

LEGACY INSIDER

MAY 2016, VOL. 2, ISSUE 3

- Workstyle Corner
- Spotlight: LEAD
- At Home DRINKS
- Awards and Recognition
- Legacy Welcomes
- Service Stories
- Community Projects and Outreach



LEGACY CELEBRATES EXCELLENCE

A LETTER FROM CEO DAVID MARVIN

On Leap Year day, Legacy Ventures celebrated excellence within our organization. Our Legacy Excellence Awards Dinner, or LEAD, inaugural gala at Ventanas took stock of our expanded abilities, celebrated our many 2015 successes and recognized team members who have performed at exemplary levels. I was so proud to be a witness to this celebration. It was inspiring to be in a room with over one hundred amazing, energized team members who reach for excellence every day.

As our organization settles into 2016 and a very busy summer season, we face the ongoing challenge of delivering high service standards and first rate guest experiences. Positive feedback that I am receiving, including rising hotel Quality Assurance scores and strong guest satisfaction scores, is a strong indication that Legacy Ventures continues to distinguish itself from its competitors. Be sure to read the memo just received from Hilton Worldwide (included in this newsletter) following their client event with us.

Next Leap Year day will be February 29, 2020. Legacy Ventures will surely be celebrating even higher levels of excellence. We will stay the course, and I am confident that we will have much to celebrate regarding our properties, our team and our guest experiences delivered. I thank you for your good works and sincerely look forward to recognizing and celebrating excellence with you at next year's LEAD gala.

David

"If you want to go fast, go alone. If you want to go far, go together." *African proverb.*



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
- Max's Coal Oven Pizzeria
- STATS
- SkyLounge at Glenn Hotel
- Twin Smokers BBQ
- Ventanas





The Legacy Excellence Awards Dinner, held February 29 at Ventanas in Atlanta, honored those team members who best exemplify service, hospitality and teamwork through their contributions at every level of our hotel and restaurant operations.



Welcome Toast

Brian Bullock & Kevin Richards

Event Hosts

Shereen Zaloum, Jeff Sime & Eve Moore

Event Support

Mariah Spriggle, Delani Edison & Colin James-Sarner

INDIVIDUAL AWARDS



A. Eric Caldwell **Restaurant Back of House Team Member**, presented by Chefs Matt McCormick & Chris Blobaum

B. Amber Cleveland **Hotel Housekeeping Team Member**, presented by Brett DeLoach, GM of the DoubleTree - Atlanta Northlake



C. Alex Lee **Restaurant Support Staff**, presented by Matt Youhess, GM of STATS

D. Kinshasa Griffin **Hotel Support Team Member**, presented by Paul Mezick, GM of Embassy Suites - Chattanooga



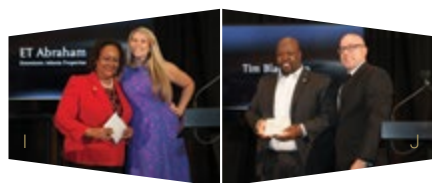
E. Doug Gray **Restaurant Server**, presented by Nicole Dillon, GM of Max's Coal Oven Pizzeria

F. Mike Hickey **Restaurant Bartender**, presented by Troy Landrey, Executive GM for Legacy Restaurants



G. Shannon Tuck **Hotel Guest Services Team Member**, presented by Frank Phair, GM of Embassy Suites - Centennial Park

H. Natalee Anderson **Restaurant Sales Manager**, presented by Rhys Buhrman, Director of Legacy Catering & Events and GM of Ventanas



I. ET Abraham **Hotel Sales Manager**, presented by Nickole Valdov, Area DOS for Legacy Hotels

J. Tim Blackmon **Restaurant Manager**, presented by Jeff Sime, VP of Operations for Legacy Restaurants



K. Cynthia Henderson **Hotel Manager**, presented by Eve Moore, VP of Operations for Legacy Hotels

TEAM AWARDS



L. DoubleTree - Atlanta Northlake, Brett DeLoach, General Manager **Highest Team Opinion Survey Engagement Score**, presented by Kevin Richards, COO, Eve Moore, VP of Operations and Kim Holcomb, Corporate Director of HR for Legacy Hotels **Team Engagement Score: 83%**



M. Max's Coal Oven Pizzeria, Nicole Dillon, General Manager **Restaurant Keystone Property**, presented by Brian Bullock, COO and Jeff Sime, VP of Operations for Legacy Restaurants



N. Embassy Suites - Chattanooga, Paul Mezick, General Manager **Hotel Keystone Property**, presented by Kevin Richards, COO and Eve Moore, VP of Operations for Legacy Hotels

Special thanks to: Rhys Buhrman and the entire Legacy Catering & Events team for a fantastic dinner, Colin James-Sarner, our Master of Ceremonies, Shereen Zaloum, Director of Marketing for Legacy Restaurants, Mariah Spriggle and Delani Edison.





