



LEGACY INSIDER

SEPTEMBER 2016, VOL. 2, ISSUE 4

- Spotlight: Habitat for Humanity
- At Home Meals
- Awards, Recognition and Celebration
- Service Stories
- Blueprint Spotlight
- Legacy Welcomes
- Workstyle Corner
- Community Projects and Outreach



A FOUNDATION OF EXCELLENCE

A LETTER FROM CEO DAVID MARVIN

As I reflect on the path that has led to our accomplishments as a company, it reinforces my belief that success favors those who strive for excellence.

Our proudest moments have all been built upon our foundation of

excellence. We have done what Deepak Chopra counsels us to do, "Pursue excellence, ignore success. Success is a by-product of excellence."

Success can be a dangerous thing for many organizations, however. Human nature can kick in. It can lull people into becoming complacent and believing that they will never be anything but successful. In fact, Legacy Ventures has no lock on tomorrow's success. We are a fantastic group with formidable resources, but our continued success is entirely dependent upon us striving as a team to be the best in all we do at every level. Success must be continuously earned. "If you are going to achieve excellence in big things, you develop the habit in little matters. Excellence is not an exception, it is a prevailing attitude." Colin Powell

One of my duties as the head of our company is to be on-the-lookout for complacency. I am proud to report that what I predominantly see at Legacy Ventures is our rock-solid culture carrying the day. More success is in our future due to our work ethic, our talents and our commitment to excellence. These enduring qualities have been demonstrated on a daily basis this summer in all corners of our operations. For example, I witnessed excellence putting deals together, excellence in events hosted, excellence in rooms cleaned, excellence in guests welcomed and much more. Our teams have stepped up to handle heavy business volume. We have tackled and worked around complex renovations. We have taken on more than our share of stretch goals. These are the measures of an organization that is on course for sustained success.

I am grateful for your commitment and hard work. Working together in pursuit of excellence, we will continue to accomplish great things.

David



Hotels

- Embassy Suites - Chattanooga
- Embassy Suites - Centennial Park
- Glenn Hotel
- DoubleTree - Atlanta Downtown
- DoubleTree - Atlanta Northlake
- Hilton Garden Inn - Atlanta Downtown

Restaurants, Catering & Event Spaces

- Cinnamon Shore
- City View
- Der Biergarten
- Game-X
- Glenn's Kitchen
- Legacy Catering and Events
- Legacy Test Kitchen
- Max's Coal Oven Pizzeria
- STATS
- SkyLounge at Glenn Hotel
- Twin Smokers BBQ
- Ventanas

 Please follow the **NEW Legacy Ventures Hospitality page on LinkedIn.**

<https://www.linkedin.com/company/legacy-ventures-hospitality>



lvmgmt.com



On July 9, Legacy Ventures participated in a build day on Gaslight Lane for the annual "Home Cooking & Southern Hospitality House" with Atlanta Habitat for Humanity. Each year, members of Atlanta's hospitality industry come together to build a home with an Atlanta Habitat homebuyer family. Between our hotels,

restaurants and corporate office, Team Legacy contributed \$12,000 and over 40 volunteers who completed exterior and interior paint, installed doorknobs, hardware, and other fixtures, performed general cleanup and much more. In the words of our Team Build Leader Alex, "Your group was probably the most skilled group I have ever worked with." Maybe that is why tasks were finished over 2 hours early allowing volunteers to head back to STATS to cool down after a hot day's work.



Distributing Supplies



Safety First learning ladder safety rules



Thanks to Legacy Ventures Chefs for a delicious lunch



Frank Phair accepts plaque from builder

Cooling off at STATS to celebrate the build



Ms. Massey the homebuyer



David Marvin at July 14 dedication



On July 14, members of the Legacy Ventures team joined Atlanta Habitat for Humanity and Church's Chicken team members to officially dedicate the home and present it to Ms. Massey, the homebuyer.

