

American Hospitality Management, Inc.



2 Team makes traditional Pakistan dish with guest

3 General Manager of the Year

5 Journey to Full Circle



Spicing up Breakfast

The Staybridge Suites Kalamazoo team learns how to make a traditional Pakistan dish

Staybridge Suites Kalamazoo team member Lyndia, pictured left is learning how to make a traditional dish with a special guest from Pakistan traveling with Colleagues International.

Lyndia researched a typical breakfast prior to the guests first morning and had the potato casserole ready for their first breakfast at the hotel.

Needless to say with amazing team members such as Lyndia guests feel the warmth and love the Staybridge Kalamazoo has to offer.





General Manager of the Year

Congratulations Moji Collins

Congratulations to Fairfield Inn & Suites Cincinnati Uptown/ University Area General Manager, Moji Collins on receiving the Greater Cincinnati Select, Economy, Limited Service 2022 General Manager of the Year Award on behalf of the Ohio Hotel & Lodging Association & Greater Cincinnati Lodging Council.

Moji received this honor at the Cincinnati Stars of the Industry Awards which took place at the Renaissance Cincinnati Downtown on September 13, 2022. The General Manager of the year is ultimately chosen based on the impact that person has had on business, employees, and guests.

Local awards in several other regions in the state of Ohio took place in the month of August & September. On November 21st, at the Ohio Stars of the Industry Awards one local recipient from the General Manager of the Year awards (Greater Cincinnati, Greater Cleveland, Greater Columbus, & Greater Dayton) will be named General Manager of the Year for the entire state of Ohio. The statewide winner will then go on for national recognition.

“It’s truly an honor, but wouldn’t be possible without my team who challenge me to be the best version of myself. I pour out all my energy to my team to create and foster an awesome place to work and even a better place to grow professionally. As a General Manager, you do so many things that go unnoticed, or you think that they do, so hearing and reading the nomination lets me know that nothing gets past Chris Norman and I truly appreciate his ongoing acknowledgements about my efforts and my team’s accomplishments.”

Moji Collins
 General Manager
 Fairfield Inn & Suites Cincinnati Uptown/University Area





Team Impresses Guest

A guest acknowledges the efforts of the Courtyard by Marriott East Lansing Okemos team

On November 3rd we stayed at your hotel. We arrived late and were greeted by a delightful and intelligent young lady (sorry can't remember her name). She correctly answered all of our questions and gave us recommendations of restaurants. Seems simple but you would be surprised.

The next day we realized I left my MiFi in the room. I called the hotel front desk, spoke to (Michael??) and explained my mistake. He put me on hold then confirmed they had it and walked me through how to complete the UPS form on line and email it to him. The package arrived on Monday am. He couldn't have been more patient or helpful.

I have been staying at Marriott's for over 30 years and have never written such a note. These are two strong examples of great customer service. This doesn't happen by accident and is indicative of good leadership. Congrats to you and your team!

Journey to Full Circle

As many of you know AHM was the proud recipient of the 2022 Marriott Partnership Circle award.

The Partnership Circle award, Marriott's top accolade, recognizes companies with Marriott portfolios of 10 or more hotels.

We could not have done this without our amazing team! So we thought it would be fun for the award to travel around to all of our Marriott properties over the next year spending a month with each one.

The award has made it from the AHM corporate office to four hotels so far and has nine more stops over the next year before it makes it back to the corporate office.

Besides the hotels the award has already made appearances at a brewery, the Michigan State Capital building, and the Michigan State University campus.

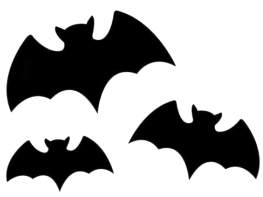
“We as a company, at AHM, are so proud of our Marriott properties. We wanted each hotel and team to be able to celebrate this prestigious award. Having each hotel receive the award for a month at a time, will offer each property a chance to celebrate, with the award in hand. Each hotel is unique and will be able to showcase their passion for excellence in their own way.”

Joy Underwood
General Manager
& Journey to Full Circle
Organizer



The 2022 Marriott Partnership circle award at the AHM corporate office before it got sent off for the year to visit each AHM Marriott property.





Halloween Spirit

The Homewood Suites by Hilton Eastwood celebrated with themed days the week of Halloween



Day 1: The first themed day of Halloween spirit week! Jessica, Brooke, and Mariah all showed off their favorite color while also representing their love of M&M's!

Day 2: Day two of the Halloween festivities: scary/spooky day. They have a ghost, It, Georgie, and a zombie survivor.

Day 3: Day 3 of Halloween spirit week: favorite movie character. Let us introduce you to the cast of Mean Girls! Gretchen Weiners, Regina George's "cool" mom, Regina George, and Damian.

Day 4: Disney Day! Meet the Sanderson sisters - Sarah, Winifred, & Mary!



Spooky Celebration

The Staybridge Suites Kalamazoo team dressed up and had some Halloween fun



Guest Reviews

Holiday Inn Express New Buffalo...

