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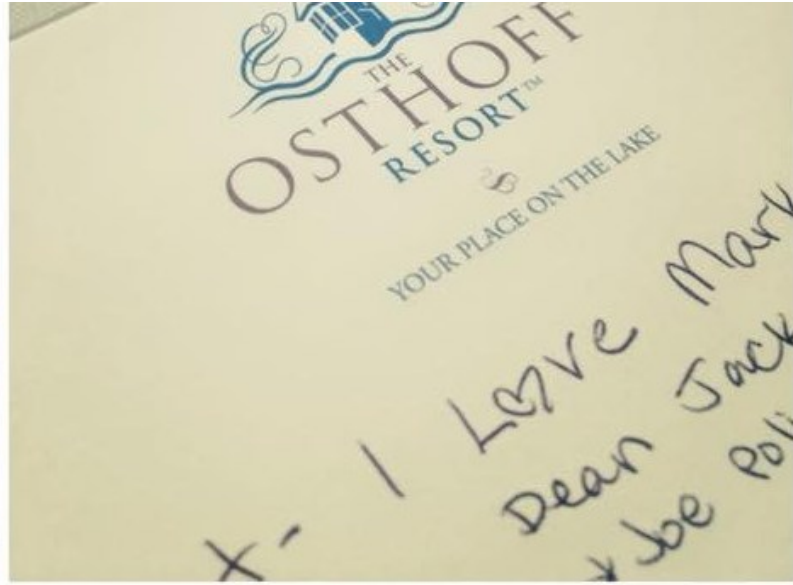
# American Hospitality Management

Fall, 2015



# Annual Conference

Grandstay Hotel and Suites team members attend Wisconsin Hotel and Lodging Association Conference



November 1-3 General Manager Rachel LaCasse-Ford and Assistant General Manager Jessie Bedward from the Grandstay Hotel and Suites Mount Horeb, Wisconsin attended the Wisconsin Hotel and Lodging Association Conference.

The conference was three days of breakout sessions, panels, networking and finally a trade show. It was an informative event the team will be able to implement at their property in the future.

"We met lots of people in the industry, learned about marketing, social media, revenue management and room tax," said GM, LaCasse-Ford.

The team is taking away great tips in reaching their target audience, marketing the hotel and learning about the many great destinations Wisconsin has to offer.

This was the first year the team attended the conference but it won't be the last. GM, LaCasse-Ford said they plan to make it an annual event.





# Hampton Inn Green Bay

The Hampton Inn Downtown Green Bay marks milestones since opening



On Monday, November 2, 2015 the Hampton Inn Downtown Green Bay held the official ribbon cutting ceremony for the property which opened September 2015. Mayor Jim Schmitt was on hand to do the honors.



A few short days later the property received The Mayor's Beautification Award for Large Building-Remodeling. The award was presented to AHM President and CEO, Don Schappacher from Mayor Jim Schmitt at a luncheon on November 5, 2015.

Both milestones were met with great pride and the AHM team and the property are looking forward to what the future will hold.



# Property Promotions



## **Sarah Morgan**

Sarah Morgan has accepted the position of General Manager at the Holiday Inn Express in Lexington, Kentucky. Sarah has been with AHM for over a year in her role as AGM and has been instrumental in the recent success at that property. Sarah is a graduate of the University of Kentucky with a degree in Hospitality and Tourism Management and has over ten years of experience in our industry. Sarah was a F & B manager at an independent hotel in Lexington for seven years before coming to the Holiday Inn Express. She says her new role has been great and that she has a great team that make her job easy.



## **Cameron Jones**

Cameron Jones joined the Staybridge Suites Lexington Kentucky in November 2015 as the new Director of Sales. Cameron is a native of Kentucky and was recently the lead Michael Jackson for a 3<sup>rd</sup> year in a row in Lexington's annual Halloween parade. In his spare time he enjoys listening to music, running with his dog, drawing, community service, traveling and spending time with his family. The team is excited to welcome Cameron and look forward to his contagious smile and positivity.



## **Lisa Reyes**

Lisa Reyes is the new General Manager at the TownePlace Suites Phoenix/Goodyear, Arizona. Lisa has an extensive hospitality background. She started at the front desk in 1999 and has filled many positions along the way. She has been in the GM role at previous hotels including a Holiday Inn Express and a Hampton Inn and Suites since 2002 under the same management group for a total of 15 years. She is excited to learn about Marriott and to lead the team to new levels of success.



# Property Promotions



## **LaTonya Jackson**

LaTonya Jackson has been promoted to General Manager of the Staybridge Suites in Lexington Kentucky. LaTonya is a graduate of the University of Kentucky with a degree in Hospitality and Tourism and holds a Master's degree in Business Administration. She was part of the Staybridge opening team as Director of Sales and has been in the industry since 2005.