BLUEPRINT SPOTLIGHT
WHAT WE STAND FOR

These are the words of our team members. Through interactive meetings with over 100 people across all assets, team members used these words to reflect the spirit of Legacy.

WHAT WE STAND FOR

LONGEVITY lon-gev-i-ty | lôn'jevädē
Definition: long existence or service



Longevity to me is having the ability, resources and motivation to prosper at something or somewhere for a long time. I know that Legacy Ventures is fully vested in me as a person, active in my growth and development, WANTS me here and wants me to succeed.
MICHAEL WATKINS, REVENUE MANAGER – LVH

In the sales process, I see this as the ability to overcome time and customer objections to reach the ultimate destination of the sale – successfully contracting a customer or event. It takes an average of eight customer interactions to make a sale; most sales people give up after three. Persistence and the ability to conquer the length of this process results in successful sales opportunities.
BRAD BOATNER, VP OF SALES – LVR



I think about maintaining strong relationships with my guests by using the tools and standards that Legacy has instilled in me.
PAULA MANOWSKI, SERVER – MAX'S COAL OVEN PIZZERIA



Longevity goes hand-in-hand with leaving my legacy. I've been doing this for 30 years – I know the tools and time required to get the job done. It's not about me – my legacy is about doing my job and making sure everything is maintained. My gratification comes when my guests say thank you and remember me when they come back again.
WENDELL COOPER, ENGINEER – GLENN HOTEL

LEGACY VENTURES WELCOMES NEW MANAGERS, JUNE – AUGUST 2016

NEW HIRES

- Justin Hess, Manager – Twin Smokers BBQ
- Don Darling, Manager – Glenn's Kitchen
- Matt Dwyer, Sous Chef – Hilton Garden Inn - Atlanta Downtown
- Ashley Whitney, Sales Manager – STATS
- Diane Parks, Sales Manager – Ventanas
- Brittney Meyers, Corporate Administrative Assistant – LV Corporate
- Monica Jennings, Controller/HR Manager – Embassy Suites - Chattanooga

- Gretchen Gilliam, BT Sales Manager – Embassy Suites - Chattanooga
- Haley Bayse, Asst. Front Office Manager – Embassy Suites - Centennial Park
- Eva Jordan, Complex BT Sales Manager – HGI/Embassy Suites - Centennial Park
- John Holcomb, Executive Housekeeper – Hilton Garden Inn - Atlanta Downtown

PROMOTIONS AND MOVES

- Treeva Middlebrooks, Asst. Executive Housekeeper – DoubleTree - Atlanta Downtown
- Janell Sharp, Catering and Sales Experience Manager – Glenn Hotel
- Jonathan Wallace, Asst. Front Office Manager – Glenn Hotel



AWARDS, RECOGNITION AND CELEBRATION

HOTEL RENOVATIONS

In late June, the Embassy Suites - Centennial Park completed its rooms renovation, Phase I of a \$9M renovation which also includes Ruth's Chris Steak House (almost complete!), a new bar and upgraded meeting space.

Also in late June, the DoubleTree - Atlanta Downtown began its full renovation, estimated at \$13M. The first rooms returned to service in September, and the renovation will be complete in 2017. The hotel will have a mid-century modern design celebrating its 1960's heritage.



WELCOME
NEW
INTERNS

Legacy Ventures Hotels welcomed two interns from the Netherlands to the Embassy Suites - Centennial Park this summer. Can Guner and

Marlou Van Nieuwenhoven will spend the next year learning about the front office and housekeeping departments and contributing their talents to the hotel's operations.

TRIPADVISOR MILESTONE

Frank Phair, GM of the Embassy Suites - Centennial Park, challenged his team to reach a ranking of 50 on Trip Advisor. The challenge was simple: reach 50 and he will dive into the pool fully dressed in a suit. On June 16, Frank jumped into the pool, thankful that the milestone was reached in the summer and not the winter.