From the moment I walked in the front door to the moment I left, the front desk staff made me feel like an important guest. I was taking this little trip to lift my spirits, and these ladies made me feel more special than I've felt in a long time. Thank you!

Staybridge Suites Kalamazoo...

Right away I felt at home. The front desk made sure my introduction to the property was simple and welcoming. No unnecessary formalities and within minutes I was in my room. I loved getting to know people in the common area, and I looked forward to the hearty breakfast each morning. The courtyard had a couple BBQ areas and a big fire pit to sit around and talk with friends. The rooms were clean and the staff were eager to help make your stay comfortable. I stayed a week and enjoyed every minute of my time at Staybridge. I'll be back!

Staybridge Suites Carmel...

Over the last 2 weeks here at the Staybridge has been nothing but wonderful to say the least. The staff from the front desk to housekeeping are always friendly & wearing a smile on their face. I wake up in the mornings looking forward to the yummy breakfast downstairs, then ending the day with your wonderful social hour you host for us Monday through Wednesday. I am checking out Friday (9-23) but planning on returning this Sunday or Monday if they get the reservations made again since I still do not have my company card. So, with that said I wish you a wonderful Friday & hope you have a great weekend, hope to see you Monday evening!

Courtyard by Marriott Petoskey at Victories Square...

I actually don't want to give this place a high review because I don't want it to become so popular that I can't get a reservation here in the future. But to be honest, it's probably the best hotel in all of Michigan, not just the Northern part. It's one of those you hate to leave. Best points: great pool and outdoor areas, views and all-day coffee.

Holiday Inn Express New Buffalo...

Friendly staff at this hotel. Sara one of the managers made our stay beyond great at both check in and check out. She is a great asset to this hotel to have, she does well at her job, has a great personality and cares about the guests. The rooms are very clean. The pool area is well cared for. Breakfast is excellent. Overall it's obvious the management cares about this property it shows in the cleanliness for sure which is a big deal these days and the caring staff.



Making Guests Feel Welcome

A review the Hampton Inn & Suites Riverton team received for their exceptional hospitality

I travel a lot and not just in Wyoming, nationally including both coasts. Your staff did a great job of making me, and everyone else I ran into last Friday and Saturday at the hotel, feel (and I don't use that word to describe anything often) welcomed and wanted. Their hospitality was heart-warming and reminded me of what the Wyoming experience used to always be when I grew up here in the 70's and 80's. And it extended across your staff.

I especially enjoyed talking with and listening to the lady, I wish I could remember her name, who was working the breakfast bar. She made people smile, listened to them intently when they spoke about where they were from or what they had experienced on their trip, and went beyond what I've seen most employees nationwide do in providing service in a customer-oriented way.. All with a cheerful attitude even when one old guy seemed to be in a sour mood on Saturday morning.

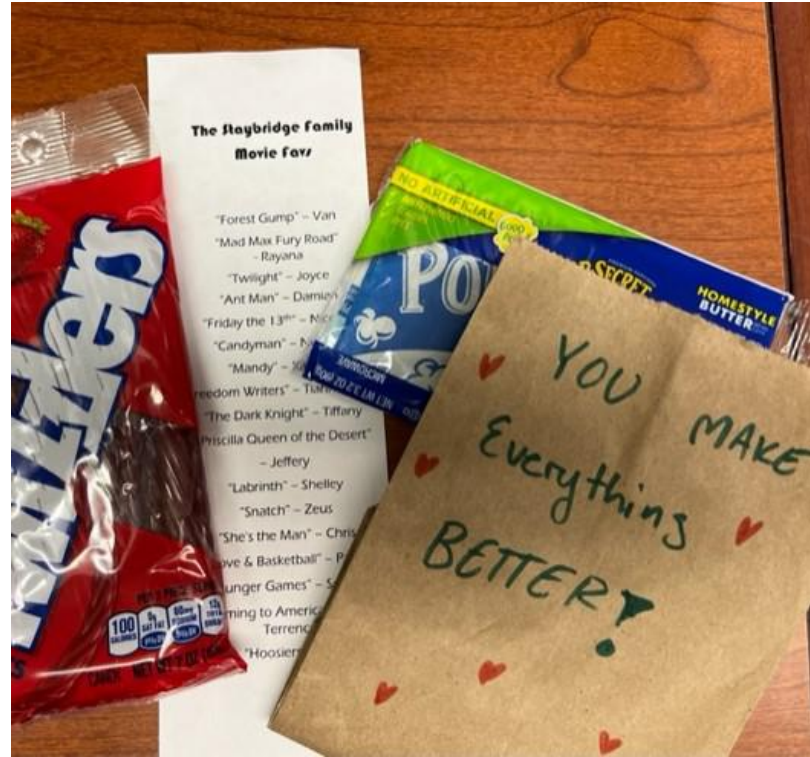
As a retired USAF Lt Col, I know that it takes solid leadership to have a team that works together to handle a mission so seamlessly as people are individuals at heart. Great job on your leadership's part as well.



In The News



The Hampton Inn & Suites Riverton team celebrated General Manager Ryan Preston for boss's day in October.



