



**COURTYARD**  
by Marriott

***Courtyard by Marriott  
Mason Ohio is Now Open***

*More on page 11-13*

**American Hospitality Management, Inc.**  
**Winter, 2020**



# AHM Teams Up with the Salvation Army

American Hospitality Management, Inc. (AHM) once again was an official sponsor for the Coats for Kids/Toys for Tots program through the Salvation Army.



Throughout the year AHM has a Jean Fund; anytime a team member wears jeans into the office they pay \$1.00. At the end of the year that money is used to buy items to donate to the program. Tami Morrow, AHM's resident deal finder started shopping early and found several great items.

The team also had a box on the 2<sup>nd</sup> floor by the conference room for anyone outside of AHM that wanted to use the business as a drop off location.

*Roman and Bill loading their truck full of donations from AHM*

Roman and Bill from the Salvation Army picked up all the donation items on Monday, December 16, 2019.



“Thank you! This is an awesome way to help MANY families and their children during the Christmas season,” said AHM’s, Peg Stump.



# NOW OPEN

The Courtyard by Marriott Petoskey at Victories Square



The Courtyard by Marriott Petoskey at Victories Square officially opened November 25, 2019.

## Key Amenities

- Free high-speed internet
- Fitness center
- Pool
- Meeting event space

## Highlights

- New lobby experience offering engaging technology and inviting, flexible spaces to work and relax
- The Bistro offers healthy choices, a variety of breakfast and dinner options, an evening bar, and specialty beverages made with Starbucks® coffee
- Sign in to your Netflix and other streaming services on your in-room TV



Courtyard by Marriott Petoskey at Victories Square

1866 Bear Place  
Petoskey, MI 49770  
231-439-3333

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

# Where Are They Now

We catch up with former AHM Regional Vice President Eric Vert

## Why Hospitality?

Hospitality was something I really grew into or for lack of a better word, walked into. I had just re-located my infant daughter and wife back to my home town of Traverse City. I had spent the Summer working for the



local Pepsi-Cola distributor and found out just before Labor Day weekend that my position was ending at the weekend. I need a job to pay the bills, so I went to the Holiday Inn of Traverse City, current day West Bay Beach Resort a Delamar Property, and filled out an application. My Aunt Emily was the Executive Housekeeper at that property and I felt that I had an 'in'. At the time that Holiday Inn was difficult to be hired into as the staff there did have a lot of longevity to it. I received a call from a gentleman named Ron Robinson, who would later open the Holiday Inn Express Acme / Traverse City for Don and Fred, for an interview. The interview was for a bell staff position. It was a low wage but included tips. When Ron later contacted me for a follow up, I declined his offer. I mentioned that I couldn't feed my family with tips, so I needed something more stable. Ron then offered me a position at the Front Desk at a better hourly rate. I

accepted the offer and thought to myself 'I'll take this for now until I find something better'.

## Work Experience

Well I spent the next 13 years of my life working at that Holiday Inn. I worked 3 years in Night Audit. Transferred to Food and Beverage to become Purchaser for the hotel. Then Kitchen Manager. When the owner of the hotel sold to a company, in order to keep me in a better role for my skills, I accepted the position as Guest Service Manager that had recently been vacated by Ron Robinson. I spent a few years in that position. I did leave hospitality for 18 months to work for a local MICROS point of sale dealer, called Infinity POS. I learned hardware repair, computer networking, software support, and traveled the state a bit. After my brief sabbatical from hospitality I returned to the Holiday Inn of Traverse City as the Director of Operations. As the Director of Operations, I oversaw Food and Beverage, Front Desk, and Housekeeping. When the General Manager for the Holiday Inn left I was appointed interim General Manager, a position I held for 6 months. I spent the next year training and assisting the General Manager for the Holiday Inn. One evening I received a phone call from Chris Godfrey asking if I would know of anyone that might be interested in running a Holiday Inn Express. I jumped at the opportunity. I spent that Summer, learning by experience, the large differences between a full-service Holiday Inn and a select service Holiday Inn Express.

