

American Hospitality Management, Inc.



2 Marriott Awards

8 Team Volunteers

13 Balloon Rally



Team members enjoying the 2023 Marriott Select Service Brand GM Conference

Marriott Awards

The Marriott brand held their annual Select Service Brand GM Conference in Anaheim, California May 9-12 and American Hospitality Management, Inc. had three hotels receive top honors. Congratulations to the Courtyard by Marriott Petoskey at Victories Square, the Courtyard by Marriott East Lansing Okemos, and the Courtyard by Marriott Mason teams!



Platinum Circle Award

Courtyard by Marriott Petoskey at Victories Square

The Platinum Circle award is given to hotels that ITR (Intent to Recommend) score is in the top 5% of the brand. That is out of 1058 Courtyard's Nationally and in Canada.

“It is an honor to be presented this award. Only 15 hotels in the system were Platinum Circle award winning hotels in 2022, and the team here has proven time and again they are the example of delivering award winning service.”

Eric Vert
General Manager
Courtyard by Marriott Petoskey at Victories Square

This is the second year in a row that the team at the Courtyard by Marriott Petoskey at Victories Square has been awarded a high honor award. Coming out of the pandemic in 2021 they were able to secure a top award, the Diamond Circle award. Platinum Circle awards the second year proves that the team here understands and exceeds the guests' expectations. We couldn't be prouder of their efforts.

Silver Circle Award

Courtyard by Marriott – East Lansing/Okemos

The Silver Circle Award goes to the Top 20% of the brand globally (only eligible hotels can be awarded) in Overall GSS Score for Intent to Recommend.

“Some days are not as easy as others, but you would never know with all the positive energy that this team puts forth. It is clear that our guests recognize this and return visit after visit. I'm very grateful for the team that works shoulder to shoulder with me everyday!”

Kimberly Hagy
General Manager
Courtyard by Marriott East Lansing/Okemos

For Hagy the highlight of the conference was being able to spend a few days with fellow colleagues, and gain connections that in turn will create resources and operational strength overall.

“I'm really proud of my fellow CY GM's and all the hard work they put in; we face unique challenges within the brand and they are all excellent at making Courtyard shine,” said Hagy.

Silver Circle Award

Courtyard by Marriott Mason

The Courtyard by Marriott Mason received the 2022 Silver Circle Award. With over 1000 Courtyards in the portfolio it's an honor. The hotel actually finished in the top 11% of all Courtyards. It was 1% away from the Golden Circle Award!

"Team Courtyard Mason is happy to accept the Silver Circle award for the 2022 year. Team Courtyard Mason prides ourselves on maintaining a friendly, clean, family like environment that our guests and team members love. We strongly believe the "secret sauce" to get repeat guests and creating memorable experiences. Team Courtyard experienced many challenges in the past year. With teamwork, a hospitality focus mindset and genuine care, the team overcame and succeeded. It is a testament to our core values of putting guests first that we continue to meet and exceed expectations both on the revenue side and guest satisfaction."

Vernon Burchett
General Manager
Courtyard by Marriott Mason

The Marriott conference is an event that gives team members an opportunity to come together who are not normally able to interact in person. For Vernon, this was one of the many highlights of the conference.

"The highlight for me was finally meeting fellow members of the AHM team! I enjoyed learning about the shifting demographics in the hospitality world regarding both guests and staffing and learning strategies to attract the younger generations of consumers and to keep them happy and coming back. Also seeing the future of hotel technology and how we will be integrating it in the upcoming years was exciting. And of course, there was karaoke," said Burchett.



Eric Vert



Kimberly Hagy



Vernon Burchett



AHM Welcomes New Hotel

Fairfield Inn & Suites by Marriott Burnsville, MN

We are excited to welcome the Fairfield Inn & Suites by Marriott Burnsville, Minnesota team to the AHM family.

AHM is proud and honored to be teaming up with Owners Dee and Sonal Bhakta to operate the Fairfield Inn Burnsville MN. The hotel joined the AHM family in February 2023 and will be undergoing a complete renovation beginning Quarter 4 2023. Thank-you Dee and Sonal for being a part of the AHM family. JW Marriott once said "It's the little things that make the big things possible."

