

American Hospitality Management, Inc.



2 General Manager of the Year

4 AHM holiday donations

6 AHM named top performer



Hotel leadership team: Krystal Brown, Moji Collins, Romona Mowatt, & Taj Al-Muqtadir

General Manager of the Year

Moji Alade receives top honors for the state of Ohio

Fairfield Inn & Suites Cincinnati Uptown/University Area General Manager, Moji Alade was named Ohio Hotel & Lodging Association 2022 Select Economy & Limited Service General Manager of the Year for the entire state of Ohio.

The Ohio Hotel & Lodging Association selects a board of judges who anonymously review the nominations and make their selections based on leaders that have exhibited a significant impact on profitability to the hotel, exceptional guest experience, and fostering a positive work culture.

The award was presented at the 2022 OHLA Annual Conference & Gala on November 21, 2022 at the Hyatt Regency Columbus.

“Special thanks for those who attended the conference and supported me as well as to all of the team who wished me well and sent positive energy the days leading up to the event,” said Alade.

Congratulations Moji on this top honor!

Continued on next page..

What does this honor mean to you?

“It’s hard to express in words, but it’s a reflection of commitment, mentorship, coaching, and perseverance. I truly take pride in the work I do. Every day I “show up” to work to “show out.” Just meaning that I strive to make an impact/lasting impression with my employees and our guests. I’m honored that OHLA offers this recognition and I’m elated that Chris Norman and AHM sees the effort I put forth in wanting to have a profitable hotel with amazing, hardworking employees, whom thrive on providing exceptional service. The true honor goes to my employees who have faith in me, trust my leadership, and show up for me on a consistent basis.”

Moji Alade

General Manager

Fairfield Inn & Suites Cincinnati Uptown/University Area



Cindy Sams (OHLA), Moji Collins (GM), & Joe Savarise (OHLA President & CEO)



David Wespiser (owner), Moji Collins (GM), & Chris Norman (AHM Vice President)

Holiday Donations

American Hospitality Management, Inc., teamed up with local organizations Toys for Tots and the St. Thomas Food Pantry again this holiday season to spread cheer to those in need.

Team members not only shopped for and donated 541 pounds of food to the St. Thomas Food Pantry they also volunteered during the Toys for Tots giveaway day after donating items to the organization.

Tami, Denise, and Gina from the AHM corporate office volunteered for the Toys for Tots giveaway day on December 21, 2022. Donated items were set up by volunteers, by age groups. A family would come in and a volunteer would show the family what was available for the age group they were looking for. Some items that were displayed people were allowed to take two items per child, other items people were allowed to choose four items per child. Items included toys, clothing, footwear, bedding, blankets, and pillows. Volunteering gave the team a great idea of what items to focus on donating next year.

Tami Morrow leads the charge in organizing and collecting holiday donations throughout the year and we couldn't do it without her. Thank you Tami and the rest of the AHM team for your commitment to making the season special for our community.



AHM Sr. Vice President Chris Godfrey assists Natalie MacClugage from the Salvation Army who picked up the goods collected at our corporate office

"It was heartwarming to see the amount of items that were donated and that left there to go to a new home, and knowing that many families would have a blessed Christmas."

Tami Morrow
Operations Support Assistant
American Hospitality
Management, Inc.





**St. Thomas Food Pantry leaders and volunteers with
AHM team members Denise and Tami**

**AHM team members Denise and Terri shopping for
food for the local St. Thomas 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

December 28, 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 541 pounds of non-perishable food to the St. Thomas Food Pantry. We served 107 families on December 19 right before Christmas. Each and every family was very grateful for what they received. Thank you for helping us help them.

Have a safe and happy new year.

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

AHM Named Top Performer

American Hospitality Management, Inc. has been recognized by Marriott as a "Top Performer" in Q4 2022 in guest service and performance with its high "Intent to Recommend" scores.

"Our strong corporate team helps our hotels' great leaders to focus and perform at very high levels in areas that are important to our guests, their teams and to Marriott. It is gratifying to see everyone's efforts result in this very positive recognition."

Chris Godfrey
Sr. Vice President
American Hospitality Management, Inc.



The faces of the hard working General Managers of AHM's Marriott hotels



Phenomenal Hospitality

A letter the Hampton Inn and Suites Riverton received praising the team for their hospitality

Hi Ryan,

I hope this email finds you well. I'm Coach Eric Benedick, Head WBB at Colorado Northwestern Community College. I'm reaching out to express the PHENOMENAL HOSPITALITY that Ms. Little and her staff at the Hampton Riverton provided my team with at our stay November 10-12.

This hotel isn't new to me or my team, having booked my stay the previous year in 2021 around the same time. A major reason I booked again with Ms. Little was due to the phenomenal service she provided the first time around! Her and her staff go far above and beyond what any other hotel has provided my team with on our road trips! I fully plan on returning anytime my team comes to Riverton.

Again, I greatly appreciate Ms. Little and her staff's hospitality, and absolutely look forward to returning!



HAPPY Holidays



The Holiday Inn Express New Buffalo team put up a beautiful Christmas tree.



