



LEGACY INSIDER

JANUARY 2017, VOL. 3, ISSUE 5

- Spotlight: 2016 Internal Promotions
- Legacy Welcomes
- Blueprint Spotlight: Excellence
- Awards, Recognition and Celebration
- Service Stories
- Workstyle Corner
- At Home Meals
- Community Projects and Outreach



GOOD WORK CREATES OPPORTUNITY

A LETTER FROM CEO DAVID MARVIN

I am proud of our results developing and managing hospitality assets. We have built unique places, created memorable guest experiences and produced measurably better financial results. Such accomplishments are

noticed. We gratefully receive compliments and inquiries from satisfied customers and prospective business partners. In reaching out to us, customers are saying, "I like what you are doing", "I will choose you again". When prospective investors contact they are telling us, "I have a problem or an opportunity that I think Legacy Ventures could help with." "I would like to consider bringing your energy, creativity and resources to bear on my investment."

Owners, investors and lenders seek problem solvers and proven performers. That is why our strong performance and reputation are paving the way to new opportunity. For example, it was admiration for our Embassy Suites - Centennial Olympic Park that led to our opportunity to develop and manage the Embassy Suites in Chattanooga. It was our track record of successful integration of new with old that led GE Pension Trust to ask us to develop and asset manage a hotel addition to Villa Christina (Hyatt Regency). It was appreciation of our multifaceted F&B competencies that led to becoming the portfolio F&B operator for Cinnamon Shore in Texas. It was our reputation for flawless execution that led to Legacy Ventures to host 8 of the NCAA's 12 sanctioned events over the Atlanta Final Four.

This issue of Legacy Insider celebrates the company's 2016 Internal Promotions. Legacy's good work is creating opportunity. I very much want our new business opportunities to translate into professional development opportunities for deserving team members. New undertakings, new challenges, new opportunity at the team member level as well as at the corporate level.

I wish you the best for 2017. Next year at this time might Legacy Insider be reporting on how you assumed greater responsibility and earned a promotion?

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 Legacy Ventures Hospitality page on LinkedIn.

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



lvmtg.com

Copyright 2011-2017. All Rights Reserved.

SPOTLIGHT: 2016 INTERNAL PROMOTIONS

Legacy Ventures prides itself as a company in investing in its future leaders – providing training and opportunity for advancement. Celebrate and congratulate 2016's internal manager/supervisor promotions!



A. Troy Landrey, Executive GM LV Restaurants

Troy has held numerous roles with LVR, proving time and time again that he's willing to do whatever is needed to ensure success. As Executive GM, he oversees the operations of all hotel-related F&B outlets.



B. Matt Deckard, Regional Executive Chef LV Restaurants

Promoted from Chef of Glenn's Kitchen to Regional Executive Chef overseeing both GK and the DT Atlanta Downtown, Chef Matt brings creative talent to his properties while also managing costs.



C. Matt Youhess, Executive GM LV Restaurants

Promoted from GM of Der Biergarten to Executive GM overseeing Restaurant Row, Matt has proven that he can soundly operate any restaurant he oversees.



D. Tiffany Stargill, Complex Controller DT Atlanta Northlake & Glenn Hotel

Tiffany strives for perfection in all she does and proved that she was up for the challenge of overseeing the accounting functions for two hotels in a complex role.



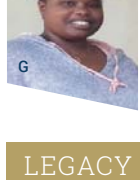
E. Kimberly Anderson, Human Resources Manager DT Atlanta Downtown

Kimberly has supported the hotel in many roles, from Guest Service Agent to A/R Clerk to HR Coordinator. Kim's hard work, dedication and commitment resulted in her promotion to HR Manager.



F. Treeva Middlebrooks, Asst. Executive Housekeeper DT Atlanta Downtown

Promoted from HK Supervisor to Asst. Executive Housekeeper, Treeva works hard and seeks additional responsibilities. She showed real leadership during department transitions.



G. Starlyse Butler, Sr. Sales & Convention Services Coordinator DT Atlanta Downtown

Promoted from Sales Assistant to Sr. Sales and Convention Services Coordinator, "service" is Star's middle name – her willingness and ability to serve others is so effortless, that it shows in everything she does.