Ryan Preston
Regional Director of Operations

Enjoy Marriott quality and Fairfield Inn value. Start your day energized with a free hot breakfast. Stay connected to what's most important with free WiFi. Avoid big-city parking fees with free parking. This south Minneapolis hotel is a quick drive to all that the twin-cities have to offer, Mall of America, MSP Minneapolis-St. Paul Airport, Valleyfair amusement park, Minnesota Zoo, and Mystic Lake Casino. Burnsville restaurants and shopping are within walking distance as is Fairview Ridges Hospital. St. Olaf College, Carleton College, Lakeville, Northfield, and Apple Valley are a short drive from your hotel in Burnsville. At Fairfield Inn & Suites Minneapolis Burnsville, you are their #1 priority. We promise you will be satisfied, or they will make it right. That is their commitment to you.

Featured Amenities On-Site:

- Free Coffee/Tea
- Indoor Pool
- Convenience Store
- Fitness Center
- Free Hot Breakfast
- Restaurant



Pictured from Left to right: Chris Dendel, Shelley Broene, Joy Underwood, Tiffany (Kuhtic) Somers.

Promotions at Staybridge Suites Kalamazoo

Please help us in congratulating the following individuals on their talents and hard work

Chris Dendel

Moving from Director of Sales to AHM Revenue Manager

Chris has been the DOS at the Staybridge Suites in Kalamazoo, MI for the past 7 years. Before that, Chris worked on and off at the hotel for 3 years. She was hired as a housekeeper, which lasted for a day, and then her talent for numbers was recognized. She was immediately moved to night auditor. Chris quickly moved up the ranks to front office manager where she assisted with rates and proper company coding. Chris was recruited by PSE, where she worked for 3 years, before she came back as the DOS at the Staybridge Suites. Chris has done a great job of increasing rates, while attracting new companies and maintaining a base of consistent LRN business. Chris pushed herself and the entire team during 2020 and 2021, which were some of the hardest years to think outside of the normal and dig deep for creative groups to stay at the hotel. Chris thrives on numbers, details and creating revenue. She has been integral within the IHG brand to master the resources the brand has given to hotels. We know that Chris is going to be a great addition to the AHM Revenue Team and we look forward to her expertise and partnership with our hotel GM's. Congratulations on your new role!

Continued on next page..

Tiffany (Kuhtic) Somers

Moving from Hotel Manager to Director of Sales

Tiffany has been at the Staybridge Suites in Kalamazoo, MI for the past 7 years. Tiffany was looking for something new and different, so she took a position as our breakfast host. We quickly realized that she has 'go get it attitude' and we knew this was just the beginning. Tiffany moved to the front desk, then front office manager, to AGM and most recently our Hotel Manager, for the past two years. Tiffany has the most curious mind. If she doesn't know, she's going to ask, read about it, Google it, and then go and do it. This has made her an incredibly valuable part of the leadership team. Tiffany has the determination to know every part of the hotel business. She's one of the best maintenance trouble shooters out there! She drives revenue, while taking care of the guests and has mastered keeping track of expenses. Tiffany is a driven and determined individual who values the people around her. She has been a major factor in the ongoing success of the Staybridge Suites in Kalamazoo, and we can't wait to watch her continue to soar in this new role! Your hard work and determination have paid off! We are excited to watch you continue to break through new barriers.

Shelley Broene

Moving from Head Housekeeper to Assistant General Manager

Shelley has been at the Staybridge Suites in Kalamazoo, MI for 4 years. Shelley was hired on as the assistant housekeeper manager, but quickly moved to Head Housekeeper. Shelley has a deep passion for people, partnered with a strong desire for top quality. These two qualities partnered together have made Shelley a rock star at the hotel. She has created a team that works together, takes care of each other, and wants the best for our guests. Shelley's passion for people drives her daily actions. Shelley's personal touch is reflected in the scores of the hotels. Congratulations on your new role. We are excited to watch you blossom as the Assistant General Manager.

"These three individuals are proof that passion, hard work and honing in on your talents will excel your growth and take you wherever you want to go. I couldn't be prouder of these three individuals who have come together as a team to push the hotel to new heights. Their passion, drive, and willingness to partner together have made each one of these a force to be reckoned it. The sky is the limit for each one of them! It's a privilege to work at American Hospitality Management, where they recognize, reward and promote the right internal candidates. Congratulations again to Tiffany, Chris and Shelley. Thank you for sharing your talents with AHM."