## **Laurelei Morissette**

Laurelei Morissette began her new position as Assistant General Manager of the Staybridge Suites Kalamazoo, Michigan in September 2015. Laurelei has been in the hospitality industry for 12+ years and she previously held the General Manager position within the IHG family. She has been both a Front Desk Associate and a Front Office Manager so she very much enjoys all aspects of Hotel Operations. According to Laurelei being a part of the Staybridge Suites team has been one of the most rewarding experiences of her life and she looks forward to a long and prosperous future at the property. Picture not available.



## **Irena Saxton**

Irena Saxton started her position as Assistant General Manager for Courtyard New Albany in September, 2015. Irena started working for the Residence Inn by Marriott in 2005 as a junior in High School at the Front Desk and worked her way up to Guest Services Supervisor until 2010. Irena then tried something new and attended Ohio Business College to become a Medical Assistant. She was a CMA for a Pediatrics office in Dublin for 2.5 yrs. She missed the Hotel Business and started classes at Columbus State and then enrolled in Franklin University to work towards a Management Degree. In 2012 Irena started working at Sonesta ES in Dublin. In 2014 she came to work at the Courtyard New Albany as a Front Desk Representative. She was promoted to Operations Manager in May, 2014 and AGM in Sept., 2015. Irena has three children who keep her busy and she is enjoying her new position.

# Guest Shares Appreciation

A letter from a guest at the Fairfield Inn & Suites praises team for their service

This Letter is long overdue, hopefully, it can still be helpful and beneficial to your organization.

On October 16<sup>th</sup>, 2015, myself and 3 others had reservations for two nights at the Fairfield Inn in Buffalo, Michigan. We were there to attend the Notre Dame and USC football game.

I am a diabetic and my meds are Lantus and Novolog to control my sugar levels. Unopened vials are to be refrigerated until opened. I asked a young lady to please place them in a refrigerator for me, she was very pleasant and courteous to my request. Unfortunately she placed them in a freezer – making them unusable- which meant I had no medicine to take and this is a very serious predicament for me.

Your manager Erik Molineaux immediately stepped forward and assured me he would obtain the medicine I needed and take care of the expense. Erick spent some time on the phone to different pharmacies before being able to solve the issue.

I would like to express my gratitude and sincere appreciation for his patience, professionalism, and concern for my wellbeing. Erick whole demeanor was exceptional, the Fairfield Inn has a great manager as well as a superb human being. Eric and his staff are a tremendous credit to your organization. I will remain a faithful supporter and customer of Fairfield Inn & suites by Marriott.

Sincerely,

*Robert Pavlovich*

Robert Pavlovich





## Holiday Inn Express Wisconsin Dells...

**“The staff is excellent, friendly and knowledgeable of the area”**

If you are traveling to the Dells and looking for an affordable place to stay look no further than the Holiday Inn Express. The staff is excellent, friendly, and knowledgeable of the area. Don't stay at a run down 1950's hotel when you can stay at an updated and convenient location. The included breakfast is a great way to start your day, biscuits and gravy, pancakes, eggs, all-day coffee, ect. There is also a nice heated indoor pool and hot tub to relax in after a long day! Every time I travel to the Dells I stay at the Holiday Inn Express and highly recommend this property! **Green Features:** Water conservation, Recycling, Low wattage lightbulbs.

## Hampton Inn and Suites Riverton...

I just checked in and happened to look at the letter on the desk. Typically, I don't even take time to look at anything except the binders and find out which restaurants deliver. To my amazement, I saw my name on the letter...you captured my total attention. I really appreciate the personalization of hospitality. Maybe I am always in too much of a rush but in 32 years of traveling across this country (Go USA and screw the terrorists) I have not felt so welcomed to a hotel.

## Fairfield Inn and Suites New Buffalo...

We enjoyed our visit at this Fairfield Inn!! Super clean and a perfect room! The staff were super nice and the free breakfast was good! This hotel met and exceeded all our expectations for our weekend get-away! The price for the room was appropriate. Lots of nearby restaurants to enjoy as well. We will definitely visit again.

## Country Inn and Suites Appleton...

We come to Appleton every November for a cousins shopping trip. We always stay at the Country Inn & Suites because we it is nice. clean hotel with a great breakfast. The staff is friendly and helpful!

## Residence Inn Lafayette...

This proved to be a great place to stay. Our room was clean with a fresh updated look. The hotel staff could have not been nicer or more helpful. They made us welcome from the minute we arrived! Also, their location is perfect to several of Lafayette's best restaurants and close but not too close, to the airport.