H. Orlando Amaker, Asst. Front Office Manager HGI Atlanta Downtown

Promoted from Bellman to Guest Service Agent to AFOM, Orlando has passion for hospitality as well as his hotel and team. He jumps in when needed and never turns down a challenge.



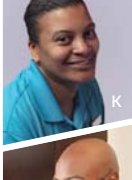
I. Ashleigh Fox, Asst. Front Office Manager HGI Atlanta Downtown

Promoted from Guest Service Agent to AFOM, Ashleigh always seeks to learn. Whether it is her job or another department, she is always looking for more – and she has the "southern hospitality" guests crave.



J. Ivan Relota, Chief Engineer HGI Atlanta Downtown

From Engineer and Part-Time Security to Chief Engineer, Ivan has shown passion for helping make the hotel more successful. Ivan brings experience and a commitment to quality in his new role as Chief.



K. Kari Fisher, Executive Housekeeper Glenn Hotel

Promoted from HK Supervisor at ES Centennial Park to Executive Housekeeper at Glenn, Kari has found her true home. Her sunny disposition is always present no matter how hard she works.



L. Jonathan Wallace, Asst. Front Office Manager Glenn Hotel

From FO Supervisor to Accounting Clerk to AFOM, Jonathan has proven time and time again that he is a true asset to his hotel, team and guests.



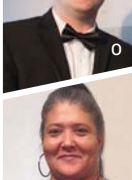
M. Janell Sharp, Sales & Catering Experience Manager Glenn Hotel

From FO Supervisor to Sales Asst. to Sales & Catering Experience Manager, Janell works tirelessly and without complaint to take care of the needs of her team and her guests.



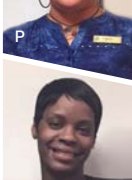
N. William Baber, General Manager Glenn's Kitchen

Promoted from GM of GameX to the boutique GK, William brings finesse for service to his current role.



O. Chris Smith, Executive Housekeeper ES Centennial Park

Promoted from Night Manager to Executive Housekeeper, Chris can always be counted on to have a solid plan to improve the guest experience and enhance the team's performance.



P. Roberta Espree, Convention Services Manager ES Centennial Park

Promoted from Group Services Coordinator to Convention Services Manager, Roberta has a passion for taking care of her guests and team, taking great pride in all of the details to ensure a perfect experience.



Q. Valerie Morgan, Asst. Executive Housekeeper ES Centennial Park

Starting as a Lobby Attendant and performing various duties in the housekeeping department, Valerie was promoted from HK Supervisor to Asst. Executive Housekeeper due to her dedication, excellent performance and investment in her team.



R. Eric Kilgo, GM Der Biergarten

Promoted from GM of GameX to the larger and more complex DBG, Eric is always working to ensure his property is operating effectively and providing a great guest experience.



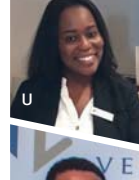
S. Darjana Kalfic, Sales Manager Restaurant Row

Promoted from Sales Manager of Ventanas to selling the dynamic Restaurant Row, Darjana can be counted on to put the needs of her clients first to ensure the perfect event.



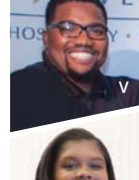
T. Willonn Bennett, Event Director Ventanas

Promoted from Key Employee of Restaurant Row to Event Director of Ventanas, Willonn exhibits poise under pressure and takes care of every detail to ensure guests have a phenomenal experience.



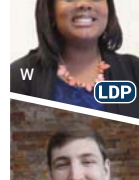
U. Nikita Thorne, Front Office Supervisor DT Atlanta Downtown

Nikita began her career as a restaurant server then transferred to the front desk. She took on more responsibility and wowed guests with great service, earning a promotion to supervisor.



V. Kosi Bradley, Security Supervisor HGI Atlanta Downtown

Always seeking new responsibilities and striving to learn as much as he can, Kosi has experience in security, engineering and was recently promoted from HK Supervisor to his new role.