Joy Underwood

GM/Regional Director of Operations



Team Members Volunteer

The Fairfield Inn & Suites by Marriott Cincinnati Uptown/University Area team had a blast volunteering at the CONCACAF Gold Cup Men's Soccer Quarterfinals double header match Guatemala vs Jamaica & USA vs Canada. They were part of the center banner team which was responsible for displaying the Gold Cup banner center field at the beginning of each match.

For this amazing experience they completed 112 volunteer hours.





Honorary Degree

Congratulations to Director of Sales Mary Donley

Mary Mulford Donley the Staybridge Suites Carmel's one of a kind Director of Sales has been awarded an honorary Chapter FFA Degree from Prairie Heights FFA along with Scott Stump C.E.O. of the National FFA Organization.

Please help us congratulate Mary for all of her efforts in ensuring great service over the years with their FFA partners.



Guest Satisfaction Scores

The Courtyard by Marriott Petoskey at Victories Square receives exceptional scores

Congratulations to the Courtyard by Marriott Petoskey at Victories Square on receiving outstanding Marriott Guest Satisfaction scores.

The Courtyard by Marriott Petoskey at Victories Square is 2nd in the NATION for May! All scores deemed service in the 90's, Cleanliness near perfect at 96.7, and F&B a 71.0.

We are proud of the entire team for making this happen. It takes hard work and consistency.



Guest Reviews

Courtyard by Marriott Petoskey at Victories Square...

I hope this email finds you well. I recently had the pleasure of working with Chris Grice, Director of Sales and Catering, to plan a medical training event at the Petoskey Marriott. I wanted to take a moment to highlight the positive experience Chris delivered throughout the planning and execution of the event. From our very first emails and communication, Chris was professional, quick to respond, and took the time to understand some of the unique needs we had for this event. On the day of the event, Chris took many steps to ensure a seamless setup for the event (ex. he provided early check-ins for team members setting up for the event, opened the event space early for us, worked with the catering company to ensure we had everything we needed, and even helped me print a last-minute document I needed). Throughout the event, Chris checked in with us frequently and problem-solved in the moment to help us get what we needed. This is our second time working with Chris and both experiences have been exceptional. We look forward to working with Chris again in the future!

Staybridge Suites Kalamazoo...

I am reaching out to say how wonderful it was to stay at the Staybridge Inn and Suites. Our family had a fire and we were all of the sudden out of our home. Your staff made our stay comfortable and amazing. So very friendly and accommodating, it felt as if we were in a new home. My 8 year old son made friends with Zeus and others, but Zeus and his amazing personality made a lasting impression on my son and my family. Jeffery and Linda were wonderful as well as they always were incredibly friendly and accommodating. My son loved that Linda would be sweet on our dog Stella whom also stayed with us. Thank you for everything. And let Zeus know that James says hey and that he has something for him. We will bring it on my next time off from work.

Fairfield Inn & Suites Alexandria...

From the moment I pulled in the parking lot till I got in my room the place was immaculate. You don't find this anymore in hotels. Parking lot clean, free of weeds and garbage. Lobby very clean, you could smell the cleaning product. Greeted with a great smile and very friendly. The lady the next morning running the breakfast was friendly and kept the area organized, full and was constantly wiping the counters. The room was the cleanest room I have been in, in a long time and we travel a lot. I actually felt comfortable taking my shoes off. Way to go Fairfield. My son will be there this next school year attending the North Star academy and we will be booking all our rooms with you! Keep up the amazing work!!

Hampton Inn & Suites Riverton...

Dear, General Manager Preston, I am writing to thank you again for how the issue with the air conditioner not cooling our room was resolved. Staff from the desk tried to reset the thermostat. When that did not work, she offered to move us to another room. We had already settled in and opted not to change rooms. I thought there could be a small reimbursement and was very surprised to receive full compensation. Wow! To top that, you called to see if I was satisfied. Absolutely! Thank you and the Riverton Hampton Inn staff for friendly, courteous, outstanding service!