**“The hotel staff could not have been nicer or more helpful”**



# IN THE NEWS



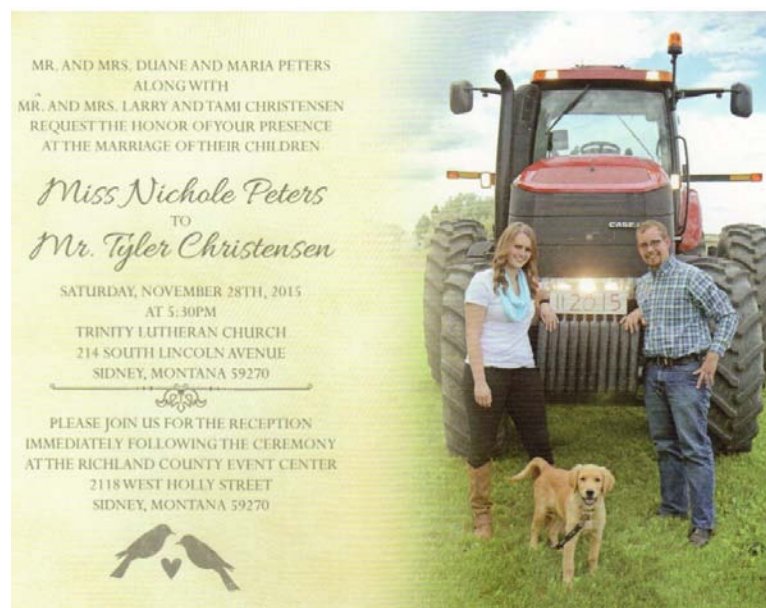
AHM's Chief Financial Officer, Suzanne Erhart celebrated her birthday on October 1 with the team at the home office. The staff decorated her office, enjoyed cake and according to Suzanne made her day a very "special event" that showed her the family culture that lives at AHM. Happy Birthday!



Becca McClure, Director Of Sales of the Holiday Inn Express Downtown Lexington received this gift basket as a thank you from one of her clients. Great work making your guests happy Becca.



Angie D' Amico and Brett Buchholz, both managers at the Holiday Inn Big Rapids just welcomed a daughter. Leah Louise Buchholz was born on October 14, 2015. Congratulations to the happy family!



Congratulations to the Director of Sales of the Holiday Inn Express—Sidney, Nichole Peters and her husband who were married November 28, 2015.



# AHM Gives Back

The American Hospitality Management team collects donations for the holiday season

The holiday season is upon us and AHM is getting into the giving spirit. This year the corporate team is sponsoring Toys for Tots and Coats for Kids.

There are two boxes placed in the home office where staff as well as the community are encouraged to drop off new unwrapped toys, coats, mittens and hats for children in need this year.

The response has already been overwhelming and extremely heartwarming. Both boxes will be on display until Thursday, December 17 and we have high hopes for the final total of donations.



We would like to see what other properties are doing to give back this Christmas season. Send us your photographs and stories and we'll include them in the next newsletter.

Thank you to all those who have shown support for these organizations as well as any other organization helping families in need this time of year.

# Vote of Thanks to WMGNO Team

Holiday Inn Express and Suites Acme receives a thank you from a happy couple

Hi there,

My husband and I stayed at your traverse city hotel this past weekend as it was his birthday and we are so grateful to the staff for all their help. I had called earlier before our arrival to see if you could set up a surprise party for him but it seems not possible as they did not have the items I needed. The person on the phone told me that I could come with the list of items the day we arrive and they will see if they could help. I wrote a long list and gave cash for the items and went downtown for the day. When we came back EVERYTHING I wanted was bought and placed in our room and even a receipt and change! It was a birthday surprise for my husband but I was also surprised to see how your staff worked together to ensure it was memorable. A special vote of thanks to Lisa who orchestrated every detail to a tee and who made us feel so special (especial my husband) even though she did not have to do any of it. We are so grateful for your great service and we thank you. Thanks for the birthday card that was signed by everyone, even housekeeping team and a special thanks to Lisa at the front desk. We will always remember.

With gratitude,

Joyce and Shawn







# Residence Inn Holds First Team Walk

The Residence Inn Lafayette team walks to show support for those struggling with illness

The Residence Inn by Marriott in Lafayette, LA held its first Team Walk on October 17, 2015. This year the city of Lafayette did not hold a Breast Cancer Awareness Walk as it has in years past so the hotel staff decided to have their own to show support for those struggling with cancer, diabetes and any other health issue.

The team decided to walk five miles. They began at 7:30 A.M. and walked from the hotel to the local Fresh Market down the street and back. Several of the team members have since begun walking on a more regular basis on their own time in an effort to get healthier.

In March they will complete another five mile walk to try and beat their previous time of 1 hour 26 minutes.