*Continued on next page...*

I spent 3 years leading the team at the Holiday Inn Express Acme / Traverse City. We climbed the property rankings to 187 in the America's region. After 3 years AHM had an opening for a Regional Management position. I interviewed with Don, Fred, and Chris, regarding what the position would entail and the 'road warrior' life. I was brought on to assist AHM with maintaining our growing portfolio of bank distressed properties, which had grown after the economic downturn in 2008. For about 4 years I supported hotels around the circle Michigan area. I crossed paths with Adam Miller at the AmericInn at Sagatuck / Douglas when he re-opened the hotel. I also had a hotel in Peru Illinois, a few in Appleton Wisconsin, as well as some of the regular portfolio in Traverse City and New Buffalo. I also seconded as the unofficial 'IT guy' for AHM, helping to build a new network at the home office as they expanded. In December of 2012 AHM obtained the management contract for the Holiday Inn of Big Rapids. In the Spring of 2013 I decided that I needed to take a step back into daily hotel operations. I applied for the General Manager position at the Holiday Inn of Big Rapids. I was brought on-board the Tuesday after Memorial Day. The new ownership and AHM worked together to update the property over the next 2 years, which included a full renovation of all existing guestrooms and a complete overhaul of the on-site restaurant. I had the pleasure of leading the team and building a service culture at the Holiday Inn of Big Rapids for the next 4 years.

## **Career Highlight and Role at IHG**

In the Spring of 2017, I applied for a posting online from IHG for the position of Hotel Standards Specialist in Michigan. There were a number of interviews that I had to take part in. In July 2017 I was offered the position from IHG and accepted. I began my career with IHG on July 11<sup>th</sup>, 2017. The training for my position took 8 weeks and included travel to Colorado, New Mexico, Nebraska, and Illinois. After my training was completed, I was observed by my Regional Manager for my sign off week. My position as Hotel Standards Specialist is to visit IHG properties in the state of Michigan and measure standards as are deemed crucial by the different brands. At current date I have 125 hotels that are in my portfolio. My region extends from Marquette in the Upper Peninsula down to New Buffalo and in to two cities in Indiana as well. My role is important to give hotels the opportunity to be measured against the brands standards and also from a guest perspective. All of my visits are conducted during the week. The IHG brands that I measure currently are Holiday Inn, Holiday Inn Express, Crowne Plaza, Candlewood, Staybridge, Hotel Indigo, Holiday Inn Resort, Even, and eventually Avid.

I currently reside in Big Rapids with Jo Ellen Vert and our two fur babies Mila, a malshi and Charlie, an orange tabby cat. I bought a house in the area the day before Thanksgiving November 2018. It is a beautiful area located on an acre of land. Our neighbors are Black Angus beef cattle, Deer, Coyotes, and Pheasants. It also allows us the opportunity to fish in the neighboring lakes for bass, perch, and walleye. Hunt and host Summer parties with our friends.



# Relief When We Really Needed It

A review the Tru By Hilton Cleveland Midtown received



My wife and I traveled to Cleveland from Tuscaloosa, Alabama for a relatively challenging surgical procedure at Cleveland clinic. I selected this hotel because of its location relative to the hospital and the ability to use points for most of our planned stay. I have stayed in similar hotels and many hotels around the world with very high ratings. I can honestly say that I have never ever had better service and care than what we've received in our current stay at TRU.

Without deviation, and no matter who we encountered, the encounter(s) have exceeded every expectation. Simply stated, this is the best service I've EVER received during a stay away from home - and that's saying something. Take a few minutes and check out some of my previous posts and you'll see why.

If I were ever to return to Cleveland for any reason, and was given my choice of hotels for free, without blinking, I'd stay here.

They simply do the little things right and anticipate your needs - all the while, making sure they're professional, accommodating and friendly. I can't give you one name to highlight because everyone was exceptional.



# Bittersweet Retirement!



American Hospitality Management Auditor, Lo-Ann Bur's last day was January 31, 2020. Lo-Ann started with AHM in January 2013 and to say she will be missed is an understatement.

To celebrate her retirement AHM held a luncheon at Mulligans, a local restaurant in Cheboygan where the team came together to celebrate her time with the company and her future plans. While we'll be missing her we're sure she will be enjoying her retirement with her husband Tim, who also recently retired.

