



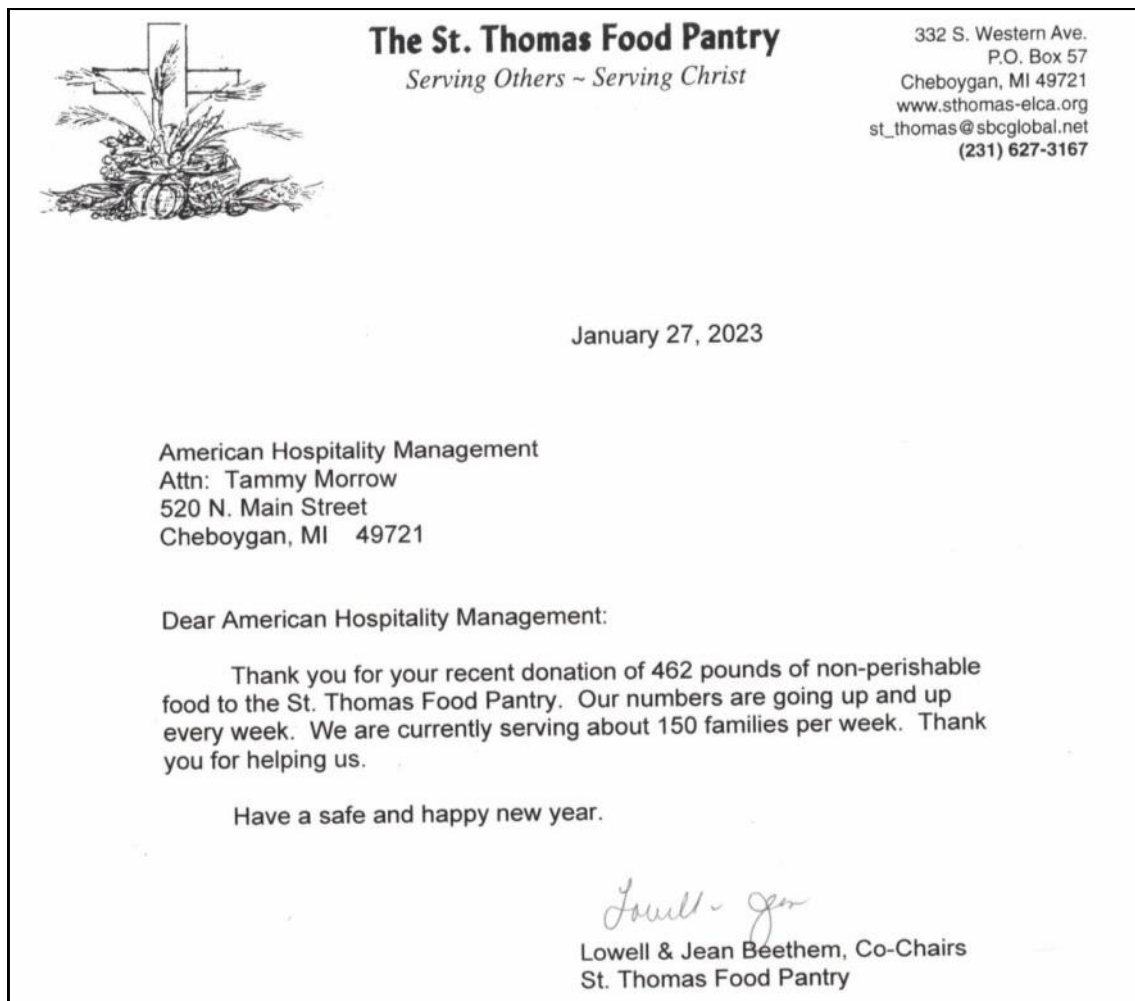
# Food Pantry Donation

American Hospitality Management, Inc. donated 541 pounds of food to the St. Thomas food pantry in Cheboygan during the holiday season.



A special thank you to the crew that went shopping for food items. The food pantry was able to feed 150 families with the donations they received around the holidays. This is over half of what they were doing last year.

We look forward to working with this organization for years to come.



***A thank you letter AHM received from the St. Thomas Food Pantry.***





# Renovation Project

Hampton Inn and Suites Riverton shares plans for hotel update

The Hampton Inn and Suites Riverton is scheduled to begin a multimillion-dollar renovation project beginning on February 19, 2024, with a completion date at the end of May. The renovation will include all areas of the hotel.

Not only will the lobby and guest rooms be renovated, but the hotel's internet infrastructure will also be upgraded. Guests will be able to control key room function from their personal devices. This will make for a more convenient stay for guests.

We look forward to sharing a renovation update and photos in the next newsletter.



The management of Hampton Inn and Suites expresses their excitement about this significant renovation project.

“We are dedicated to providing our guests with the highest level of comfort and satisfaction. This multimillion-dollar investment underscores our commitment to excellence and ensures that Hampton Inn and Suites in Riverton continues to be a preferred destination for both business and leisure travelers.”

Ryan Preston  
General Manager  
Hampton Inn & Suites Riverton



*Pictured: Courtyard Okemos General Manager Kimberly Hagy and Assistant General Manager Kara Wilson.*

# Lansing Holiday Showcase

The Staybridge Suites Okemos and the Courtyard by Marriott Okemos joined together to attend the Lansing Holiday Showcase. This event is planned by the local GLCVB where vendors set up and advertise businesses while local retailers/buyers that consume these products tour and mingle with the teams.

The teams gave out Naughty vs Nice cards (it was a laugh to see how many people got Naughty cards) which allowed them to

enter to win the Christmas basket giveaway if they provided their business card or contact information.