Team Member Shout Out

An outstanding review the Staybridge Suites Lexington received from a long term guest



As I prepare to checkout tomorrow after nearly a year here at the Staybridge, I wanted to take a moment to say thank you for your hospitality as well as hand out a few kudos to your staff. Over the last 7 years, I've averaged nearly 330 nights a year in hotels. And while I always "try" to stay at Staybridge Suites, it's always nice to find those ones that are run so well. Even though my experiences have been the Staybridge properties are usually older and the facilities may be a bit behind on their maintenance, the people are what make all the difference. In particular:

Rene and **Latasha** at the front desk have been outstanding. Every issue, whether a minor request or something more pressing, has been handled professionally, courteously, and with genuine care. I've come to rely on them whenever I have needed something (or had a special request).

Annie and **Marge** in food service have been awesome. Diligent, incredibly hard working, and always greeting guests personally and with a fantastic attitude. Not once have I seen either breakfast or the social with sub-standard product or service. Even when there are trying circumstances (and difficult guests), their positive attitude never wavered.

Dave in maintenance has been great. Whenever there was an issue – no matter how minor it may have been – he has taken care of it quickly and professionally. Additionally, he always went beyond what was asked of him, not only fixing what I had requested, but taking the time to make sure everything else in the suite was to his standards while he was there.

Lastly, but certainly not least, **Louise** is one of the best Housekeepers I have ever seen. Every day it was immediately apparent when I walked in the room after work if it had been a "Louise day". Her work is impeccable and her attention to detail is so greatly appreciated.

Once again, many thanks to you both and your staff. For those of us that live on the road, it makes all the difference in the world when we have a clean, comfortable place to stay and a competent and enjoyable staff to count on. I appreciate them all and what they have done for my stay.



In The News



On April 26, 2023, two Fairfield Inn & Suites Cincinnati Uptown/ University Area managers made it official. Tajuddin Al-Muqtadir, the Chief Engineer, and Romona Mowatt, the Housekeeping Manager, tied the knot in Cincinnati, OH.



Moji Alade and Stefan Corbin walking the property at the Fairfield by Marriott Louisville Jeffersonville. Attention to detail is always apparent at this hotel!



Happy 7 year anniversary to Tiffany Somers at the Staybridge Suites Kalamazoo. There is nothing Tiffany can't do!



The Staybridge Suites Carmel team had another great year partnering with the Indiana School for the Blind's S.T.E.P. program.

Balloon Rally in Riverton

The Hampton Inn & Suites Riverton team had the pleasure of hosting the Riverton Wyoming Rendezvous Balloon Rally pilots again this year.

The card below was a nice thank you from recent guests who were able to go on those hot air balloons and loved it.

The team is always happy to be a part of making a guests stay a memorable one!



Ryan + Ashley —
I WANT TO THANK YOU FOR LETTING US GO
ON THE HOT AIR BALLOON RIDE. IT
WILL BE ONE OF THE TOP TWO
HIGHLIGHTS IN WYOMING FOR ME. I
APPRECIATE YOUR THOUGHTFULNESS & THE
FOREVER MEMORY - WITH GRATITUDE,
Kelli

Just a note to say thanks so much.

Thank you all so much for
thinking of us the balloon ride
was amazing just like all
the Hampton Inn staff
Grateful
for

Outstanding Service

A guest shares their exceptional experience with Staybridge Suites Carmel Guest Service Rep



Pictured is Naydia, the hotels Guest Service Rep

Dear Mr. Robinson,

I hope this letter finds you well. I am writing to express my heartfelt appreciation and commendation for the outstanding service provided by one of your employees, Naydia, at Staybridge Hotel Carmel. Her exceptional dedication and commitment to ensuring an excellent guest experience have not gone unnoticed.

During my recent stay at Staybridge Hotel, Naydia went above and beyond to ensure that my needs were met and that my stay was comfortable. Her professionalism, attentiveness, and genuine care for guests were truly remarkable. Since my first call which was merely an inquiry, she demonstrated exceptional customer service skills, reaching back out after finding a way to satisfy my essentials and was always ready to assist with a warm smile. This confirmed my decision to stay at the hotel.

