

American Hospitality Management, Inc.



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Welcome to the Team

The Fairfield Inn and Suites by Marriott - Bloomington, Illinois

We are excited to announce the Fairfield Inn & Suites by Marriott in Bloomington, IL has joined the AHM family.

Members of the AHM team recently welcomed General Manager John Beyer and his team with a visit to the hotel and assistance in the transition.

“John has been the General Manager at the property for almost 12 years. In the short time I have spent with John it is evident that he is knowledgeable of his property and the Marriott brand. He is admired and looked up to by his team. And his property is CLEAN. John's attention to detail and his eye for cleanliness and quality is evident as soon as you walk through the door.”

Joy Underwood
Regional Director of Operations

Featured Amenities On-Site:

Free Wi-Fi
Indoor Pool
Fitness Center
Free Continental and Buffet Breakfast

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The hotel is located 4 miles from Illinois State University and 3 miles from Illinois Wesleyan University. It is a short drive away from all of the Bloomington State Farm Insurance offices and only 1/2 mile from AFNI & Chestnut Health Systems. There are multiple golf courses within a few minute drive including Ironwood Golf Course, Highland Park Golf Course, and The Den at Fox Creek. Just minutes away from the property in Downtown Bloomington are numerous local restaurants, and exciting nightlife. Downtown offers the U.S. Cellular Coliseum, where you can take in a hockey game, or enjoy any number of concerts and shows. For your shopping pleasure, Eastland Mall and the Shoppes at College Hills are located a short drive from the hotel. They are conveniently accessible off of I-55, I-74, and near I-39. At the Fairfield Inn & Suites Bloomington, guests are the #1 priority.

"I appreciate all of the support of everyone at AHM to assist and make this transition go as smoothly as possible."

John Beyer
General Manger
Fairfield Inn & Suites by Marriott Bloomington

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BY MARRIOTT

Bistro Operations Training

The Courtyard by Marriott New Albany team hosts



The Courtyard by Marriott New Albany team was privileged to host the Marriott Bistro Operations Training recently. The hotel was chosen by the Courtyard Brand Team because of their great Food and Beverage scores.

The team hosted 24 Courtyard Managers and 4 facilitators for this two full day training class. Managers focused on how to transform the daily Bistro operations and deliver an elevated Bistro experience for guests.

“I just wanted to take a moment and send a positive note about the Courtyard Columbus New Albany! We used this hotel for the first time to host Bistro Operations last week, and we had a great experience. The team was very excited to be chosen for this training class, and they were very prepared for us. They had some new team members that were being trained, but even with the new team, the leadership presence was apparent, and the team was very open to feedback on improvements. The GM Kelley and AGM Brittany were very hands on, and we really appreciated their partnership. The feedback from the class was positive, and they really took a lot away from the program, as well as the host hotel practices!”

Courtney Tavares

Senior Manager, Franchise Learning Delivery

Culture Corner

Two AHM team members were Inaugural Extended Stay Culture Council Board Members

Staybridge Suites Kalamazoo team members Chris Dendel, DOS and Joy Underwood, GM were both part of the inaugural board members of the Extended Stay Culture Council. Learn more about what these two along with other board members contributed over the last year. The description below is from a recent Staybridge Suites newsletter.

Over the past year, these 6 brand ambassadors have not only helped lead the monthly Culture Council calls, but also dedicated their time in smaller group discussions to encourage engagement of new Council members plus help identify and build the GM/DOS call topics. They leveraged the Council's Subject Matter Experts to help share best practices with the larger Council, and helped foster collaborative discussions on how the Council can make a larger positive impact for the brands. We were excited to share the stage with them at the 2022 Extended Stay Summit, and thank them for their valuable contributions!

The Purpose of the Extended Stay Culture Council:

- Promote Extended Stay Culture through Leadership of GM/DOS Hotel Teams
- Strengthen Culture & Share Best Practices with AMER Franchise Estate
- Renew brand community awareness & involvement through service projects to support local/national organizations



“Chris and I have been honored to be a part of the inaugural Board of Directors for the ESCC. Being a part of creating change, giving our honest feedback and connecting with fellow GM's and DOS' has been a highlight for both of us. It has been a fun, rewarding and exciting year as we have supported our fellow IHG Extended Stay partners. We are grateful and thankful for our first year as Board Members.”