Jezebel magazine's annual "Best of Atlanta" feature highlights the businesses, people and places that have the city buzzing. This year, **STATS was recognized as the "Best Sports Bar in Atlanta."** Each year, Jezebel also asks its readers to cast votes for their favorite dishes and concepts. Voted by Atlantans as one of the **"100 Hottest Restaurants in 2016," congratulations to Der Biergarten! Prost!!**



EMBASSY SUITES

BRAND AWARDS

Paul Mezick received the Embassy Suites General

Manager of Merit Award. Paul, the opening GM of the Embassy Suites - Chattanooga, has built a great team who excels in the market, in service and through community involvement.

Kinshasa Griffin, Accounting Assistant with Embassy Suites - Centennial Park, was awarded the **Spirit of Embassy Award.**



Kinshasa, president of the hotel's Make A Difference Committee, also has her own charitable organization to help those in need. Each winter, she can be found in downtown Atlanta handing out socks, gloves, and scarves to the homeless population.

SERVICE STORIES

GLENN HOTEL - The entire staff...from the bartender (Mike) to the front desk (Antoinette) to the valet...our stay was incredible. Everyone went ABOVE and beyond to help us out. We were there for our daughter's wedding and stayed in the Penthouse. It was incredible and the views were awesome! Janell Sharp organized our stay and the room block for us! WOW!!! She is amazing!! So grateful to have stayed at the Glenn for such a special occasion for us. Thanks so much!



DOUBLETREE - ATLANTA DOWNTOWN - Chris Nassetta, President & CEO of Hilton Worldwide received a letter recognizing the professionalism, customer service and genuine hospitality of Demetrius Williams. Mr. Nassetta forwarded the letter to the hotel adding his own thanks to Demetrius for going above and beyond to deliver superior service to our guests.

HILTON GARDEN INN - ATLANTA DOWNTOWN - Wow! What an amazing experience I had with the staff at this hotel! Alim and George were AMAZING! There was a power outage the second we checked in, which could have spelled disaster. Even though it was out for more than an hour, everyone made sure we were taken care of, which was a trend that continued throughout our stay.

HILTON RAVES AFTER CLIENT EVENT

VENTANAS

Hilton Worldwide Sales hosted a recent VIP client event at Ventanas. The team rolled out the red carpet for these very important guests and received accolades from key contacts:

SUBJECT: THANK YOU FOR A FABULOUS EXPERIENCE AND A LOVING WELCOME!

My Dear Darjana and Rhys: THANK YOU so VERY much for all your hard work, dedication, passion and vision for our event last night. It was an amazing experience I will, for sure, cherish forever, as I am sure our guests too. I truly could have not done it without you. It is an immense pleasure working with individuals like you, people that become friends, more than coworkers. Please also thank on our behalf the so talented chefs you have in house. It is inspiring to see their work and how much passion they have for the true meaning of food- enjoy it as an experience. We feel extremely grateful for everything you all have done for us and with us!

Adina - Manager Special Events, Hilton Worldwide Sales

GEORGIA HOTEL & LODGING ASSOCIATION

STARS OF THE INDUSTRY

Susan Banks-Williams, PBX operator from Hilton Garden Inn - Atlanta Downtown was named **OUTSTANDING ADMINISTRATIVE EMPLOYEE** for her commitment to her guests, team and community, including her work with the nonprofit Dress for Success organization. Chris Williams, Engineer from Glenn Hotel, was named **OUTSTANDING**

SUPPORT DEPARTMENT EMPLOYEE for his compassion, loyalty and care for his family, guests and team. Congratulations to our two 2016 Georgia Hotel & Lodging Association Stars of the Industry!



LEGACY VENTURES WELCOMES NEW MANAGERS, JANUARY – MAY 2016

NEW HIRES

Chris Cox, Project Manager – LV Corporate
 Timekiyo Wright, Assistant Controller – LV Corporate
 Ryan King, Manager of Hotel Ops Support & Accounting Controls – LV Corporate
 Sruthy Kuruvilla, Corporate Director of Safety & Security – LV Corporate
 David Norman, GM – Hilton Garden Inn - Atlanta Downtown
 Diana Hernandez, Executive Housekeeper – Hilton Garden Inn - Atlanta Downtown
 Samuel Valdez-Gomez, Asst. Exec. Housekeeper – Hilton Garden Inn - Atlanta Downtown
 Miriam Valle, Executive Housekeeper – DoubleTree - Atlanta Downtown
 Noelle D'Amato, Catering Sales Manager – Legacy Catering & Events
 Erin Valentin, Sales Manager – Embassy Suites - Centennial Park
 Maria Richardson, Controller – Embassy Suites - Chattanooga
 William Baber, GM – GameX

INTERNAL PROMOTIONS AND MOVES

Matt Youhess, Regional GM – Cinnamon Shore, TX
 Eric Kilgo, GM – Der Biergarten
 Kari Fisher, Executive Housekeeper – Glenn Hotel
 Kim Anderson, Human Resources Manager – DoubleTree - Atlanta Downtown
 Chris Smith – Executive Housekeeper – Embassy Suites - Centennial Park
 Valerie Morgan, Asst. Executive Housekeeper – Embassy Suites - Centennial Park
 Ashleigh Fox, Asst. Front Office Manager – Hilton Garden Inn - Atlanta Downtown
 Orlando Amaker, Asst. Front Office Manager – Hilton Garden Inn - Atlanta Downtown
 Rickey Johnson, F&B Manager - Glenn Hotel
 Aaron Burkes, F&B Manager - STATS
 Matt Deckard, Regional Executive Chef – Legacy Restaurants
 Troy Landry, Executive GM – Legacy Restaurants



lvmgmt.com

Copyright 2011–2016. All Rights Reserved.