To thank IHG members and show they appreciate their business the Staybridge Suites Kalamazoo team put together goodie bags. The goodie bag: Fun list of staff movie favorites, a positive message, popcorn and candy.



Holiday Inn Express New Buffalo Assistant General Manager Sara Criswell got in the Halloween spirit.



The Staybridge Suites Kalamazoo team had a great time participating in crazy sock and hair day for Celebrate Service Week.

Exceptional Guest Love Scores

A letter from IHG to the Staybridge Suites Kalamazoo team for being a top-performing hotel

IHG HOTELS & RESORTS

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GM: Joy Donaldson
Staybridge Suites Kalamazoo
2001 Seneca Lane
Kalamazoo, MI 49008

RE: Well-Done Kalamazoo (AZOSB)

Dear David and Joy:

Congratulations on achieving exceptional Guest Love scores this summer. In June, July, and August, Staybridge Suites Kalamazoo achieved a Guest Love score in the Superior or Elite category, making your hotel a top-performing property in the Americas. This achievement reflects your commitment to providing True Hospitality for Good.

We recognize this is no easy feat, especially in today's challenging operating climate. Despite the busy summer months as travel demand surged and guest expectations continued to evolve, your hotel provided a high-quality hotel product and service experience. This achievement is a testament to your extraordinary on-property leadership, your outstanding team, and your commitment to exceptional service. We know how hard you and your hotel team are working to deliver the guest experience travelers have come to expect at IHG hotels.

On behalf of IHG and the Americas Regional Leadership Team, thank you for everything you do to build guest trust and confidence in our brands and make IHG hotels a destination of choice for travelers. We sincerely appreciate your dedication to delivering on the brand promise and great guest experiences. Please keep up the good work and share our gratitude with your team.

Sincerely,



Jay Caiafa
Chief Operating Officer, Americas



Hotel Celebrates Big Anniversaries

The Holiday Inn Express New Buffalo celebrates two long-term team members



Silvia Caiceros celebrated her 15 year anniversary with the Holiday Inn Express New Buffalo on October 20th of this year. Silvia is a dedicated and hardworking housekeeper.

“We basically started here together. I have a huge amount of respect for Silvia. She will always go above and beyond to ensure this hotel is at its best. I am so very grateful to have her on our team, and call her my friend,” said GM Melody Horn.

Thank you for all you do Silvia!



Sara Criswell recently celebrated her 11 year Anniversary with AHM and the Holiday Inn Express New Buffalo.

“Over the years Sara has been a dedicated employee to this hotel, to me and AHM. I am very proud of her abilities as my AGM. I also appreciate everything she does to help this hotel succeed. I want to congratulate her on her Anniversary and wish her many more years with AHM. Thank you Sara for all your hard work and love for this hotel,” said GM Melody Horn.

Congratulations on 11 years Sara!

Guest Shares Praise for Team

A Staybridge Suites Carmel guest sent this letter to IHG Americas CEO

Executive Office

Received letter from Ellie Maalouf CEO, Americas

Handling on his behalf

Mr. Elie Maalouf

Chief Executive Officer, Americas

InterContinental Hotels Group

3 Ravinia Dr. Ste100

Atlanta, GA 30346

Re: Staybridge Suites, Carmel, Indiana

Dear Mr. Maaloug:

My wife and I stayed at Staybridge Suites for eleven nights earlier this month. I completed the online survey that follows each visit at an IHG hotel. Although I gave the highest marks in almost every category, the staff in Carmel deserve more than boxes marked on a digital survey.

I regret that I cannot provide names for all staff members. But that is probably best, since the staff were uniformly friendly and helpful. From the beginning of our stay, we were welcomed. In spite of the much-publicized effects of the pandemic (staff shortages, delivery delays, ect) we never heard an excuse. To be sure, we had only minor special requests (an extra garbage bag, a fresh towel, a refill for the soap dispenser) But the attentive response to each is a mark of the highest standards of hospitality and of attention to detail.

The reception several nights of the week offered a singular example of welcome. The staff member who served as hostess went out of her way to learn the names of guests and to go out of her way to make everyone feel at home. For those of us with minor medical conditions, she showed additional concern through her regular check up questions more like a member of an extended family than a commercial enterprise.

Our one request that might have been consequential encountered the same response of service: The medical condition that led us to the hotel required several changes in the date for our departure. (we made at least three requests for an extension) Each time, the staff member at the front desk responded with aplomb, reassuring us while being careful to check the hotel's records.

Finally, a note of praise for keeping up with basic maintenance. Unlike other hotels we have encountered recently (outside the IHG brands) there was no sigh of failure to repair.

Please pass along our thanks to all members of the ownership and staff at the Staybridge Suites in Carmel, Indiana.

Thanks,
Walter



Show of Appreciation

A guest went above and beyond to thank the Staybridge Suites Kalamazoo team for making the hotel feel like home during their stay. A thoughtful note and a cake for the staff to enjoy.

Great job to this team and their top-notch hospitality!



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