Joy Underwood

GM/Regional Director of Operations

Regional Director of Operations

AHM general managers take on expanded roles

American Hospitality Management, Inc. has promoted four general managers to Regional Director of Operations. In this new expanded role the general managers chosen will be sharing their expertise in hospitality and customer service with other general managers and their teams. They will be helping the general managers build successful teams, maintain brand compliance, achieve higher than brand average guest satisfaction scores, achieve acceptable to outstanding quality assurance scores, and maintain AHM standards and procedures. Meet our new Regional Director of Operations team below.



Joy Underwood
General Manager
Staybridge Suites - Kalamazoo

Joy is a passionate and energetic leader who loves to invest in people. She was born in the UP and lived there from 3rd grade through high school graduation. Having her roots in the UP has given her a deep sense of community along with a love for people coupled with grit and determination in all she does. Joy thrives on bringing out the best in others while supporting their successes.

Joy has been married to her perfect match, Rob, for 8 years. They are the modern day Brady Bunch, with 6 kids between them, one son in law, and their first grandson (who is absolutely perfect!). They enjoy spending their time together; traveling, soaking up the sun, listening to great music and finding laughter in the journey. She's been told that she was perfectly named: JOY. How can she help you discover your joy today?

What are you most looking forward to in your new role?

"I am looking forward to connecting with others and enhancing their skill set to continue to reach top guest scores while continuing to drive revenue."



Lisa Reyes
General Manager
TownePlace Suites - Goodyear

Lisa came to AHM as the General Manager of the TownePlace Suites in Goodyear, AZ in 2015; and most recently is providing guidance and support to other GM's as Regional Director Operations as of January 2023. She brings 20+ years of experience having worked as general manager at all three of the major hotel brands; IHG, Hilton and Marriott.

Lisa enjoys all things outdoors, spending time with family and traveling when not at work.

What are you most looking forward to in your new role?

"I look forward to being able to use the lessons I have learned in my time as GM to support other GM's to be successful."



Ryan Preston
General Manager
Hampton Inn & Suites - Riverton

Ryan Preston, who thinks most bios are boring, is a father to 3 amazing adults and grandpa to 3 beautiful children. He lives in a world where humor is currency and he's the star of the show. With a background in laughter, leadership, and ludicrous behavior, his energy and passion for people is nothing short of inspiring. Ryan's never met a 'Stranger'.

CHA certified Ryan Preston has been known as the Hampton Inn & Suites Riverton General Manager since early 2013. In addition to his work as a manager, leader, and mentor, Ryan is community oriented, having served on many committees and boards including Wind River Visitors Council, Wyoming Hospitality and Travel Coalition, Chamber Board of Directors, and EDGE Committee.

Ryan established himself in the hospitality industry early on assuming his first hotel job at the age of 19 as the Assistant General Manager of the Inn America in Nampa, ID. He since has worked in Idaho, Nebraska, Montana, Oklahoma, & Wyoming where's he gained experience with Hilton, Marriott, and Choice hotels. He's a recipient of many awards and honors including the CEO Light and Warmth of Hospitality and the Conrad Achievement Award.

When Ryan isn't enthralled in all things hospitality, you can find him throwing darts down at the local watering hole, working on his 1974 Ford Highboy, or relaxing with close friends and family. He's an admirer of classic cars, loves to travel, and enjoys life and adventure.

What are you most looking forward to in your new role?

"I am truly looking forward to just helping other GM's and there hotels achieve their best, find and harness their strengths as individuals so they can be better a GM, build outstanding teams, and hopefully help them to build and achieve their career goals."