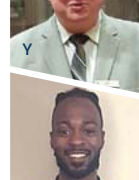
W. Arielle Reynolds, Sales Coordinator ES Chattanooga

Promoted from Guest Service Agent to Sales Coordinator, Arielle is always volunteering for more responsibility, including performing as the hotel's HHonors Champion.



X. John Reece, Front Office Supervisor ES Chattanooga

Promoted from Guest Service Agent to FO Supervisor, John continues to seek more learning and responsibility, including helping with scheduling, gift shop and accounting.



Y. John Deacon, Front Office Supervisor ES Centennial Park

John provides exceptional service and can always be counted on – for the past 16 years! John earned a well-deserved promotion from Guest Service Agent / Night Audit to FO Supervisor.



Z. Ja'Peal Elijah, Housekeeping Supervisor ES Centennial Park

Promoted from Suite Attendant to HK Supervisor, Ja'Peal quickly became a leader for his co-workers with high standards and attention to detail.



AA. Joseph McMichael, Housekeeping Supervisor ES Centennial Park

Joseph has held every role the housekeeping department has to offer. Experience, reliability and a positive attitude earned his promotion to HK Supervisor.

LDP Look for the LDP symbol to see participants in the 2016-2017 LV Hotels Leadership Development Program.

LEGACY VENTURES WELCOMES NEW MANAGERS, SEPTEMBER – DECEMBER 2016

NEW HIRES

Katie McCormick, Director of Training – LV Restaurants
 John Macy, Manager – Der Biergarten
 Viviana Espinoza, Marketing Associate – LV Restaurants
 Christina Cummings, Sales Manager – Legacy Catering & Events

PROMOTIONS AND MOVES

Ivan Relota, Chief Engineer – Hilton Garden Inn - Atlanta Downtown
 Roberta Espree, Convention Services Manager – Embassy Suites - Centennial Park
 Darjana Kalfic, Sales Manager – Restaurant Row



lvmtg.com

Copyright 2011-2017. All Rights Reserved.

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



Excellence is achieved through the passion and drive to consistently do the right thing, set the bar higher, go above and beyond and create a distinction in your industry. To be excellent is to understand yourself and always learn and grow. **KATIE MCCORMICK, DIRECTOR OF TRAINING - LV RESTAURANTS**

Excellence to me means going above and beyond, striving for perfection. It means doing the very best you can and giving 110% with an additional 5%, if you can. **AH'SHA EDWARDS, SERVER - STATS**

EXCELLENCE ex·cel·lence | eks(ə)ləns the quality of being outstanding or extremely good



Excellence to me means providing quality that will transition a new guest into a lifetime relationship. **TRACEY TONG, FRONT OFFICE MANAGER - HILTON GARDEN INN**



Excellence doesn't happen by accident. You have to want it, plan for it, and work for it. **STEVE SCHROPE, DIRECTOR DESIGN & CONSTRUCTION - LV**



AWARDS, RECOGNITION AND CELEBRATION

TASTE OF ATLANTA

The Twin Smokers BBQ booth was awarded "Best Décor" for the second year in a row at this year's Taste of Atlanta. Additionally, Chef Chris Blobaum and his daughter represented LV in live food demonstrations as well as iron chef judging in the Family Food Zone, which is a good way to encourage kids to learn about food, nutrition and developing good eating habits.



SPIRIT OF EMBASSY AWARD

Colin James-Sarner was awarded the Spirit of Embassy Award – the Embassy Suites brand's highest recognition. Colin was nominated by his peers at Embassy Suites -

Centennial Park for being a great team player – not just for the hotel, but for the company. Colin was the Master of Ceremonies for the 2016 Legacy Excellence Awards Dinner (LEAD) celebration.

INTERNATIONAL HOUSEKEEPING WEEK

LV Hotels celebrated International Housekeeping Week with a full week of festivities and a variety of activities such as a manager-served breakfast, pamper & spa day, pot luck lunch, Housekeeping BINGO, Housekeeping Olympics, snow-cones and even a family picnic! This valuable team is truly the heart and soul of our properties, and their bright personalities and sparkling hospitality touch every guest. Thank you for EVERYTHING you do to keep our hotels shining and our guests smiling.



