a hospitality management company. I believe that we came away as a stronger American Hospitality Management group. I can't wait to see what the future holds for our General Managers, Corporate Office and AHM as a whole.”

Joy.Underwood
GM/Regional Director of Operations

There were numerous team building activities throughout the two days that really connected the team and fostered positive relationships.

Day 1 of the Conference:

- Some early birds enjoyed a morning stroll with Chris Godfrey, while a few others enjoyed a 'coffee chat' with Joy Underwood.
- We spent the morning discovering our top 5 strengths from work we had previously done using Strength Finder2.0 Gallup Poll. We did some group activities, using our individual strengths to come together as a team.
- Lunch proved to be red carpet worthy, as the corporate office took a stroll down the red carpet to accept certificates that the team presented to them.
- The afternoon was spent strengthening the bond between the corporate office and the GM's. We had numerous round table discussions that involved month end, best practices and key takeaways.
- The VP's wrapped up session with a 'State of the Union' address. They shared their vision for the future of AHM.
- The group had an amazing off-site dinner at the Perry Hotel. Our top performing hotels walked the red carpet, as we handed out awards.



Day 2 of the Conference:

- We had a fun team building event which included connecting with some team members at our host hotels, writing thank you notes to those who support our teams at our hotels, and more brainstorming on driving positive culture.
- Our revenue strategies team then presented to us. They had a great round table activity that included practical take-aways on packages for our hotels.
- We then broke out into Brand Sessions with each brand: Marriott, Hilton and IHG getting to connect with their Regional Directors of Operations. Everyone was able to share hands on brand best practices.
- The team volunteered, as a group, for Habitat for Humanity for the afternoon of Day 2.
- Dinner was a BBQ at the hotel, with local honey, chocolate cherry and BBQ sauce made by the host GM Eric Vert, as take-home gifts for each participant.

The conference was a resounding success.

“It was a privilege to host AHM, Inc. General Managers from our hotels at the award-winning Courtyard by Marriott Petoskey at Victories Square. The outstanding conference content, participation & engagement of our GMs & Corporate staff was amazing. This gathering of true hospitality professionals reinforces our pride & gratefulness for the results their hard work & commitment bring to our hotels, teams, communities & our company.”

Chris Godfrey
Senior Vice President
American Hospitality Management, Inc.





Team Members Enjoy Boat Tour

Traci Galyean, DOS, and Dujuan Whitfield, AGM, (pictured center in front of flag), with the Courtyard Marriott Houston NE, Generation Park, recently joined the North Channel Chamber of Commerce for a tour embarking from Port Houston's Sam Houston Landing, visiting sightseers aboard the M/V Sam Houston can enjoy passing views of international cargo vessels and operations at the port's Turning Basin Terminal.

The 95-ft. vessel holds up to 100 passengers and features an amazing history about the port during the tour. The Port of Houston is one of the largest ports in the US and abroad.

COURTYARD[®]
BY MARRIOTT

Guest Reviews

Staybridge Suites Carmel...

Dear Nadia, I just want to thank you for all of the help and support you've given me this summer. It truly helped a difficult situation feel a little less overwhelming. You are truly a blessing!

Courtyard by Marriott Cincinnati Mason...

Whenever I have to travel to Mason, this is my go to. Staff is amazing and accommodating. Rooms are clean and updated. It is a very convenient location as well and is located in a wonderful neighborhood—lots of great places to eat.

Home2 Suites by Hilton Denver South/Centennial Airport...

Super great, good friendly staff. Warm breakfast. Good location. what more can I say? Weekend pricing was good. Clean room. Kitchen facility was very clean and ready if any cooking was to be done.

Hampton Inn & Suites Riverton...

Excellent customer service which started with a text before I even checked in. Manager and front desk staff were friendly and efficient. The room was clean, and lights and ac were on awaiting my arrival. I definitely recommend this hotel.

Fairfield by Marriott Louisville Jeffersonville...

True to the Marriott tradition. Everything was as hoped for. The Room was clean, the bed was very comfortable, breakfast had a lot of options, both hot and cold, front desk check in and check out were delightful. Would definitely stay again.

Staybridge Suites Carmel...

Ms. Nadia, Thank you so much for your prayers, kindness, amazing delicious food! It absolutely made my whole day and put a smile on my face! I also want to thank you for being there for my mom and appreciate everything you do! I wish more people could be as kind, generous as you. I wish you the best! Thank you so much.



Hilton Conference

The Hilton Conference took place August 28, 2023 – September 01, 2023 in Las Vegas, Nevada. AHM team members Ryan Preston (Hampton Inn & Suites Riverton), Timothy Owens (Tru by Hilton Cleveland Midtown), and Heather Cook (Home2 Suites by Hilton Denver South/Centennial Airport) were in attendance.

The theme was Ignite the Light. Taken from Conrad Hilton sayings that it is and always has been our duty to fill the earth with the light and warmth of hospitality.

The conference panels included Chris Nasetta who was the keynote speaker, Shruti Buckley from the Hampton brand, and Bill Duncan who is the head of all focus service brands.