The Homewood Suites by Hilton Eastwood decorating for the holidays.



The Staybridge Suites Carmel team got together for their annual Christmas party.



The Hampton Inn & Suites Riverton team made a hot cocoa box with toppings and a mug for guests away from home.



The Residence Inn Lafayette team celebrated with a complimentary massage, cookies, and Christmas cards for guests.



Christmas parties aren't complete without presents! Pictured is Hampton Inn & Suites Riverton GM, Ryan Preston.

Guest Reviews

Courtyard by Marriott East Lansing/Okemos...

I'm a Bonvoy member and always enjoy my stays. I want to tell you about this young man Derrick at the Bistro. It appeared he was working all day and all night alone and he always had the best attitude. People are quick to complain but the service he rendered to my husband and me compelled me to let management know what an outstanding job he's doing. The food was great, and the service was superb! The next time I'm in the area, this is where I'll stay.

Fairfield Inn & Suites Eastwood...

My name is Barbara and I stayed at the Fairfield on Wednesday January 25th. This was a work trip (a Juvenile Probation Officer Training) and we came in from Cassopolis Michigan (a 2 ½ hour trip).

The weather was not great; we were tired, hungry, and more than ready to call it an early night!

Getting to the point, we were greeted by a Mr. Willis and I cannot speak highly enough of how courteous, professional and prompt he was with checking us in.

The same can be said for my interaction with a young lady by the name of Tisha the next morning.

I travel for work frequently and have found that the professionalism shown by the front desk personnel plays a huge part with determining future stays at a hotel.

Both Mr. Willis and Ms. Tisha were exemplary in every way, and I felt as though I should share that information.

Hampton Inn & Suites Riverton...

I can't tell you how much I appreciate the special dinner last night. It was a little piece of home right in your lobby. Many thanks from myself and the team for your "hamptonality".

Residence Inn Lafayette...

Thanks for a great time and excellent service you guys! Getting that true Southern service and love it! Savannah, Taylor, Suella and Tyris treated me like we had known each other for years! This is where I'm staying whenever I'm in town.

Tru by Hilton Cleveland Midtown...

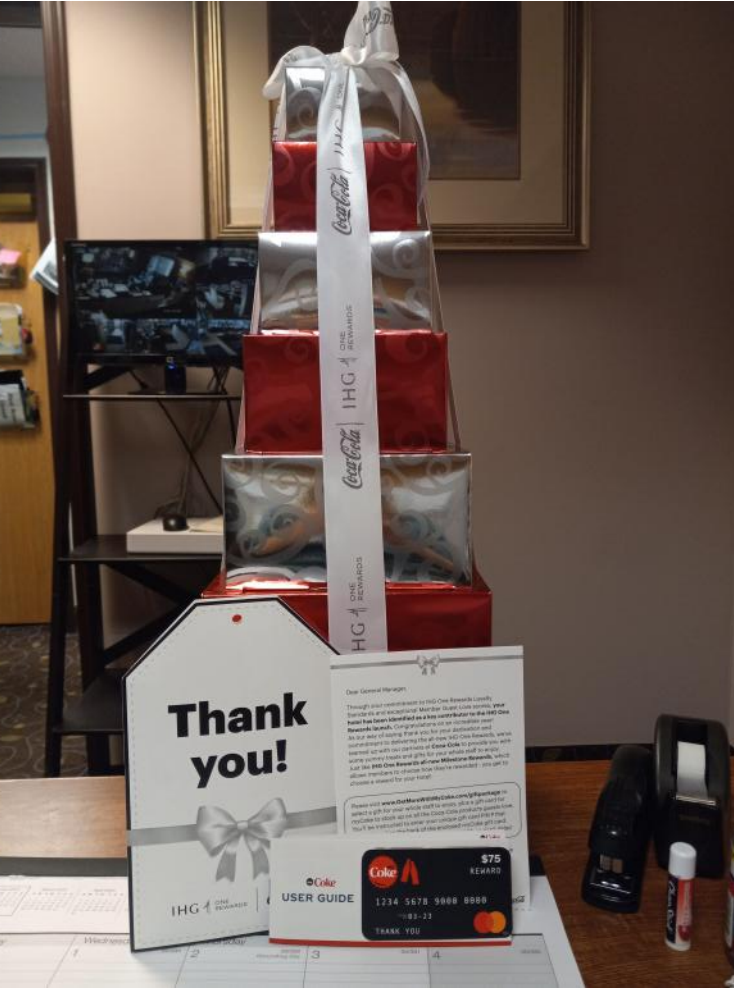
This property is about a 2 minute drive- or direct bus tram from in front of the hotel- to Cleveland Clinic (also to University Hospital) and is in a great up and coming location. The STAFF were all AMAZING. people who were obviously HAPPY to work and ENGAGING with clients. Most hotels in America could take a lesson or two from these folks! 9h and did I mention it is pet friendly!!? The fire pit was a nice touch! I will be back.