It sounds like the team is making a difference and challenging themselves in the process. Great job Residence Inn by Marriot.

Hope, Strength, Love, Believe!



# Halloween at AHM

American Hospitality Management gets in the spooky spirit this Halloween



The AHM corporate team got in on the Halloween fun this year with an office bash. Everyone dressed up to compete in the annual costume contest and enjoyed a yogurt bar in lieu of sweet treats in an attempt to stay somewhat healthy.

Sr. Regional Vice President, Chris Godfrey nabbed top prize (a bag of candy) with his biker dude costume, Operations Support Assistant, Tami Morrow impressed

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the team with her scarecrow costume earning herself second prize (a bag of laffy taffy) and securing third prize was Chief Financial Officer, Suzanne Erhart with her 50's girl get up. Suzanne received a bottle of witches brew wine.

An honorable mention had to be given to President and CEO/Co-Founder, Don Schappacher for his impressive pirate garb.

Enjoy the photos of our team getting into the Halloween spirit!





**Amanda Chavez**

**Employee of the Month**

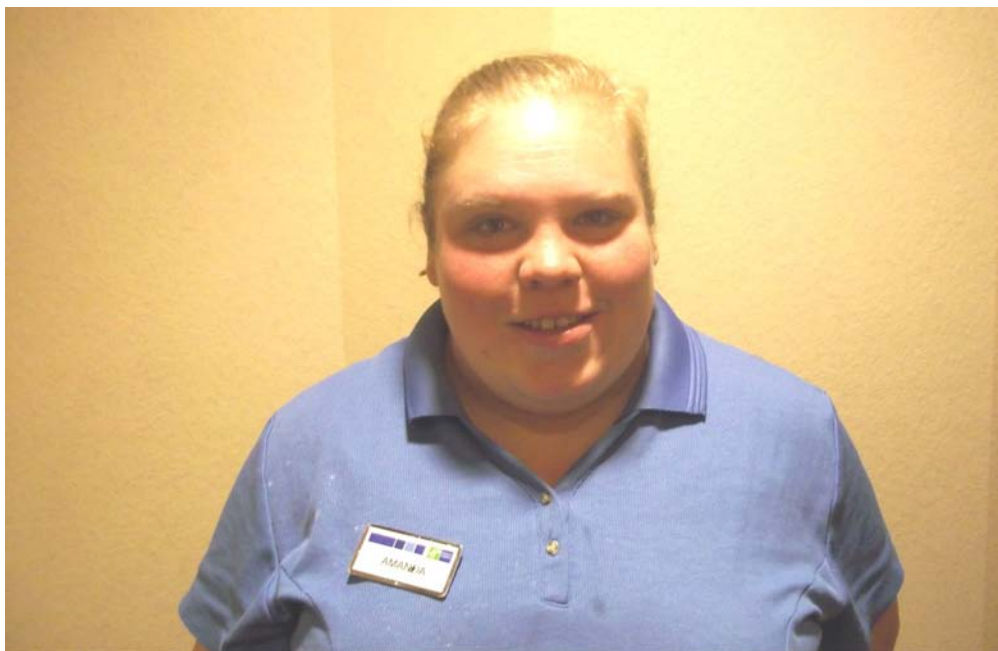
**October 2015**

This letter is to recognize Amanda Chavez (HK/Laundry/Breakfast/Lifeguard) as our October 2015 Employee of the Month. Amanda is recognized due to her constant efforts at the hotel, helping out when we need it most, helping out in laundry when we are short staffed, helping out with the breakfast shift when we needed it, helping out as a lifeguard when we need it, essentially being a jack of all trades, and for being an outstanding member of our team. Amanda has done an outstanding overall job! Amanda is an outstanding example of a team player and has always gone above and beyond to help support and exceed standards at the hotel. The Staff & Management recognizes you for your outstanding efforts and thanks you tremendously.

Note: There will be a plaque with Amanda's picture posted in the Hotel's lobby. A \$75.00 bonus is also given in recognition of her outstanding efforts. Additionally, she is now eligible for 2015 Employee of the Year.

Again; thanks for your superior effort!

Management and Staff – Holiday Inn Express - Wisconsin Dells, WI





# Property Hosts Junior Hockey Team



The Holiday Inn Express & Suites Acme-Traverse City is the exclusive preferred hotel partner with the Traverse City Hounds, Junior Hockey team for the 2015-2016 season.

They have had all visiting teams stay with them so far which the property has greatly enjoyed.

This partnership has allowed the hotels logo to be featured on the TC Hounds webpage <http://www.tchounds.com.prod.sportngin.com/page/show/1904133-home> with a link to the hotels website. The property is also featured in the teams printed schedules and they have a dasher board ad in the ice rink which you can see in the photo.

Sounds like a great partnership!



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