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Pictured: Heather Cook (DENCT GM), Christine Fridlund (DENCT DOS), Timothy Owens (CLEMT GM), Ashley Strickland (RIWWY DOS), and Ryan Preston (RIWWY GM).

“The biggest take away for me was Hilton is moving to 100% digital where the guest smart phone can do everything from post charges, purchases, and payments. With the new operating system PEP the guest will have 100% control of their stay. Check-in, check out, controls lights, TVs, thermostats, makes market purchases, and room upgrades.”

Ryan Preston
General Manager
Hampton Inn & Suites Riverton



In The News



The TownePlace Suites Goodyear received a sweet note recently from a little girl who says she had fun!

**BSA
Score
95.1%**

**BSA Performance
Classification**

GREEN

Congratulations to the Courtyard by Marriott Petoskey at Victories Square team for great Guest Satisfaction Scores on a recent virtual audit with an overall score of 95.1.



Traci Galyean, DOS, with the Courtyard Marriott Houston NE/Generation Park, currently serves as the Ambassador Chair of the Crosby-Huffman Chamber of Commerce, and was recently elected to the Board of Directors. Congratulations!



Traci Galyean, DOS, and Dajuan Whitfield, AGM, with the Courtyard Marriott Houston NE/Generation Park attended the Salute to Veteran's Expo alongside the North Channel Chamber of Commerce. This event honors local veterans.

Mary Donley Accepts Award

Mary Donley recently accepted an award from the Indiana School for the Blind. The Staybridge has been involved with the Indiana School for the Blind's STEP program for the past several years allowing visually impaired students the opportunity to learn different aspects of the hotel workplace.



Pictured left to right: Judy Reynold, Expanded Core Curriculum & STEP Coordinator Indiana School for the Blind, Mary Donley, Director of Sales Staybridge Suites Indianapolis-Carmel, Toni Hughes, Outreach Director Indiana School for the Blind.



International Housekeeping Week

The Courtyard by Marriott Petoskey at Victories Square celebrated International Housekeeping Week with their team.

They enjoyed a team lunch outdoors on a beautiful day.



Guest Recognizes Team Members

Staybridge Suites Carmel received letters of appreciation for two stand-out employees



Nadia Ben Abbad—Guest Service Rep

I wanted to write and tell you what a wonderful employee you have in Nadia Ben Abbad. She is a breath of fresh air, and always makes me smile. She has such a warm disposition, and treats not only me, but all of her guests, with kindness and a beautiful smile. I have the option of staying at ANY hotel I want when I travel, but I CHOOSE Staybridge Suites in Carmel because of people like Nadia. I always look forward to seeing her when I come to town. All of your employees are wonderful, but Nadia is special! Please make sure she knows how much she is appreciated.



Mary Donley—Director of Sales

I have one more employee to tell you about – Mary Donley. She is an amazing woman who always knows not only my name, but half of the people that walk through the lobby. When I first got transferred to this area for work, and first stayed at your hotel, Mary was the FIRST PERSON to greet me and make me feel welcome. I told her that I was looking for a “home away from home” when I travel, and that I wanted to try the Staybridge Suites in Carmel. She assured me that I would love it, and she was right! Again, you have great people who work at this hotel. I have not found one bad employee, but Mary is another special person that makes staying at the Staybridge Suites a

wonderful experience. She has a way of making everyone she meets feel special. Please let her know how much she is appreciated.

One-Of-A-Kind Service

The Hampton Inn & Suites Riverton team impresses guest by going above and beyond

Mr. Ryan Preston
Manager
Hampton Inn Riverton
Wyoming

Dear Mr. Preston;

I wish to express my gratitude to your staff including

Jerika, Ashley, Anna, the the woman who took care of our room. I have hunted in Riverton for years and have never stayed in any other hotel. I live in the San Francisco Bay Area and drive about twelve hours to get to Evanston where I stay at the Hampton Inn.

The next day I usually arrive at your hotel at noon. On the way I got a text from Jerika asking if I needed anything. When I arrived I got to meet her. So kind and professional.

My wife and son were with me. My wife suffers from Alzheimers. She has some lucid moments and a college roommate in Casper. We made arrangements to see her friend and meet in Riverton.

My wife seemed fine that evening but at 5:30 am she was having a real difficulty understanding where she was or why we were there. I went down and told Ashley we had to leave. I guess the look on my face was so distraught that Ashley asked me if I needed a hug.

I was a San Francisco Police Inspector in San Francisco where I was born and raised. I've dined at the best restaurants and given advice to tourists which hotels had the best service. I have never seen service like those exhibited by your staff. No matter who was in the halls working or coffee shop we always got a "Hello" and a big smile.

You must have an outstanding training program and hiring standards. The folks I mentioned plus the women who cleaned our rooms displayed the utmost professionalism and kindest demeanor I have ever witnessed.

Please commend them for their dedication to customer service and outstanding, friendliness. Thank you SO much! God Bless.



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