Moji Alade
General Manager
Fairfield Inn & Suites
Cincinnati Uptown/University Area

Moji has over 13 years of hotel management experience in multiple Marriott & Hilton brands. Her experience covers operations, sales, and revenue management. Moji thrives when faced with new challenges. Her first General Manager position was an Area General Manager overseeing a Courtyard by Marriott and had the privilege of opening a Residence Inn by Marriott which received Marriott's Opening Hotel of the year in 2017. She excels in developing strategies to move the needle in top line revenue, business relationships, guest satisfaction, and team culture. She is the recipient of the following awards presented by the Ohio Lodging Association in 2022: Ohio SEL General Manager of the Year & Greater Cincinnati Region SEL General Manager of the Year.

Moji graduated from Tulane University with a B.S. in Exercise & Sport Science before obtaining a Master's degree in Business Administration. Born & raised in Bakersfield, California, Moji moved to Cincinnati, Ohio in 2013, where she currently resides with Jaxon (her Pug).

What are you most looking forward to in your new role?

"I am looking forward to the new challenge and gaining more experience with different hotel brands. I enjoy gaining and sharing knowledge. I'm excited to be in a position to be a mentor to other general managers and have an active part in their development."



Outstanding Housekeeping Scores

Congratulations to the Courtyard by Marriott Petoskey at Victories Square team

The Courtyard by Marriott Petoskey at Victories Square would like to recognize their housekeeping department on their outstanding success in scores. Great job to this incredible team who is always striving for excellence!

They finished February with a cleanliness score of 94.3

They finished March with a cleanliness score of 91.5

Their 1st quarter average for cleanliness is 89.4

All of this has been achieved with ongoing construction to the hotel. Great job team!

COURTYARD[®]
BY MARRIOTT



Problem Solvers

Holiday Inn Express New Buffalo team members save the day

These three team members from the Holiday Inn Express in New Buffalo, MI worked through a very challenging 48 hours when the server for the front desk computers went down and they had no reservation system. Thomas, the Chief Engineer, Melody the GM and Sara the AGM worked through multiple solutions, made numerous phone calls, and were persistent with a solution to the problem. Their 'look for a better way' attitude paid off when they kept searching for the solution. They were able to disconnect a fan and give it a deep clean. This not only brought the fan back to life, but it also restored the entire server and their reservation system came back to life, as well.

Their persistence is just part of what makes them a great team. Kudos to Thomas, Melody and Sara for 'finding a better way!'



Guest Reviews

Courtyard by Marriott New Albany...

I wanted to take a moment to say what an incredible hotel experience I am having. The hotel is beautifully adorned and my room (large studio) is conducive to the environment I need in the evening to work.

In addition to the beauty and cleanliness of the hotel let me acknowledge several all-stars on your team. Victoria, Whitney and Deforest provided the quintessential customer service. Their attitudes, customer interactions and professionalism are a template for others to follow.

Kudos on having such an extraordinary group of all-stars.

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

Hello Christine, I wanted to take a moment to let you know how pleasant my dealings with the Front Desk/Reservations have been – especially Carmen! She happens to be the person I deal with most often. She is very efficient and kind, and very patient with me. Reservation confirmations are emailed in a timely manner – I don't have to call asking for it. The reservation process is much smoother and easier than in the past. Perhaps you're responsible for the positive change..??

Thank you for all you do, and please thank Carmen and the Front Desk Team for doing a great job!

Tru by Hilton Cleveland Midtwon...

This hotel is well located near the Cleveland Clinic. It's accessible to public transportation and has free parking. The rooms are attractive with a minimalist decor. Free breakfast is provided (eggs, pancakes, cold cereal, yogurt, fruit, etc.). Overall is a friendly, clean, centrally located hotel that provides good value.

Residence Inn Lafayette...

I loved this hotel. Really surprised me. Wonderful hotel. Rooms were very nice. Breakfast great including vegan options. Very helpful staff. Workout and pool areas also nice. Really a fantastic option while in Lafayette. Highly recommended.

Courtyard by Marriott Okemos...

Really solid experience all around, with the best gym that I've experienced at a Courtyard. Welcoming staff, clean modern rooms, and that terrific gym with dumbbells, functional trainer, a few machines, open space with mats, and good mix of cardio equipment - all in excellent condition. And there is a nearby running trail as well.

