



LEGACY INSIDER

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LEGACY TALENT RECOGNIZED

A LETTER FROM CEO DAVID MARVIN

Wow! The first quarter of 2017 has been a time for the Legacy Ventures' team to shine. Our second annual LEAD gala was a celebration of our best-in-class service providers at all levels of our properties and organization. Winners, as selected by their coworkers and leadership, were recognized for their exceptional drive, dedication, and "yes I can" attitudes. I was moved by the many stories of effort and results and I congratulate all our LEAD winners.

The first quarter also saw proud examples of performances behind the scenes, exceptional service, and strong recognition received by our properties. We are successful first and foremost because we are a customer service company that takes care of our guests. Doing so with genuine care and integrity is creating customers for life.

Finally, I wish to draw your attention to examples of leadership roles our team has assumed within our community and industry. Our very own Frank Phair is distinguished as 2017/2018 Chairman of the Georgia Hotel & Lodging Association. GHLA is the state's non-partisan trade association representing all facets of our \$3.7 billion lodging industry. And, Brian Bullock now serves as Chairman of the GHLA's counterpart, the Georgia Restaurant Association. I have just completed a two-year term as President of the Atlanta Hospitality Alliance, a peer to peer learning and networking organization for current and future Hospitality Investment Leaders.

We have started the year off well. Individually and collectively, our talents and good works are being recognized by your peers, by your supervisors and by your industry. I could not be more proud!

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>





The Legacy Excellence Awards Dinner (LEAD), held February 20 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.

INDIVIDUAL AWARDS



- A. Alfred Hope**, Max's Pizza, **Restaurant Back of House Team Member**, presented by Chefs Chris Blobaum and Matt Deckard
- B. Cyprian Okoro**, DoubleTree - Atlanta Downtown, **Hotel Housekeeping Team Member**, presented by Brett DeLoach, GM of DoubleTree - Atlanta Northlake (Kevin Richards pictured)
- C. Jazmine Harris**, Hilton Garden Inn - Atlanta Downtown, **Restaurant Support Staff**, presented by Matt Youhess, GM of STATS
- D. John Sisk Jr.**, Embassy Suites - Chattanooga, **Hotel Support Team Member**, presented by Paul Mezick, GM of Embassy Suites - Chattanooga
- E. Thomas Mattison**, Hilton Garden Inn - Atlanta Downtown, **Restaurant Server**, presented by Troy Landrey, Area GM for Legacy Restaurants
- F. Uriah Myrthil**, Glenn Hotel, **Hotel Guest Services Team Member**, presented by Frank Phair, GM of Embassy Suites - Centennial Park
- G. Rachel Ferguson**, Twin Smokers BBQ, **Bartender**, presented by Katie McCormick, Corporate Service Manager for Legacy Restaurants
- H. Jordan Boeck**, Hilton Garden Inn - Atlanta Downtown, **Food & Beverage Sales Manager**, presented by Brad Boatner, VP of Sales for Legacy Restaurants
- I. Melonie Hill**, Hilton Garden Inn - Atlanta Downtown, **Hotel Sales Manager**, presented by Nickole Valdov, Area DOS for Legacy Hotels
- J. James Powell**, DoubleTree - Atlanta Northlake, **Hotel Director of Sales**, presented by Marc Szymanik, Regional DOS for Legacy Hotels
- K. David Mosco Ramirez**, Glenn's Kitchen, **Restaurant Manager**, presented by Jeff Sime, VP of Operations for Legacy Restaurants
- L. Ivy Mpfu**, Embassy Suites - Centennial Park, **Hotel Manager**, presented by Eve Moore, VP of Operations for Legacy Hotels
- M. Trey Cordle**, Legacy Ventures Design and Construction, **Make it Happen Award**, presented by David Marvin, President and CEO of Legacy Ventures

Special Thanks to: Rhys Buhman, Willonn Bennett, and the entire Ventanas and Legacy Catering & Events team for a fantastic dinner, Colin James-Sarner, our Master of Ceremonies, Shereen Zaloum, Director of Marketing for Legacy Restaurants, Viviana Espinoza and Brittney Meyers.

Event Hosts

- Brittney Meyers
- Eve Moore
- Colin James-Sarner
- Jeff Sime
- Viviana Espinoza



Welcome Toast
Brian Bullock and
Kevin Richards

TEAM AWARDS



Max's Coal Oven Pizzeria
Nicole Dillon, General Manager
Highest Team Engagement Score
Restaurants
presented by Brian Bullock, COO,
Jeff Sime, VP of Operations and
Katie McCormick, Corporate Service
Manager for Legacy Restaurants



DoubleTree - Atlanta Northlake
Brett DeLoach, General Manager
Highest Team Engagement Score
Hotels
presented by Kevin Richards, COO, Eve Moore,
VP of Operations and Kim Holcomb, Director
of Human Resources for Legacy Hotels



Der Biergarten
Eric Kilgo, General Manager
Restaurant Keystone Property
presented by Brian Bullock, COO and Jeff Sime,
VP of Operations for Legacy Restaurants