TRIPADVISOR AWARDS

Recognized for Superior Service as reflected by consistently great reviews earned on TripAdvisor.com, Embassy Suites - Chattanooga, Hilton Garden Inn - Atlanta Downtown and Glenn Hotel received 2016 Certificates of Excellence from TripAdvisor.



SEGWAYS HELP APD CREATE A SAFER CITY

Legacy Ventures and David Marvin, board member, supported Central Atlanta Progress/Atlanta Downtown Improvement District in the donation of five Segways to Atlanta's downtown Zone 5

precinct to help further enhance communication and interaction between officers and the public. These Segways will help APD create a mini-precinct in the Marietta Street corridor and will aid in patrolling Downtown more efficiently and effectively by allowing officers to be more mobile around this heavily populated area.

SERVICE STORIES

TWIN SMOKERS BBQ - Being from Texas, I know what BBQ should taste like. The Twin Smokers bring out an amazing flavor in the meats. The ribs are fantastic. The brisket is moist and the chicken is simply delicious. They offer amazing sides to pick from. If you are in ATL you need to go.

STATS - I just want to say the service was great! Everyone was so nice. The bartender Edward made the best "Tequila Sunset" I have ever had. Thank you stats, had a great time at the Guns & Roses pre-party.

GLENN'S KITCHEN - My wife and I stumbled upon Glenn's Kitchen as we looked for a place to have dinner in downtown Atlanta within walking distance of our hotel. We shared an excellent kale salad, superior main dishes and dessert, based on the recommendation of our very friendly and helpful waiter. It was an outstanding dining experience. We would gladly dine there again!

GLENN HOTEL - Stayed at Glenn Hotel last week. Dellie and Uriah were working the front desk upon arrival. Both really helpful, and great attitudes. Don't usually send these notes, but they were rock solid and deserve the recognition.

HILTON GARDEN INN - ATLANTA DOWNTOWN - The staff was great. We came to this location to celebrate my special needs daughter's birthday. I asked the front desk associate about having something sent to the room for her. Planning to send up a dessert or something small. They said don't worry, we'll take care of it. The staff gave her a gift, a card, coupons - and 2 staff members delivered all this to the room to make her feel special. What a wonderful thing to do. Hats off to a lovely group of people.

DOUBLETREE ATLANTA - DOWNTOWN - Greg, the catering banquet captain, always goes above and beyond for me. Love his service, and Nicole K. is the best! She is thorough and very accommodating. Not sure I could do it without them!!

EMBASSY SUITES - CENTENNIAL PARK - Each of the ladies and gentlemen at the front desk, regardless of their shifts, were extremely helpful. No request made to them was beyond their scope of help and excellence. On behalf of my family, I humbly thank you and your entire staff for your contribution toward the success of our 38th Annual Reunion. Because of the wonderful way your staff followed up and left no chance for fault and things slipping through the cracks, the family reunion was a total success. As my military reunion has voted to have 2018 the reunion in Atlanta, I promise to bring the business to Embassy Suites at Centennial Olympic Park and Ruth's Chris Steakhouse.

EMBASSY SUITES - CHATTANOOGA - This hotel was a wonderful surprise. It was like having a 5 diamond hotel at a resort area. The entrance was breathtaking, the staff welcoming and helpful. The restaurant is amazing - the best steaks and wine found in a restaurant. The rooms were clean and nicely appointed with contemporary furnishings. They were immaculate and roomy. Believe it or not they had someone cleaning windshields every night - what a wonderful touch! I have stayed at Embassy Suites before but this one is the Gold Standard. We were only going to stay one night, but found that it was such a relaxing experience we opted to stay one extra night and it was worth it. Oh and loved the Moon Pie by the bed, such a sweet touch - literally!!

EMBASSY SUITES - CHATTANOOGA - This is a top notch hotel with excellent staff in a terrific location! I stayed here 3 weeks per month for 4 months, and it was interesting to see the same guests week after week. That is a sure sign of a great place to stay- when there are guests who have been coming back since the hotel opened, and still love it.



lvmt.com

Copyright 2011-2016. All Rights Reserved.