*Pictured: Solimar Colon (Sales Assistant), Brooke, Jessica, and Kimberly.*



*Pictured: Courtyard Okemos DOS Brooke Smith, Staybridge Suites GM Jessica Gilchrist, Courtyard GM Kimberly Hagy.*

“It is always a lot of fun while we get to meet and mingle with current and potentially new contacts and strengthen our business ties,” said Courtyard by Marriott Okemos GM, Kimberly Hagy.





# AHM Hotels

## Qualified for 2023 Awards

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The awards will officially be announced in June 2024 by Marriott International.

### **Platinum Circle Award**

Courtyard by Marriott Petoskey at Victories Square

### **Gold Circle Award**

Fairfield Inn & Suites Alexandria

### **Silver Circle Award**

Courtyard by Marriott Houston

Courtyard by Marriott Okemos

Fairfield by Marriott Cincinnati

Fairfield Inn & Suites by Marriott Bartlesville

American Hospitality Management, Inc. appreciates and fully supports all efforts at the hotel level to provide exemplary service to our guests in a manner to consistently exceed Marriott standards. Our reward is guest loyalty to our hotels, and we also appreciate the recognition that guests provide us through their positive and favorable reviews. Thank you to all our hotel teams for their dedication to hospitality.

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





# First Annual 8U Bowl

The Courtyard by Marriott Houston hosted youth football team

The Courtyard by Marriott Houston NE hosted the First Annual 8U Bowl! Rashaan DeMarcus Melvin is a former NFL player and played for the New England Patriots, Baltimore Raven, Indianapolis Colts and a number of other teams. He attended Northern Illinois University and was drafted as a free agent out of college to the Tampa Bay Buccaneers.

The Melvin Family Foundation sponsored this event, and the 8U Bowl is a prestigious youth football all-star game that consists of Houston's top 50 eight-year-old football players.

The kids and coaches enjoyed a great stay at the Courtyard!



# Wedding Group Experience

Fairfield Inn & Suites Cincinnati Uptown/University Area receives a rave review

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Hey there, wanted to take a moment to let you know everything was Absolutely wonderful.

All the rooms were Great, they were very clean, beds comfortable, the halls were neat clean and quiet. I loved the big bathrooms they were stocked with all we needed. The staff was simply amazing they met every request with a smile the went above and beyond

to help make the bride, groom and all the invited guests feel at home. We greatly appreciated the administration that worked very hard to make this all come to life for us. They passed out our thank you bags to all the guests, they ensured the conference room was cleaned each night and kept it stocked with fresh ice and water plus cups. The pool was amazing, the food was hot and the attention to detail with the staff on everything was so beautiful. I really appreciated Lakeshia for all her efforts and help with everything.

At the last hour we discovered that the time change made it to dark for the location chosen for the pictures and we asked if we could use the lobby, they responded and said of course what ever you need. That meant so much, we knew there would be hurdles because nothing is ever perfect but your staff was.

We are now looking to block another weekend for Sept 12-16th.

**Fairfield**  
BY MARRIOTT



# In The News

Awarded to

**Hampton Inn &  
Suites Riverton**

**Booking.com**

Traveller Review Awards 2024

**8.8**  
out of 10



Congratulations to the Hampton Inn & Suites Riverton team for winning a Traveller Review Award 2024! This award shines a spotlight on their consistently exceptional dedication.

American Hospitality Management, Inc. got in the holiday spirit by decorating the corporate office.



This holiday season American Hospitality Management, Inc. decided to sponsor a family for the first time. A mom and 4 children. The team shopped for gifts and a Christmas dinner was supplied.

In addition to sponsoring a family, there was an Angel Tree at the local Walmart and the team chose 4 angels, 2 boys and 2 girls. Shopping was done to meet the request of each angel. Then the fun began, and a bunch of elves got together and did the wrapping and tagging. A huge thank you to ALL at AHM, this could not have happened without your support.





# Housekeeping Accomplishment

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The housekeeping department at the Courtyard by Marriott Petoskey at Victories Square scored a perfect 100% for their monthly score. This score is generated by guest responses to the brands random survey program that is sent out. This means that all guests surveyed gave a score of 9 or 10 for the cleanliness of the hotel.

An amazing accomplishment, great job to this team!

**COURTYARD<sup>®</sup>**  
BY MARRIOTT





# Holiday Party

The Courtyard by Marriott Okemos celebrates the holidays with a team celebration

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The Courtyard by Marriott Okemos team celebrated the holidays with a party for the team. Brooke (DOS) was the chef; she cooked a turkey and a ham with all the delicious side dishes.

The staff and their families even got a visit from the Grinch who tried to steal all the presents, which the kids absolutely loved. The team played games including the cookie roll game and the candy cane game.

“It was really a great team celebration,” said GM Kimberly Hagy.







# Guest Praises Team

The Courtyard by Marriott Houston team helps make a guests recent event a success

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Good morning Traci,

I wanted to thank you and your staff for making our event a successful one! I cannot express enough how grateful we all are for your hospitality and generosity throughout our stay. Your accommodations and service were over the top!

I also would like to personally thank you for everything you have done. You went over and beyond with your help and for that I am so grateful!

Please know we will definitely be using your hotel for any future trainings, meetings, or rooms.

Thank you again and I look forward to working with you soon.



# Ambassador of the Year

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Congratulations to Traci Galyeon, Director of Sales, at the newest hotel Courtyard by Marriott Houston NE, in Generation Park, winning the North Channel Chamber of Commerce Ambassador of the Year Award for 2023!

She went above and beyond as an Ambassador in 2023 and is chairing the committee this 2024.



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