In The News

FREMONT COUNTY'S BEST OF THE BEST

2022



Best Hotel

Hampton Inn & Suites WYOTOI

The Hampton Inn & Suites Riverton received the award for Best Hotel in the 2022 Fremont County's Best of the Best awards. Congratulations to the entire team!



The Fairfield Inn & Suites New Buffalo had their Marriott Unannounced Brand Standard Audit and the hotel scored a 92.1 %. The team also scored a 100 % on staff service and 99.1 % in Cleanliness. Shout-out to the team for great scores!



Meet Tara Boudreaux, the new General Manager of the Residence Inn Lafayette! She has been a part of the AHM team for two years starting as a DOS.



Congratulations to the Residence Inn Lafayette Assistant General Manager Kate Torry who was recently promoted from the front desk. Kate has been with AHM for close to 10 years!

Company Promotions

There have been several promotions through out AHM in recent months

Congratulations to all of the team members who have accepted new positions through out American Hospitality Management, Inc. We look forward to the continued successes at each hotel.

Tara Boudreaux has accepted the position of General Manager of the Residence Inn – Lafayette, LA. Tara was the Director Of Sales at the hotel for the past two years. Tara has GM experience in the Lafayette market and has extensive knowledge of the area and customer base.

Jessica Gilchrist has accepted the position of General Manager of the Staybridge Suites – Okemos, MI. Prior to accepting this new challenge, Jessica spent the past 7 years progressing through the ranks at our sister properties in Eastwood. Most recently she was the Assistant General Manager at the Homewood Suites – Lansing/Eastwood.

Brooke Smith will be moving on from her role as the General Manager at the Homewood to become the Area Director of Sales for the Courtyard and Staybridge – Okemos, MI. Brooke is ready for a new adventure and will prove successful in driving top line revenue and RevPAR growth for both hotels.



Hotel Receives Letter From IHG C.E.O of the Americas

The Staybridge Suites Indianapolis-Carmel team received the letter below from the IHG C.E.O. of the Americas. Shout out to this team for their hard work and making guests feel like family!



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Chief Executive Officer, Americas

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February 23, 2023

Kevin Robinson
General Manager
Staybridge Suites Indianapolis-Carmel
10675 N Pennsylvania Street
Indianapolis, IN 46280

Dear Kevin,

On behalf of the IHG Americas leadership team, I would like to extend my sincere thanks to you and your staff for exemplifying IHG's purpose of True Hospitality for Good.

I received a letter from Walter Pratt commending your team for his and his wife's experience during a recent stay.

To quote their note: *"I regret that I cannot provide names for all staff members. But that is probably best since the staff were uniformly friendly and helpful. From the beginning of our stay, we were welcomed. In spite of the much-publicized effects of the pandemic (staff shortages, delivery delays, etc.), we never heard an excuse. To be sure, we had only minor special requests (an extra garbage bag, a fresh towel, a refill for the soap dispenser). But the attentive response to each is a mark of the highest standards of hospitality and of attention to detail."*

The staff member who served as hostess went out of her way to learn the names of guests and to go out of her way to make everyone feel at home. For those of us with minor medical conditions, she showed additional concern through her regular check-up questions – more like a member of an extended family than a commercial enterprise.

The medical condition that led us to the hotel required several changes in the date for our departure. (We made at least three requests for an extension). Each time, the staff member at the front desk responded with aplomb, reassuring us while being careful to check the hotel's records. Finally, a note of praise for keeping up with basic maintenance. Unlike other hotels we have encountered recently (outside the IHG brands), there was no sign of failure to repair."



You and your team's commitment to impeccable service meant a great deal to this guest. This is True Hospitality in action.

As a small gesture of our appreciation, we would like to award 20,000 IHG One Rewards points to share with your team. Please extend our heartfelt thanks.

Sincerely,



Elie W. Maalouf



Brighter Together: 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


Shruti Buckley, Global Head

4th Quarter, 2022

Congratulations to the Hampton Inn & Suites Riverton team for receiving the Brighter Together: A Hamptonality Award.



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