GEORGIA WOMEN IN LODGING LV HOTELS



The mission of GHLA's Georgia Women in Lodging Council is to empower women in the lodging industry into positions of influence through education, networking and mutual support. LV Hotels is proud to support GWIL, with nearly 20 female LV hotel managers in attendance at the last event.

SERVICE STORIES

DER BIERGARTEN - Good beer, great food, and awesome service (waitress named Devon and manager)! The manager and the waitress checked up on our food, drinks, and table numerous times with great smiles.

EMBASSY SUITES - CENTENNIAL PARK – This is just a thank you for the staff, in particular, Haley, Shawntane and Cheadee for making our stay special. We were under a mandatory evacuation during hurricane Matthew. They found out it was my birthday and brought me a piece of cake and a birthday card. It was a very difficult time for my husband and I and those three ladies made it a little easier.

GAME-X - Fun place. Good games. It is clean, comfortable, and the staff was very nice. Also has a very cool "arcade aura" like ones I played in as a kid in the 80s.

GLENN HOTEL - I have never felt more welcomed by a hotel staff as I did when I checked in. Your attitude and courtesy is second to none in my book. We came there for an evening to relax and you set the appropriate tone right from the start. I also want to thank Jaime as he showed us around the hotel, you can really tell how much he loves working there and the pride he has in the establishment. You guys have a great crew and I look forward to my next stay.

MAX'S - Great Place to Eat! Loved the staff, nothing sappy or fake, just good people doing a good job. For the price it is the best pizza place to eat in downtown ATL. It's walking distance from the hotels, GA Dome and Philips. You HAVE to try the Caprese salad with fried green tomatoes – delicious!

SKYLounge @ GLENN HOTEL - The bartenders were stellar and there was live music, a very talented cover artist that played lots of chill stuff. There was a beautiful view which made me seem very romantic, and so I won the night. I won the night because of Skylounge and my anniversary was saved. We agreed to finish every anniversary at the Skylounge. The world felt like me last night.... beautiful... thank you.

STATS - We spent about four hours here watching the Alabama-Tennessee game. Brianna was our server, and you should ask for her if she is where you want to be (they will seat you where the TVs are showing your preferred game-- a very nice touch). She watched over us without hovering, kept the drinks coming, and was timely with the food. Overall, a great sport-watching experience and we will be back.

TOWEL CREATIONS



For SEC Kickoff and DragonCon weekend (one of the busiest weekends of the year), the Embassy Suites - Centennial Park added a whimsical touch for their guests, placing either a Yoda (for DragonCon attendees) or a Bulldog (for GA fans) in each room.



lvmtg.com

Copyright 2011-2017. All Rights Reserved.



**ACCOUNTABILITY:
PROGRESSION &
CONCLUSION**
SARA FERNALD
Legacy Ventures'
Executive Coach

As illustrated in my previous article, *Accountability First Steps*, two-way confirmation is an essential building block for accountability: the receiver of the

assignment summarizes his or her understanding of the specifics and the person instructing clarifies any misunderstandings and/or adds to the scope of understanding. This article expands on that foundation.

Ensure that a realistic deadline for the assignment is set – guard against either party underestimating the timeframe of completion given other priorities and the inevitable 'urgent unknowns' that may interfere. If the assignment is new or complex, there should be an interim date to positively reinforce work completed or to provide more guidance. It is often the case that more guidance is needed. Typically, the person instructing experiences stress/irritation at this juncture causing them to launch into a more intense, detailed, reiteration of the assignment – *all in a way that makes perfect sense to them but clearly not for the receiver!* This triggers stress/fear on the receiver's part, literally reducing their learning capacity. The risk of a 'head nod' response escalates [all they want to do is escape the interaction because they are either feeling 'stupid' or that they are being treated as if they are 'stupid'].

The remedy for this 'stress to stress' pitfall is for the instructor to take a calming deep breath and offer reassurance that clarification can be talked through together. The instructor should ask the receiver to elaborate on the steps they have taken so far, asking open-ended questions to *non-judgmentally* understand the receiver's think-through. Conclude with another round of 2-way confirmation.