The two are looking forward to traveling more, spending winters in Arizona, spending time with family and not having to drive to work on snow covered slippery roads. Lo-Ann would even love to visit all the AHM hotels at some point. Even though she is looking forward to retirement she is going to miss the team she has been a part of for the last seven years.

"What a great learning experience. Sure going to miss seeing my coworkers every day, and will definitely not let the friendships fade away! I have been treated very well at AHM and enjoyed getting to know everyone in the corporate office, as well as at the hotels. Great group of people!!!!" said Lo-Ann.

"What I may not miss as much is sending out chargebacks and asking for contracts and backup for Accounts Payable. LOL," said Lo-Ann.

Congratulations on your retirement Lo-Ann! We wish you all the best!





# Happy Holidays from AHM

American Hospitality Management, Inc. (AHM) took a few opportunities to celebrate the Christmas holiday season.



Each year AHM throws a holiday party to wrap up the year and celebrate the holiday before everyone takes a couple days to spend with their families. Supervisor of Human Resources and Payroll, Peg Stump deserves all the credit for planning the AHM Christmas party. No detail was overlooked. The party was held in Cheboygan, MI at Pier M33. There was a buffet style dinner provided by the restaurant, gift exchange and a lot of fun and laughs.

On December 20 the team also had a Christmas exchange and potluck during lunch in the corporate office. Each staff member brought in a food item and a holiday themed gift with a \$10.00 limit.

We hope everyone enjoyed their holiday!



# Pictures from AHM's Potluck





Pictured from left to right: Lindsay McNitt, Tami Morrow and Peg Stump.



Tami Morrow loading all the food in her vehicle to take to the St. Thomas Food Pantry.

# St. Thomas Food Pantry Donation

The St. Thomas Food Pantry in Cheboygan, Michigan serves over 100 families every Monday by supplying them with food supplements received from the Food Bank of Eastern Michigan in Flint, local donations and grants.

American Hospitality Management, Inc. (AHM) donates to the food pantry each year during the holidays. The credit all goes to Operations Support Assistant, Tami Morrow who this would not happen without. During the year Tami keeps track of the funds, contacts the food pantry prior to shopping to inquire what they are in need of, she shops and then delivers the food items. This year Lindsay helped Tami shop and Tami, Lindsay and Peg loaded and delivered the donation to the St. Thomas Food Pantry.

Pictured to the right is the Thank You letter AHM received from the St. Thomas Food Pantry.

*Dear Tami & Associates,*  
*Thank you so much for your very generous donation last Monday. The food you donated totaled 406 lbs! Awesome!*  
*The Food Pantry relies on support like yours to be able to provide our clients with healthy, nutritious food choices. We are grateful for your loyalty to this ministry.*  
*Best wishes for a happy holiday season and a fulfilling new year.*  
*Sincerely,*  
*Barbara Spurl*  
*Pantry Volunteer*

# COURTYARD<sup>®</sup>

## BY MARRIOTT

### PRESS RELEASE

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### **COURTYARD BY MARRIOTT HOTEL OPENS IN MASON, OHIO**

Innovative Design and Flexible Space Tailors to the Needs of Today's Travelers

Mason, OH – December 11, 2019 – Courtyard by Marriott Cincinnati Mason opened its doors in Mason, Ohio today. Featuring an innovative lobby space as well as Courtyard's latest contemporary room design, the new hotel provides flexibility and choices that allow guests to optimize and elevate their travel experience.

Located at 4753 Socialville Foster Road, the 97-room hotel will operate as a Marriott franchise, owned by Mason Hotel Associates, LLC and managed by [American Hospitality Management](#) of Cheboygan, Michigan. Whether traveling for business or pleasure, the Courtyard by Marriott Cincinnati Mason offers guests convenient access to Kings Island Amusement Park, Deerfield Towne Center, P&G Mason Business Center and Manor House Event Center.

Courtyard continues to innovate the guest experience to meet the changing needs of its guests. The latest room design offers hybrid zones for working, sleeping, relaxing and getting ready. Indirect lighting and a neutral, tone-on-tone color palette provides an elevated and modernized look and feel during the full guest experience from booking to stay.