A Gift From IHG

The Holiday Inn Express New Buffalo received a gift from IHG for their commitment to IHG One Rewards Loyalty Standards and exceptional Member Guest Love scores. The hotel was a key contributor to the IHG One Rewards Launch.

As a thank you for their dedication and commitment to delivering the all-new IHG One Rewards, IHG teamed up with their partners at Coca-Cola to provide the team with yummy treats and gifts for the hotel staff to enjoy.

Congratulations to the team and job well done!



Lifetime Platinum Status

The Fairfield Inn & Suites Eastwood had a guest reach lifetime platinum status by staying with them weekly.

The hotel's amazing Front Desk Agent Mr. Willis made the guest a balloon hat and flowers as well as wrote a wonderful note to celebrate.

The guest thought it was a fun gesture and the team had a great time recognizing the rare status.





Picture from the Lansing State Journal of the 2023 Polar Plunge

Polar Plunge

The Courtyard by Marriott East Lansing/Okemos team participated in the annual event

The Courtyard by Marriott East Lansing/Okemos team participated in the Michigan Polar Plunge for Special Olympics on February 5, 2023, located at Jackson Field in downtown Lansing.

“The temperature was 39 degrees that day and over cast, a pretty hefty wind that was chilling! Our plungers had to stand in line and wait for their turn to jump into ice water and exit the other side. We raised over \$300 for Special Olympics and I am very proud of these young men for representing Courtyard East Lansing Okemos! We had several "plungers" and several "cheerleaders," said General Manager Kimberly Hagy.

Nothing like a great cause to bring a team together!



From left to right: The Polar Bear mascot, Roen, Braden, Landen and Kaleb. Roen, Landen and Braden are housekeepers on the weekends. Kaleb is a Front Desk Agent/Night Auditor that is a student at LCC.

In The News



The Staybridge Suites Kalamazoo team celebrated Assistant General Manager Tiffany Kuhtic's 50th birthday with a delicious cake and gifts!



January 31, 2023 was International Zebra Day. The Fairfield Inn & Suites Eastwood Front Desk Agent Mr. Willis Johnson is a Zebra Ambassador (for the animals no actual brand) and he decorated the hotel with zebra Balloons.



The Holiday Inn Express New Buffalo team enjoyed a Thanksgiving potluck. Pictured are GM Melody Horn and AGM Sara Criswell.



Congratulations to the Holiday Inn Express Lexington General Manager Melanie Moseby on welcoming her first grandchild! Mom and baby are doing great.

In The News



Lyndia at the Staybridge Suites Kalamazoo made an owl in a nest as well as a Peacock for their nest and cheese social.



Hampton Inn & Suites Riverton General Manager, Ryan Preston treated his team to breakfast and roses for Valentines Day.



The Staybridge Suites Carmel team at their Share the Love event on Valentine's Day.



The Hampton Inn & Suites Riverton team gave out awards for 2022. Maria Peterson received the Lisa Pitt's Excellence in Hospitality award and the Employee of the Year. Congratulations!

A Stay to Remember

A Hampton Inn and Suites Riverton guest writes letter to Hilton CEO about memorable stay

I am an employee of the Department of the Interior and work for the Bureau of Indian Education. I have been detailed to Riverton Wyoming to assist with meeting our mission at one of our K-12 Schools from September 9th, 2022 through April 8th, 2023. I am staying at your Hampton property located in Riverton, Wyoming led by Mr. Ryan Preston. I have traveled all over the world, and this is by far one of the best hotel experiences that I have EVER had! During the duration of my stay, which will be roughly six months at the end of my detail, I have had the pleasure of experiencing customer service at its finest!

My experience started when I was greeted by the most sincere 10 out of 10 customer service friendly person, Maria Peterson, at the front desk. She has a warm genuine smile and is eager to assist. Her love for job comes through in everything she does and is representative of everything that your brand promises and more.

My next impression of the hotel was led by Mr. Ryan Preston. I was away from my family during Thanksgiving this year due to my detail. I was blessed to join in a Thanksgiving dinner hosted by Mr. Preston at the hotel. His heart felt Thanksgiving message made me feel welcome. The warm meal and people gathering felt like home. This prompted a hand written thank you that following day. He made me feel like family. One that I have grown to love and appreciate.

Lastly, I would like to recognize the office staff, Anna and Ashley, who have gone above and beyond to send a text throughout my stay. They have checked on me to make sure that I have everything that I need to make sure that my stay is comfortable and pleasant. All of these little things combined have contributed to a stay that will be remembered.

Mishe Newee, (Thank you)



Heartbeat Scores

Congratulations to the Holiday Inn Express New Buffalo on fantastic January Heartbeat scores.

Great job team!

Overall Experience : 92.86

Overall Arrival Experience :96.43

Room Cleanliness : 100.%

Breakfast : 84

Loyalty Recognition : 90.91



Booking.com

Congratulations to the Hampton Inn & Suites Riverton team for receiving the Traveller Review Award 2023 from Booking.com.

The staff does a great job making guests feel at home during their stay.

Awarded to

**Hampton Inn &
Suites Riverton**

Booking.com

Traveller Review Awards 2023

8.8

out of 10



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