**ACCOUNTABILITY:
FIRST STEPS**
SARA FERNALD
Legacy Ventures'
Executive Coach

In the last newsletter, I wrote about our 'rule books' and how we need to recognize that our judgment of what is the 'right' and 'wrong' way to

carry out job responsibilities, may be a bit of a mystery to others. This article will explore how to ensure that our expectations have been communicated, understood and agreed to.

The first thing is to overcome the trap of one-way communication. We assume that if we have (in our own minds) clearly stated our expectations that they should be met. After all, the person nodded their head when we asked if they understood!

Head-nods are dangerous. We must ensure **two-way confirmation**. Have the other person summarize - in their own words - what they understood from your communication. This will allow you to diagnose the gap between what you intended to communicate and what they heard. 95% of the time, there will be something about your message that needs clarification, as well as some misunderstanding on the part of the receiver. Once you have addressed this gap - utilizing **two-way confirmation** again - you can then hold the person accountable for the actions they have agreed to.

This back and forth will be awkward at first. Reassure the person that you are asking for their "key take-aways" because YOU are seeking to be a better communicator. This will help them to understand that you are not implying that they are not smart enough to 'get' your message.

Two-way confirmation allows you to positively reinforce how the receiver accurately understood parts of your message. If they got it right 100%, you can add more insights to expand their skills and deepen your rapport.

What's up next: How to hold people accountable, after effective **two-way confirmation?**



AT HOME MEALS WITH OUR CHEFS

SPICE CRUSTED SEARED AHI TUNA SALAD

Courtesy of Corporate Executive Chef Chris Blobaum

Ingredients:

- | | | |
|--|---|---|
| 4 Tbsp.
Blackened Redfish Magic Seasoning, Chef Paul Prudhomme's | 1 Pound
High Quality Ahi Tuna (yellow fin),
Cut Into 4 Equal Pieces | 1 Medium Cucumber
Washed and Cut Into 1/4 Inch Slices |
| 1 Tsp.
Grapeseed Oil or Quality Vegetable Oil | 6 Cups
Loosely Packed Local Baby Greens, Curly Endive or Red Leaf Lettuce | 1 Cup
Cherry or Tiny Heirloom Tomatoes |
| 1/2 Cup
Lemon Soy Dressing | | |

Method:

Liberally season the tuna fillets with the Blackened Seafood Magic Seasoning. Heat a large, dry skillet over high heat. Add oil and fillets; cook about 3 minutes. Turn and cook until desired doneness, about 3 to 4 minutes for rare. Transfer the tuna to a cutting board and cut on the diagonal into thin slices. Place the salad greens in a large bowl. Pour one half of the dressing over the greens and toss to coat evenly. Arrange the greens on individual plates. Add the cucumbers, tomatoes and sliced tuna. Serves: 4

Lemon Soy Dressing Ingredients:

- | | | |
|-----------------------------------|--|-----------------------------|
| 1/4 Cup
Light Soy Sauce | 2 Tsp.
Shallots finely diced | 2 Tsp.
Sesame Oil |
| 1/4 Cup
Lemon Juice | 1/2 Cup
Peanut Oil | |

Method:

Place soy sauce, lemon juice and shallots in blender. Slowly add oils. Check seasoning. Yield: 1 cup

COMMUNITY EVENTS AND OUTREACH

ATLANTA FOOD BANK

Team Glenn had a blast and represented its "Spirit to Serve" the community on May 3 at the Atlanta Food Bank – Product Rescue Center, stocking **720 boxes of food** for the elderly, which is **23,040 pounds of food** and **19,200 meals!**



FUNDRAISING FOR HABITAT

Operations teams found creative ways to fundraise for the Habitat donation. A few of the many examples include Hilton Garden Inn - Atlanta Downtown's Ice Cream at the pool; DoubleTree Atlanta - Northlake's Car Wash and Embassy Suites - Centennial Park's Cookout.