"From day one, Courtyard has prided itself as a brand that listens to business travelers," said Janis Milham, Senior Vice President and Global Brand Leader, Classic Select Brands. "Today's technology has changed how people travel. Our guests want a room that has purpose and flexibility that enables a seamless transition between relaxing and working. Courtyard is designed to offer them a relaxing and functional space to work the way they want to, when they want to."

The new room design is intuitive and thoughtful, offering flexible yet comfortable spaces that enable technology. Upon arrival, guests can store bags on the "Luggage Drop" and plug personal devices into the "Tech Drop" ledge for seamless technology integration. Signature furniture and architectural elements replace traditional art in the new guestroom. The "LoungeAround" sofa offers a pop of color and a comfortable area for relaxing or for working. The new design also features a light desk on wheels, allowing guests to work from anywhere in the room.

An upgraded, more spacious layout creates an enhanced bathroom experience. A "Shower Nook," housing shampoos and towels, makes amenities accessible without having to leave the shower.

The Courtyard by Marriott Cincinnati Mason features the brand's latest lobby design, where guests can enjoy an open and modern environment outside of their rooms. As an extension to Courtyard's inviting public spaces, the newly designed Bistro is the epicenter of the lobby, which fosters social connections and collaboration with more flexible and informal seating options. As an ideal casual dining destination, the new Bistro offers guests a wide variety of fresh Classic American menu items with a contemporary twist. In the evening, the Bistro Bar also features an array of cocktails, beer and wine for guests to enjoy at the end of the day. The entire menu was carefully designed to offer a variety of flavorful, fresh items to satisfy every palate from morning to night.

Throughout the hotel, guests can connect with ample electrical outlets. The business library features a television, tables, chairs and lounge seating, as well as frosted sliding barn-doors for that impromptu gathering.

The four-story hotel features floor-to-ceiling windows throughout the hotel allowing an abundance of natural-light in, other amenities include a well-equipped fitness center, an outdoor fire pit and guest laundry and offers 497 square feet of meeting space to accommodate functions of up to 32 people.

#### **About Courtyard by Marriott**

Courtyard is the hotel brand of choice for ambitious and enterprising guests who see business travel as a driver of personal fulfillment and professional growth. Courtyard provides opportunities for guests to pursue both their personal and professional passions on the road. With more than 1,200 locations in over 54 countries and territories, Courtyard is proud to participate in Marriott Bonvoy, the new name of Marriott's travel program replacing Marriott Rewards<sup>®</sup>, The Ritz-Carlton Rewards<sup>®</sup>, and Starwood Preferred Guest<sup>®</sup> (SPG). The program offers members an extraordinary portfolio of global brands, experiences on Marriott Bonvoy Moments and unparalleled benefits including earning points toward free hotel stays and nights toward Elite status recognition. To enroll for free or for more information about the program, visit [MarriottBonvoy.com](http://MarriottBonvoy.com). For more information or reservations, visit [courtyard.marriott.com](http://courtyard.marriott.com), become a fan on [Facebook](#) or follow [@CourtyardHotels](#) on [Twitter](#) and [Instagram](#).

# Now Open

The Courtyard by Marriott Mason Ohio



The hotel opened on December 11, 2019.

Newly constructed hotel focused on an elevated guest experience offering a blend between smart moments and casual relaxation. With inviting public spaces for relaxation and rejuvenation, including a fire pit, Bistro, and fitness center. Our business Library, free WiFi, spacious guestrooms with movable ergonomic desk/chair, Marriott Bonvoy loyalty program, and a meeting room with plenty of natural lighting all exemplify that our passion is to help you follow yours. When our guests succeed, we succeed. We look forward to welcoming you to Mason, Ohio! The Courtyard Cincinnati Northeast is Fueled by Passion and we hope to connect with you soon.

