

American Hospitality Management, Inc.



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Volunteering

The team at the Fairfield Cincinnati Uptown helps local foodbank

On Monday March 25th, the team at the Fairfield by Marriott Cincinnati Uptown volunteered at the Freestore Foodbank which is a non-profit charity that does work to improve the lives by eliminating hunger of people in the community.

The team along with a couple of other business group volunteers assembled food boxes that will be distributed to seniors in-need in the community. The team assisted in assembling 17 pallets of food boxes (total of 640 boxes) consisting of approximately twenty-five non-perishable items.

The efforts of the team's volunteerism assisted in impacting 640 households in the area. They completed 28 hours out of their 115-hour goal with this activity.



Hotel Spotlight

Courtyard by Marriott—New Albany, Ohio

Recognizing our team for an outstanding performance in 2023! Here's what makes their achievements truly remarkable:

- **Impressive Revenue Growth:** The team strategically positioned their hotel this year to achieve a **20% increase in revenue**.
- **Market Leadership:** Month after month, they secured the #1 spot in their competitive set the entire year.
- **Marriott Training Hub:** Under the leadership of General Manager Kelley Foster, they were selected by Marriott to host multiple **Bistro training classes**. Distinguished leaders from various hotel operators gathered to learn from the best.
- **Leadership:** Kelley is a true partner to her team, the Courtyard by Marriott brand, and American Hospitality Management. She cultivates an environment that consistently delivers stellar performance and beneficial growth.

Congratulations, Team New Albany! Your dedication and hard work embody the spirit of AHM. Together, you've helped shape our success.

"We are absolutely thrilled about our 2023 results! To achieve great results, it truly takes the entire team working together to accomplish our goals. Celebrating our successes, rising to new challenges and taking care of one another is part of what our team does best."

Kelley Foster
General Manager
Courtyard by Marriott-New Albany



COURTYARD
BY MARRIOTT



Business Traveler Review

Fairfield Inn & Suites Alexandria leaves a lasting impression

I have had the pleasure of staying at this property for 2 years in my business travels—the manager of the property is exceptional and creates an amazing environment. I especially want to communicate how special Terri in the breakfast area is—she calls me by name, always greets me with a smile and a hug and simply makes my life better. Give this woman a RAISE—she is single-handedly raising the bar for Marriott and needs to be celebrated! She radiates sunshine and kindness—I would be honored to have 100 Terri's on my team! She is OUTSTANDING in every way! Bravo!!!!

Fairfield[®]
BY MARRIOTT

Solar Eclipse

Two teams join together in the path of totality to experience the solar eclipse



Leadership connection was an amazing experience in the path of totality for the solar eclipse on April 8, 2024. Leaders from Fairfield Cincinnati Uptown & Courtyard Cincinnati Mason road tripped to Oxford, Ohio where they were able to connect with hotel owner, David Wespiser, and team, in the path of totality.

“We had a day full of laughter, games, and solar eclipse watching. We were definitely into capturing the perfect pictures to share with our teams & friends. Definitely an event to remember.”

Moji Alade

General Manager / Regional Director of Operations
Fairfield Cincinnati Uptown/University Area



In The News



The Oscar Mayer Wienermobile stayed with the Residence Inn Lafayette team. The guests and staff loved it.



Congratulations to the Courtyard by Marriott Houston Northeast for being named Best Hotel in the Crosby 411 annual Cream of the Crop Awards.



Traci Galyean, DOS of the Courtyard by Marriott Houston Northeast recently co-chaired the Annual Crosby-Huffman Chamber of Commerce Tees & Tails Golf Tournament. The hotel was also a PAR Sponsor for the event. Pictured left to right: Chair of the Tournament, Crystal Egorushkin and Director of Sales, Traci Galyean.

Sold Out Event

Staybridge Suites Kalamazoo team impresses group



Kalamazoo recently had a city wide, sold out event for YOUTH WRESTLING. The Staybridge Suites Kalamazoo team received a great review from the group staying at the hotel.

“We came with a big group of kids! Our stay was amazing! The staff was very accommodating – we did 2 dinner nights and the staff was amazing and helpful! When the kids needed towels for the pool they

brought a stack of freshly laundered towels to the kids personally! We needed more ice in the machine they refilled it! We needed any extras and they helped where they could! They even wished our Club good luck on a light board and the kids loved it – They left them goodies in our rooms as well.”

Staff Impresses Guest

Holiday Inn Express Acme team received a heartfelt thanks for their hospitality

“I just wanted to thank you for all your help with our HOSA rooms. We can't say enough about ALL of your staff!! From the Breakfast person, housekeeper to Chris at the front desk and the gentleman in the evening at the front desk. (didn't catch his name) They were all so friendly and helpful. The rooms were spotless and love the updates. Please pass along our thanks to everyone. We look forward to staying there again next year. Have an awesome summer season. We will be touching base late fall. Thanks again.”