Embassy Suites - Centennial Park
Frank Phair, General Manager
Hotel Keystone Property
presented by Kevin Richards, COO and
Eve Moore, VP of Operations for Legacy Hotels



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

GRACIOUS gra . cious/rāSHs/

pleasantly kind and courteous. characterized by good taste, comfort, ease, or luxury



In our industry being gracious is so much more than being kind and courteous. We welcome each guest into our restaurant, venue or hotel as if they are walking into our home. We are authentic in our approach and genuinely anticipate our guest's every need. **ASHLEY WHITNEY, SALES MANAGER - LV RESTAURANTS**



Gracious means being in a state of mind knowing that respect and a smile can make a person's day and brighten their spirit! **KREIGH MCCLELLON, SECURITY GUARD, EMBASSY SUITES - CENTENNIAL PARK**



The opportunity to be a pleasant surprise to all you encounter. To be gracious is to embody kindness, tact and everlasting charm. **LOREAL SCOTT, FRONT OFFICE SUPERVISOR, DOUBLETREE - ATLANTA NORTHLAKE**



Showing my guest genuine kindness, and just being pleasant to anyone who walks through the door is what being a gracious server means to me. **JOSH BUGGS, SERVER, TWIN SMOKERS BBQ**

AWARDS, RECOGNITION AND CELEBRATION

GEORGIA RESTAURANT ASSOCIATION AND GEORGIA HOTEL & LODGING ASSOCIATION

CHAIRMAN OF THE BOARD

Brian Bullock has been elected Chairman of the Board for the Georgia Restaurant Association and **Frank Phair** has been elected Chairman of the Board for the Georgia Hotel & Lodging Association. These prestigious roles include leading the associations' efforts to protect industry operators' interests while serving as chief spokesperson for the industry and on behalf of the association.



EMBASSY SUITES BRAND AWARDS

EMBASSY SUITES - CENTENNIAL PARK

Embassy Suites - Centennial Park was awarded Embassy Suites most improved guest room cleanliness at this year's Brand Award Ceremony. **Chris Smith**, Executive Housekeeper, and his team have improved the overall guest cleanliness scores by 14.3%. **Frank Phair** was awarded GM of Merit for the Embassy Suites brand.



GEORGIA HOTEL & LODGING ASSOCIATION

STARS OF THE INDUSTRY

Congratulations to our 2017 Georgia Hotel & Lodging Association Stars of the Industry winners:

Frank Phair, Embassy Suites - Centennial Park, Outstanding General Manager

Mustafa Al-Shamaa and the Embassy Suites - Centennial Park team, Outstanding Earthkeeping

Janell Sharp, Glenn Hotel, Outstanding Administrative Employee

Lisa Smith, DoubleTree - Atlanta Northlake, Outstanding Food & Beverage Employee



LEGACY VENTURES WELCOMES NEW MANAGERS, JANUARY - MARCH 2017

NEW HIRES

Julia Vastola, Executive Legal Assistant - Legacy Ventures

Ashley Bridges, Director of Marketing - LV Restaurants

Rob Maczuga, Manager - STATS

Abner Lorenzo, Sous Chef - STATS

Jason Stewart, Restaurant Manager - DoubleTree - Atlanta Downtown

Mike Core, Hotel Controller - DoubleTree - Atlanta Downtown

Oriental (OJ) Harris, Front Office Manager - DoubleTree - Atlanta Downtown

Al Lambertis, Controller - Hilton Garden Inn - Atlanta Downtown

PROMOTIONS AND MOVES

Matt Dwyer, Executive Chef - Hilton Garden Inn - Atlanta Downtown

Linda Han, Staff Accountant - LV Hotels

Melony Simmons, Manager - STATS

Kali Meyers, Manager - Glenn's Kitchen

SERVICE STORIES

TWIN SMOKER'S BBQ - This place knows BBQ! I went for Lunch and had brisket, ribs, collards and mac and cheese. The food was absolutely outstanding. The meat was well seasoned, smoked and cooked to perfection. I was astonished by the flavor of the meats. I didn't dare use BBQ sauce and wreck it. The collards were tender and well-seasoned. They, of course, had a slight bacon flavor. I sat at the bar and the bartender, Rachel, was outstanding. She was pleasant and attentive. Plus, she smiled and seemed to enjoy her work. I could not have had better service. They offered complimentary pork rinds that are superb. They are well seasoned, not too spicy and have a good crunch. I would definitely go back the next time I am in Atlanta. Highly recommend!

DOUBLETREE - ATLANTA NORTHLAKE

Room attendant, Rosa Crisostomo, found a guest's watch while cleaning the room he had checked out of. Rosa followed proper procedure and handed the watch over to her supervisor who took it to her General Manager. The next morning the guest who left the watch contacted the hotel and said he would be by in a few days to collect his watch. When he returned, he gave Rosa \$750 for finding the watch and being honest. As stated in our Blueprint, we believe integrity is doing the right thing even when no one is looking.