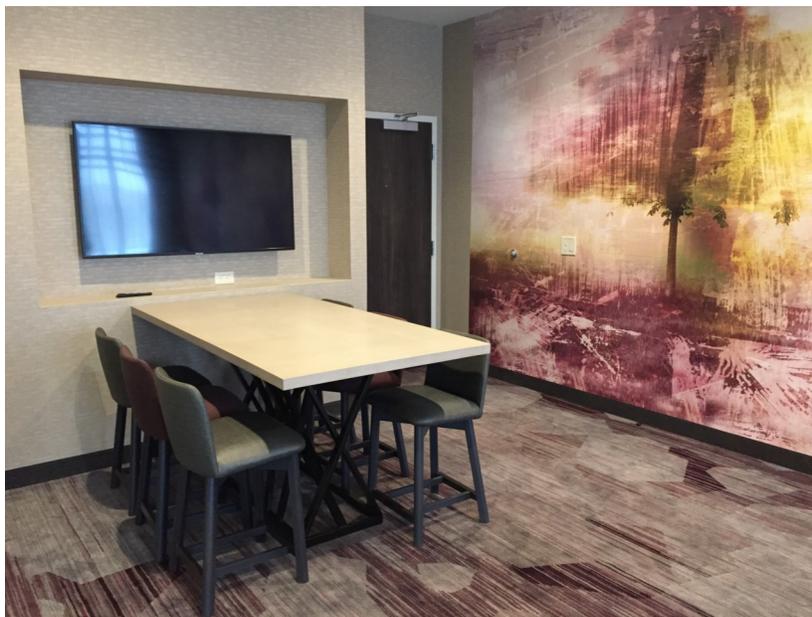
## Key Amenities

- Free high-speed internet
- Fitness Center
- Meeting event space

**Courtyard by Marriott**  
4753 Socialville Foster Road  
Mason, Ohio 45040  
513-770-0071



# Courtyard by Marriott Mason



# In The News



The **Staybridge Suites Kalamazoo** food drive was a success. The team is proud to give back to their community.



Happy New Year to everyone from **Courtyard Cincinnati Mason**! "We're so excited to be open!!! Thanks to all of you who helped us get here," said GM, Tina Laterza (No worries, non-alcoholic toast).



AHM's **Jodie Borowicz** and **Lindsay McNitt** came into the office twinning from their shirts to their shoes. Great minds think alike!



**Denise Crawford's** grand puppy Minnie made a visit to the AHM Corporate office. We always enjoy having our animal friends stop in.

# WSCWI Reviews

Multiple guests shared reviews on the Holiday Inn Express Wisconsin Dells

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1. This place (and the people that run it) are the real deal! We've been coming to this hotel for several years now and we wouldn't think about going anywhere else. Jesse (manager) is one of the friendliest and most flexible people I've ever met and always goes above and beyond to serve our group. The new renovations are fantastic and the breakfast is more than worthy. You won't regret making your reservation here.
2. We were impressed with the cleanliness not only of the motel itself, but especially our room; it was sparkling clean from front to back. The walk-in shower looked brand new, and the towels were big and soft. Our room looked like it had been recently updated, and the "mid-century modern" style was nicely done, with clean lines throughout. Breakfast was good as well; nice clean presentation, and the food was tasty and the coffee was excellent.
3. I travel quite a bit, and actually on vacation and stopped at this property. The young lady at the desk made my visit outstanding by her enthusiasm and desire to please a client. It is rare that a check in gets my attention, yet her desire to please the client was evident. I did write a local comment at the hotel. I would highly recommend this IHG property to anyone who travels. Keep up the outstanding efforts.
4. This was a typical Holiday Inn Express, a chain that is clean, and reliable. We had a relaxing, and comfortable stay. Our children enjoyed the large pools. We are a large family and had additional relatives (grandparents) with us. The large presidential suite met our needs perfectly and exceeded our expectations (it's huge!).
5. My family loves this hotel. The beds and pillows are so comfortable; I actually looked to see if I could purchase the same brand at home. The rooms are clean and I like that the bedding is all white and it doesn't have old, gross comforters like some hotels do. My kids love the pool area. The little kids play area is so great for my little kids and my older ones like the main pool and hot tub. The water slide is a nice option as well. The other thing they love is the breakfast. The pancake maker is neat and they taste so good. I would not hesitate to recommend this hotel to anyone. We are thinking about coming to the Dells just to stay here again in the near future.
6. From the moment I walked in, I was greeted with a friendly smile which made the atmosphere very welcoming. The rooms were clean and up-to-date. The breakfast in the morning was exceptional and served by some outstanding employees. The Holiday Inn Express is managed with class as evident by everything being so positive. Thanks!