Final step: Offer positive reinforcement for a job well done and/or enforce disciplinary consequences for failure to complete the assignment as instructed. In either case, discuss and codify 'lessons learned'.

COMMUNITY PROJECTS AND OUTREACH

RONALD MCDONALD HOUSE & 4SARAH

DOUBLETREE - ATLANTA NORTHLAKE

Team Tucker recently held a canned food drive for the Ronald McDonald House. The hotel team also prepared and donated hygiene bags for their residents as well as to a local nonprofit organization known as 4Sarah Inc. 4Sarah empowers change in the life direction of exploited women and girls by offering educational, emotional, physical, and spiritual support.

BOOKS FOR AFRICA LV HOTELS

Relying on volunteers to sort and pack discarded books, Books for Africa has sent over 36 million books to students of all ages in Africa that would otherwise fill America's landfills. In partnership with Hands on Atlanta, the LV Hotels corporate team has sorted and packed over 3,000 books for shipment.



ATLANTA COMMUNITY FOOD BANK LV RESTAURANTS

LV Restaurants has entered into a long term partnership with the ACFB to donate leftover foods prepared for large events. With food safety in mind, the kitchen team packages and freezes the leftovers. A refrigerated truck then picks up the food, and ACFB distributes to the agencies that feed hungry people, usually that same day. Thousands of meals have been provided to those in need.



AT HOME MEALS WITH OUR CHEFS

CAST IRON CORNBREAD CAKE

Courtesy of Chef Matt Deckard

Cornbread Ingredients:

- 1/2 cup** - yellow cornmeal
- 2 cups** - flour
- 2 tsp** - baking powder
- 1/2 tsp** - baking soda
- 1/2 tsp** - kosher salt
- 1 cup** - unsalted butter, room temp
- 1-1/4 cup** - sugar
- 3** - eggs, room temp
- 2 tsp** - vanilla extract
- 2 Tbsp** - honey
- 1/2 cup** - buttermilk
- 1 can** - coconut milk
- 1/4 cup** - toasted coconut

White Chocolate Vanilla Bean Cream Ingredients:

- 1/2 cup** - white chocolate
- 1 cup** - heavy whipping cream
- 1/8 cup** - powdered sugar
- 1** - vanilla pods, scraped.
- 1 Tbsp** - sorghum
- 1/8 tsp** - salt

Method:

1. Preheat oven to 350 degrees, spray cast iron skillet well with butter cooking spray.
2. In a sauté pan toast cornmeal until fragrant. Do not over cook. Let it cool in a bowl.
3. Add flour, baking powder, baking soda and salt.
4. In a mixer add butter and sugar. Mix until fluffy and creamy.
5. Add the eggs to the butter sugar mix, one egg at a time until completely incorporated.
6. Add vanilla and honey to butter mix, and mix until incorporated.
7. Slowly add the flour mix and coconut flakes to butter then alternate the buttermilk and coconut milk in until combined. Do not over-mix.
8. Pour batter into pan and cook for 30 minutes or until center is done. *Cut like corn bread and serve with the Vanilla Bean Cream on top.*

Method:

1. Melt white chocolate over a steam bath.
2. Add whipping cream, sugar, vanilla beans and sorghum. Mix until fully incorporated. Whisk until mix is airy and fluffy.



SHEPHERD'S INN

DOUBLETREE - ATLANTA DOWNTOWN

The Atlanta Mission's Shepherd's Inn provides shelter, food, enrichment, and rehabilitation. The Mission serves over 1,000 of Atlanta's homeless every day and seeks

to provide customized services to help end homelessness in the Metro Atlanta Area. CARE Committee members recently helped with kitchen prep work and prepared shelter beds for the day's intake.

SCENIC CITY ARK & CHATTANOOGA FOOD BANK EMBASSY SUITES - CHATTANOOGA

Team members assembled amenity kits (soap, lotion, shampoo and conditioner) to donate to Scenic City ARK (Acts of Random Kindness), a nonprofit organization which started 3 years ago when a small group of friends decided to do something about their hungry and needy neighbors. Team Chattanooga also volunteered time working with the local food bank as it has annually since the hotel opened.



lvmtg.com

Copyright 2011-2017. All Rights Reserved.