Naydia's exceptional service had a ripple effect, as I couldn't help but share my positive experience with my colleagues: fellow FEMA employees. The word of mouth

about the exceptional service at Staybridge Hotel, thanks to Naydia, has resulted in numerous FEMA personnel choosing to lodge at your hotel. It is a testament to the exceptional service culture that you have fostered at Staybridge Hotel.

Please extend my sincerest gratitude and appreciation to Naydia, Mary, Grace and other personnel, for their outstanding contributions. Their dedication to providing a memorable guest experience is truly commendable and has undoubtedly played a significant role in the hotel's success. Their professionalism, kindness, and attention to detail have left a lasting impression on me and other guests.

On behalf of all FEMA employees currently staying at Staybridge, Carmel, I want to express my sincerest gratitude to specially to Naydia and to you, Mr. Robinson, for leading a team that consistently exceeds expectations. I look forward to my next visit to a Staybridge Hotel and experiencing the exceptional service that has become synonymous with your establishment.

Again, thank you for your attention and for creating a memorable stay experience.



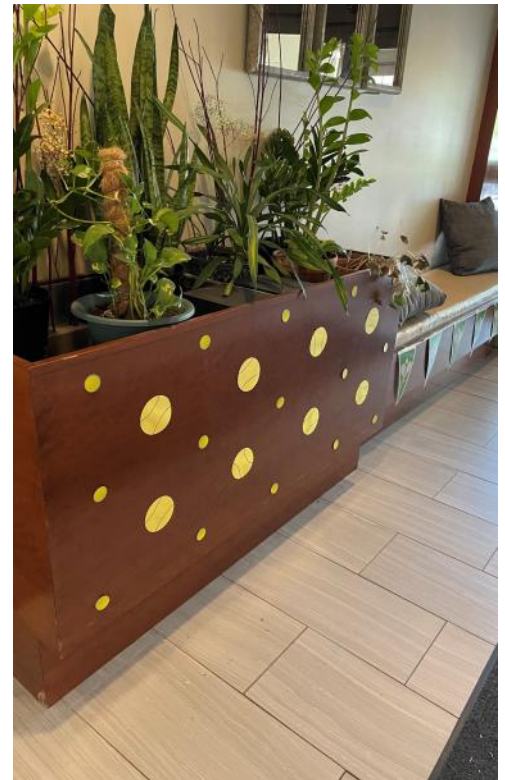
Tennis Tournament

The Staybridge Suites Kalamazoo team gets in the tennis spirit as they host athletes

Each summer the excitement of the USTA Boys' 18s & 16s National Championships overtakes Kalamazoo, Michigan. This tournament is the single most important event of the tennis year for the nearly 500 outstanding juniors who arrive from all parts of the United States. Ten days of intense, tough, inspired tennis earn for each of the ultimate winners in singles and doubles the cherished title of United States National Champion. And as a testament to the incredible tennis played here, the 18s Champions in Singles and Doubles winners receive an automatic bid to the main draw of the [U.S. Open Tournament](#).

“The team at the Staybridge Suites is GAME for the VANTAGE as they hit the SWEETSPOT for the upcoming MATCHES for their USTA mixed doubles and singles. We sure hoped we SERVED an OVERHEAD SHMASH to our guests and that there was LOVE for our FOLLOW THROUGH. ACE!”

Joy Underwood
GM/Regional Director of Operations



Hampton Inn & Suites Riverton Customer Service

A great review that proves it is truly the small things that make the most difference in a guests stay



July 25, 2023

Ryan Preston, General Manager
Hampton Inn & Suites
2500 N Federal Blvd
Riverton, WY 82501

Re: Ashley Strickland

I would like to take this opportunity to thank your staff, from housekeeping to Ashley Strickland, AGM/DOC, for their professionalism. Ashley, when beyond what was expected. She provided exquisite white glove service for our party. Ashley insured every room was supplied with car maintenance cleaning materials for all our traveling guests. It was an honor and pleasure to stay at the Hampton Inn by Hilton. During this road trip, we booked nine hotels, of which eight were within the Hilton hotel group. (Hilton Garden Inn & DoubleTree). For sure, in the future we will continue to commit to the Hilton hotel family, especially the Hampton Inn. Again, we would like to thank the Riverton Hampton Inn and Suites team for their gracious hospitality.



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