### **Staybridge Suites Carmel...**

I was very impressed with this hotel. The rooms were spotless and the furnishings are updated. The staff was friendly and the breakfast was amazing with a lot of variety! No complaints whatsoever. A very comfortable stay!

### **Homewood Suites Eastwood Lansing...**

I really enjoyed my stay the room was clean and spacious, the staff was very friendly and was quick to respond if I needed anything, and the breakfast was good. I recommend this property especially if you plan on staying a few days.

### **Fairfield Inn & Suites Alexandria...**

Got caught in a snow storm here. The front desk lady thought she would have a easy Sunday night. Wrong. Roads close and she got swamped. She did great. Such a nice easy place to stay. Good rooms. Good place. Sat in the lobby with a bunch of people from all over till 1 am. A day of driving turned into a pretty fun night.

### **Hampton Inn & Suites Riverton...**

We stay at the Hampton to visit family in the area. The rooms are super nice, spacious, and clean. My kids loved the room and wanted to spend most of our time at the hotel. We loved the free breakfast with waffles, eggs, potatoes, pastries, cereal, my kids favorite fruit smoothies and more there was something for everybody and I have some of the most picky eaters around. I didn't have to worry anyone was going hungry. We would recommend the Hampton for a nice get away.

### **Courtyard by Marriott Mason...**

Super stylish new hotel with a mid-century modern flare. The rooms are posh and clean. Nice beds with lots of pillow choices. Tons of plugins to charge your electronics. Huge 55" TV. Large bathrooms with aromatically delightful shampoo, conditioner, and body wash wall mounted in pumps. Very accessible showers. And best of all, Starbucks in the lobby to get your day started. Comfortable for business or personal travel. Friendly and helpful staff. Book it! You won't be disappointed.

### **Residence Inn Lafayette...**

We really enjoyed staying here. The suite was very nice and well appointed. Even though this hotel is really an extended stay type of place, the service was great and they offer free breakfast. The room was clean and the bed was comfortable.

### **Staybridge Suites Lexington...**

Stayed here in December on a trip to Lexington and was blown away. Great price, great room with kitchen, comfy bed, great healthy breakfast options and super clean hotel. Really enjoyed their fitness center and patio fire pit on a cool night. Highly recommend this hotel.

### **Courtyard by Marriott New Albany...**

Great hotel and does what it says on the tin. Stayed for two weeks with work around the corner, this hotel offers a free shuttle service to and from our offices so worked a treat. Breakfast and dinner was great (in particular the garlic/honey chicken wings and sea salt dark chocolate chip cookies which they always warm up) - with the drinks suitably strong—try their old fashioned. Room was nice and clean with the shower hot and powerful. What's not to like.

# Hotels Celebrating the Holidays



The Holiday Inn Express - New Buffalo team is getting in the holiday spirit! Pictured is GM, Melody Horn and AGM, Sara Criswell putting up their hotel tree.



Pictured is the Fairfield Inn and Suites – New Buffalo GM, Denise Sutherland and AGM, Paige LaGrow posing with the hotel Christmas tree they just set up!



The Homewood Suites by Hilton—Lansing Eastwood team made gingerbread houses over the holiday season. Looking great team!

# Booking.com Awards

**Booking.com**

Traveller Review Awards 2020

**8.8**

out of 10

Holiday Inn Express Wisconsin Dells

**WSCWI**

The Holiday Inn Express Wisconsin Dells won an award with booking.com and received an 8.8 out of 10 with guest satisfaction. Congratulations to the WSCWI team!



**Booking.com**

Traveller Review Awards 2020

**9.2**

out of 10

Hampton Inn & Suites Riverton

**RIWWY**

The Hampton Inn & Suites Riverton team received the booking.com award with a 9.2 out of 10. Congratulations to the team! Great job.





# High Heartbeat Survey Score

The Staybridge Suites Kalamazoo team recently celebrated their housekeeping team by stepping away from the hotel and heading to *Revel and Roll* for some arcade games, pizza and bowling. They were celebrating the housekeeping score, from the guest Heartbeat surveys, of over 93% for October.

“We are very proud of Shelley, our head housekeeper, and her amazing team for all of their hard work and focus. Their scores continue to soar and it shows in our guest reviews and surveys,” said GM Joy Underwood.