WHAT'S IN YOUR RULE BOOK?



We all have an internal rule book that guides our actions and judgment of others. Our rules for work/life are the result of our upbringing and life experience. They may change or become more rigid over time. Whether our rules are inside or outside of mainstream norms, they are fundamentally about safety – “If I do this, and not that, I will keep myself and others safe, protected.”

The problem with our ‘rule books’ is that they are often not clearly defined. We simply know in our ‘gut’ if something is right or wrong. If questioned, we say, “It’s common sense that he/she SHOULD know or do [fill in the blank].” This is the challenge. If we have not clearly communicated our rule and

gained agreement with another person to live by that rule, two things happen. First, there is a risk that we will negatively judge the ‘offending’ person. Second, the ‘offending’ person will feel threatened by our judgment and will be at risk of locking into a ‘fight, flight or freeze’ response. The chance of a constructive outcome is greatly reduced, and trust in the relationship is damaged.

Solution? Mindfully identify your rules and then share your ‘rule expectations’ with those you expect to abide by or be aware of them.

Tips: 1) When you say “should” or “should not,” ask yourself if you have a rule that underlies that judgment. 2) Many intensely held rules are unique and can actually be experienced as a bit quirky. While you may believe your rule is “common sense,” it is not fair to have an expectation that others will know it without first informing them!

Bottom line: Expectation without up-front communication will not help others to live by your rules.

Next step: Accountability – my next article.

AT HOME MEALS *Drinks* WITH OUR CHEFS

STATS was recently

featured on the

Atlanta Drinks TV

show where VP of Operations Jeff

Sime walked them through our newest ‘stat,’ the On Base Percentage.

Bartender Amanda Williams did a great job mixing it on camera during what amounted to a very busy and long night.



ON BASE PERCENTAGE

Muddle 3 fresh mint leaves with .5 oz. agave nectar

Squeeze and add 2 lime wedges

Add 1.5 oz. fresh squeezed orange juice

Add splash of grenadine for color

Add 1.5 oz. of New Amsterdam vodka

Add 1 scoop ice

Shake, serve in highball with lime garnish

Enjoy with friends...

Check it out on YouTube at:

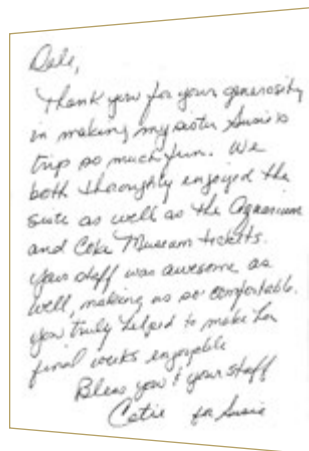
<https://www.youtube.com/watch?v=-raNFFHkote>

COMMUNITY PROJECTS AND OUTREACH

A WISH GRANTED

EMBASSY SUITES –
CENTENNIAL PARK

The hotel recently welcomed a hospice patient in her final days of battling Leukemia whose dying wish was to come to Atlanta, visit the World of Coca-Cola and eat the Embassy Suites breakfast. The hotel supplied the family with local attraction tickets and hotel accommodations. Shortly after the visit, she passed away and her sister sent a heartwarming note of thanks.



CAREER DAY

DOUBLETREE – ATLANTA NORTHLAKE

In March, the hotel team partnered with Midvale Elementary, its adopted school. Managers assisted with the Career Day program and spoke to children about working in the hospitality industry. The team also helped give the cafeteria a facelift.



HABITAT FOR HUMANITY

LEGACY VENTURES

LV is donating \$12,000 and will help build a house for a deserving family on Saturday, July 9 from 7:30 AM to 3:30 PM. Up to 40 LV team members will participate in build day. **Interested in volunteering? Tell your GM by June 15** – volunteer spots are limited, and you must pre-register.



HOSPITALITY TAX DOLLARS

EMBASSY SUITES – CENTENNIAL PARK

Several team members spent the morning of January 26 at the State Capitol showcasing the power of the Hospitality Industry by presenting Governor Nathan Deal a check for \$3,000,000, which represents the annual tax that hotels pay to the state of Georgia.



HUNGER WALK

LEGACY VENTURES

On March 16, Legacy Ventures participated in the Hunger Walk/Run at Turner Field in Atlanta, raising \$1,700 towards hunger relief in support of the Atlanta Community Food Bank.