Marriott International Virtual BSA

Courtyard by Marriott Petoskey at Victories Square receives high score

On April 1, 2024, Marriott International performed a Virtual BSA (Brand Standards Assessment). The Virtual Audit is awarded to a select number of hotel’s that perform excellently in their ITR (Intent to Recommend) annual score.

The threshold for 2023 was 82.0 in order to qualify for the Virtual BSA in 2024, and the Courtyard by Marriott Petoskey finished with an 82.2 in 2023.

This assessment is to measure compliance with the Courtyard Brand Standards and Marriott International Standards for loyalty. The assessment is broken into 5 measured components, Staff Service, Brand Promise, MI Initiatives, Cleanliness, and Maintenance & Upkeep.

The Courtyard by Marriott Victories Square scored 100% in 3 of the 5 categories, Staff Service, Cleanliness, and Maintenance & Upkeep.

- MI Initiatives was near perfect at 99.1%
- Brand Promise finished strong at 91.4%

The hotels total score for the BSA finished at 95.3%, which was .2% higher than our previous strong score of 95.1% in November 2023.

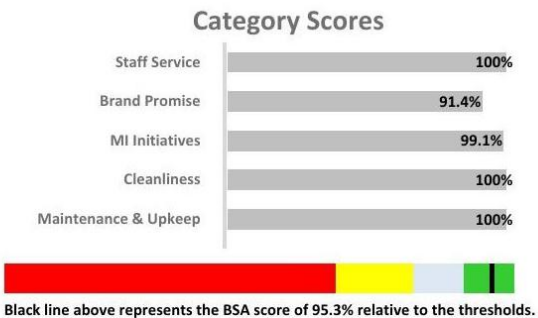
“I have been a part of many Brand Standards Assessments throughout my career in hospitality and to achieve such a high score is a testament to the dedication of this team. Their pride of not only their work, but the team they are a part of, is obvious by these scores.”

Eric Vert
General Manager
Courtyard by Marriott Petoskey
at Victories Square



BSA-2024-Jan-Jun ClassicSelect Results Courtyard By Marriott Petoskey at Victories Square - PLNCY

Audit Information		Other Information	
Audit Name:	BSA-2024-Jan-Jun ClassicSelect	Unit Number:	654S2
Audit Type:	Audit	Mgt Company:	AHM - American Hospitality Management, Inc.
Audit Format:	Virtual	Continent:	US Canada
Upload Date:	01 Apr 2024	Owner:	Hayward Land Development Resources/Odawa Tribe
		Regional Primary:	John Lapeire



85	8	528	554
Compliant Items	Non-Compliant Items	Total Points Earned	Total Points Possible



Hotel Receives High Praise

Outstanding review highlighting Ryan Preston and team at the Hampton Inn & Suites Riverton

Good Morning Mr. Preston. On behalf of my family, I want to thank you and your staff for the care you gave myself and my family during April 4-7. The flowers and personalized sympathy card in each of our rooms were above anything we have ever experienced. In this current world of corporate America, the consumer feels less seen every day. You and your staff restored our confidence of being well taken care of and cared for! Although your hotel is under construction, our rooms and the lobby were very clean and comfortable. We cannot say enough about your staff, and they let us know you are very instrumental in how your guests are taken care of. Several of us are Hilton Honor Members. I received a survey this morning and gave you 5 stars rating in all categories. The best advertisement is by word of mouth and we cannot say enough good things about you, your staff and hotel. It is with deepest, sincere, appreciation that I send this.



Intent to Recommend

The Courtyard by Marriott Petoskey at Victories Square receives #1 position

Ranker

Previous Quarter (Q1 2024) | Benchmark: Same Period Year Ago

Rank	Property	# of records	Intent to Recommend (Property)
1	Courtyard Petoskey at Victories Square (PLNCY)	154	89.8
2	Courtyard Youngstown Canfield (YNGCY)	150	89.4
3	Courtyard Orem University Place (SLCOP)	50	88.9
4	Courtyard Pocatello (IDAPC)	161	88.1
5	Courtyard Atlanta Duluth Downtown (ATLCH)	219	87.9
6	Courtyard Holland Downtown (GRRCH)	306	87.7

Intent to Recommend (%9-10)

Previous Quarter (Q1 2024): Intent to Recommend (Property)



Intent to Recommend is a score that Marriott International along with Courtyard use to measure the likelihood of guests to book with the brand from their experience at specific hotels.