# Welcome to the Team



**Timothy Owens**  
**General Manager**  
**Tru by Hilton Cleveland**

Timothy Owens serves as the General Manager of the Tru By Hilton Hotel, Cleveland Ohio, the Group's newest edition property in Cleveland Ohio Mid-Town. Timothy Owens is a dedicated hotel general manager with more than 15 years of experience providing clients with the highest degree of hospitality and customer service by ensuring that facilities meet and exceed expectations. Strong leader possessing outstanding work ethic and integrity. Manages by leading and showing staff the rewards of pushing past their own expectations to provide the best work possible.

Prior to joining American Hospitality Management, Mr. Owens served as a Food & Beverage Director at the Embassy Suite where he Managed a \$5.5M food and beverage division with a dining room, snack bar, bar/lounge, room service, meeting space, and catering services. Tim was a General Manager at the Holiday Inn where he managed a 149-room property with \$8.5 million in annual revenue, manage all aspects of the hotel environment through a team of assistant managers and service members. Tim also was an Asst. General Manager/Food and Beverage Director at the Crowne Plaza where he was responsible for positively representing and promoting the property. Became a hands-on leader in the housekeeping, Front desk, and Foodservice departments. Demonstrate the highest level of personalized service to guests. Embrace and ensure achievement of the property vision through well-thought-out strategies and actions and by engaging all associates.

Attitude is everything in the Hospitality industry Tim believes.

"It is easy to train someone to do a job, but it's very hard to train someone with poor attitude to be highly motivated."

Hotel business revolves around teamwork, the work attitude of individual staff is important not just for their own well-being, but also for that of their workmates. "While a positive team member is productive, he/she can also motivate other"

Tim joined the hotel industry in 1997 on Christmas day, as a Dishwasher at Harley Hotels in Cleveland, Ohio. Advancing his career, he continued his education through hospitality management programs throughout the region of Cleveland, Ohio. His expertise also comes from attending trainings and seminars all over the globe. When he is not working, the action-loving general manager enjoys traveling, spending time with his family, following sports and playing basketball.



by HILTON™

# Welcome to the Team



**Mitch Montgomery**  
**General Manager**  
**Holiday Inn Big Rapids**

October, 2019 Mitch began his position of General Manager at the Holiday Inn Banquet & Event Center in Big Rapids, MI.

Mitch grew up in Big Rapids, graduating from Ferris State University in 1990 with a BS in Marketing. For the next 30 years he moved to Atlanta, GA(7), San Diego, CA (4), Anchorage, AK(14), & Mackinaw City, MI (4). Alaska is where he got his taste for the Hospitality Industry, becoming the Regional Sales Manager for 3 Holiday Inn Express' (Anchorage, Fairbanks & Seward), the last 5 years were spent with the Dimond Center Hotel. Yes,

Dimond is spelled that way in Anchorage, after a famous Explorer, Jim Dimond.

He always wanted to move back home. In 2015 he accepted the GM position at the Holiday Inn Express in Mackinaw City, MI before moving back to Big Rapids, where he has his Father and two younger brothers in town.

Mitch always believed it's a small world...once you open your mouth and say "HI" i.e. While in Anchorage, AK...talking with guests in the hotel lobby, Mitch recognized a GVSU hat. Then gentleman asked, "How'd you know that?" I went to Ferris State...and then a woman across the lobby, stood up and said "We're from Cadillac"...small world.



**Holiday Inn**

# Welcome to the Team



**Logan Cell**  
**General Manager**  
**Courtyard by Marriott Petoskey at Victories Square**

In January 2019, Logan Cell began his position as the General Manager of the Courtyard by Marriott Petoskey at Victories Square – Petoskey, MI.

Logan has a Bachelors degree in Hospitality and Tourism and 15 years of experience in the hotel industry. Most of his career has been spent on the full-service side of hotels working at The Venetian Hotel and Casino, The Palms Hotel and Casino, Grand Hotel, Boyne Mountain, Boyne Highlands, and the Autograph Inn at Bay Harbor. The Courtyard by Marriott Petoskey is his first time working for a select service brand as well as a first time GM.

His hobbies include golf, gardening, boating and most outdoor activities. Logan would like to take this opportunity to say thank you for the opportunity to grow professionally and personally.

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



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