There is a survey that is randomly generated to guests upon check out, that is used to measure the overall guest perception of the hotel they just visited. The Intent to Recommend score is a monthly average of guest responses. The first question asked on the survey is 'What is the likelihood you would recommend this hotel'. There is a scorecard of 1 - 10. 1 being very unlikely to 10 being extremely likely. However, a hotel will only achieve a positive score if the question is answered with a 9 or a 10. Anything below those two numbers will receive a 0 (zero).

The Courtyard by Marriott Petoskey at Victories Square achieved the number 1 position of Courtyard by Marriott hotels, out of a possible 1062 hotels in the system, for the First quarter of 2024.

Their ITR score ended at 89.8, with a total of 154 surveys returned during the first quarter. The hotel ended 2023 as a second year-in-a-row Platinum Circle Award winner. With a strong start to the first quarter of 2024, they are poised to achieve 3 in-a-row!



Renovation Update

Hampton Inn & Suites Riverton moves forward with renovation

The Hampton Inn & Suites Riverton renovation is moving right along. The final touches have been put on the third floor of the hotel and they have moved on to the second floor.

“So far, the team and I are loving the new look and feel of the rooms and corridors, with bright colors and a vibrant feel. I know our guest will love the transformation when we get it all completed.”

Ryan Preston
GM/Regional Director of Operations
Hampton Inn & Suites Riverton





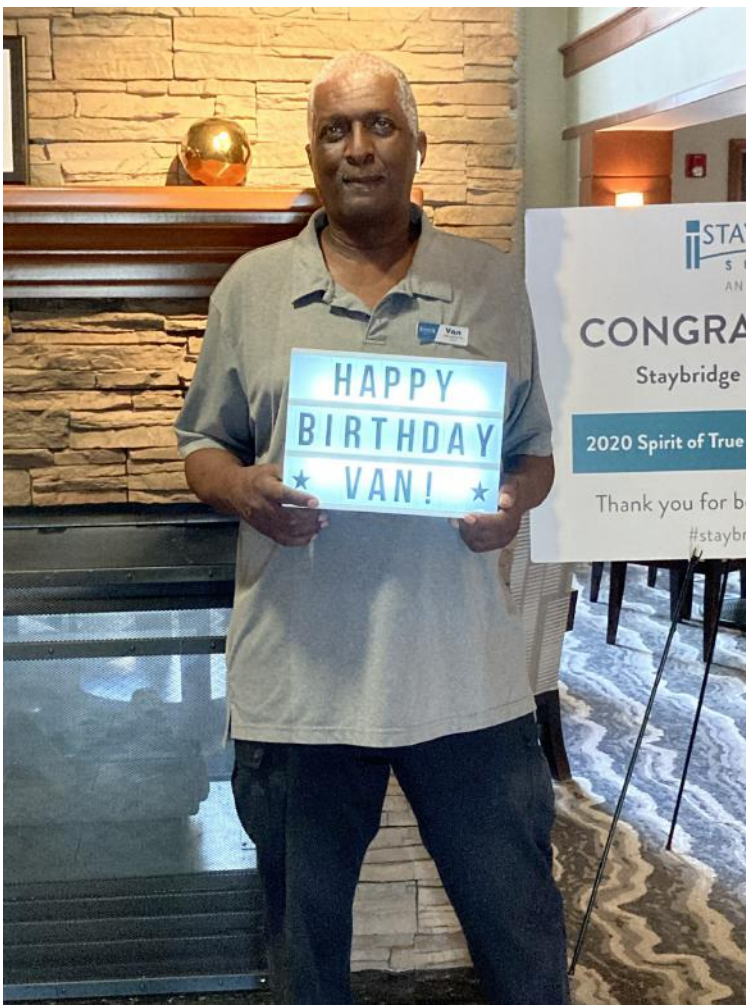
Top Notch Customer Service

Recent reviews received at the Staybridge Suites Kalamazoo

- 1.) "The workers were amazing with accommodating all of our needs! We were with a big group – and there was no complaints at all! Staff was friendly & amazing!"

- 2.) "From the moment I checked in to the moment I checked out, everyone of your associates could not have been nicer or more accommodating. They were all wonderful. Excellent experience! They set the example of customer service within your organization. Thank you."





Van Will Be Extremely Missed

We dedicate this edition of the newsletter to our passionate, high energy, story telling, never-met-a-stranger, maintenance tech, Van, who battled lung cancer, not once, but twice. He fought the good fight and we said our eternal good byes to Van on Friday, April 26th. He forever touched the lives of us at the Staybridge Suites in Kalamazoo MI.

Joy Underwood
GM/Regional Director of Operations
Staybridge Suites Kalamazoo