GLENN'S KITCHEN - Visiting from Houston, TX, my wife had met a friend (while I attended my business meeting) at Glenn's Kitchen for breakfast, which she said was great! She suggested we have dinner there that evening. Oh my, it was AMAZING! We started with the hummus, which came with grilled flatbread, celery sticks and sliced radishes: great appetizer! We then shared the kale salad with sliced almonds, bacon crumbs, cubed apple pieces, and a great dressing! Again, great! My wife ordered the Pork Chop...best Pork Chop ever! I ordered the grilled Salmon, which had a spicy Asian glaze...wonderful! Our server, Thomas, took great care of us! The hostess was really sweet! The atmosphere was very relaxing! We will definitely return here upon our next visit to Atlanta!

DOUBLETREE - ATLANTA DOWNTOWN - My entire stay was amazing. Nikita handled a change in my reservation prior to my stay over the phone and made sure that everything was in order. When we arrived, she had our room ready for early check in as I requested. Last year we stayed at a hotel across the street and didn't receive a fraction of the service we did this trip. I hope that both Nikita and Lindsey get the proper recognition for their professionalism and wonderful customer service.

EMBASSY SUITES - CENTENNIAL PARK - Cleanest hotel I have ever stayed in and a very comfortable room. Service was above and beyond. Staff was all very friendly. I even received a hand-written note from housekeeping—very nice touch.

HILTON GARDEN INN - ATLANTA DOWNTOWN - The front desk at the Hilton Garden Inn - Atlanta Downtown has been celebrating all of their big groups by giving them small gifts that represent their stay. They gave little green eggs and candy to the Big Green Egg group, chocolates shaped like tools for ACE Hardware, and thermos water bottles to their top Hilton Honors guests.



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**FRIENDLY
REMINDERS OF
CORE COACHING
LESSONS**
SARA FERNALD
Legacy Ventures'
Executive Coach

1. Everyone has a different "Rule Book" or standards.
2. Ensure there is a clear "2-way Confirmation" that different rules/standards AND assignments are mutually understood.
3. When someone misses the mark on your standards and/or assignment, take a deep breath and ask about their thought process so you clearly understand the gap before re-instructing.
4. Eat healthy and take 3 deep breaths, 5 times a day. This will reduce your stress and boost your energy and brain-power!



AT HOME MEALS WITH OUR CHEFS

GRILLED OYSTERS AND GARLIC-CHILI BUTTER SAUCE

Courtesy of Chef Matt Deckard

- Garlic-Chili Butter Ingredients**
- 1/2 pound (2 sticks) butter
 - 2 teaspoons of crushed red chili flakes
 - 2 tablespoons of Sambal garlic chili sauce
 - 1/4 teaspoon cayenne
 - 3 cloves garlic
 - 3 anchovy fillets
 - 1 teaspoon kosher salt
 - Zest and juice of one lemon

- Butter Method:**
1. Cut the butter into 1-inch cubes and allow it to soften to room temperature.
 2. Mince the garlic, anchovy fillets and lemon zest (or mash in a mortar and pestle), and then fold in the butter, lemon juice, Sambal garlic chili sauce, red pepper flakes, cayenne, and salt.
 3. Roll the butter into a log, or pack into small ramekins, cover with plastic and refrigerate until needed.

- Grilled Oysters Ingredients**
- 16 oysters
 - Lemon wedges, for garnish

- Oysters Method:**
1. Open the oysters as you would for oysters on the half shell, discarding the top shells.
 2. Place about a tablespoon of the chilled compound butter on each oyster.
 3. Carefully place on a hot grill until the juices begin to bubble and the oyster curls up around the edges for 6 to 10 minutes (it's good to have some melted compound butter on hand to drizzle over the grilled oysters, to replenish any that spills out during grilling).
 4. Serve immediately, with wedges of fresh lemon.

COMMUNITY PROJECTS AND OUTREACH

CHATTANOOGA FOOD BANK & SCENIC CITY ARK MINISTRIES EMBASSY SUITES - CHATTANOOGA

The Make a Difference Committee volunteered for the Chattanooga Food Bank, processing enough food to feed 271 households and donating enough money to



create over 400 meals for those in need. The Housekeeping and Engineering teams organized and donated 168 pillows to the Scenic City ARK (Acts of Random Kindness), who will distribute them to the less fortunate. These are

just the first acts of service the team has accomplished this year, but they have many more planned for the future.

BRIGHTHEARTED COMMITTEE HILTON GARDEN INN - ATLANTA DOWNTOWN



The Hilton Garden Inn - Atlanta Downtown has formed a new team member Brighthearted Committee. Brighthearted is an attitude and approach to business that shines and spreads light wherever it goes, including with guests, team members and in the community. The team recently planted flowers outside of the hotel to give back to the community for Earth Month.

ATLANTA MISSION 5K RUN RACE TO END HOMELESSNESS DOUBLETREE - ATLANTA DOWNTOWN

On February 18, the hotel team volunteered to assist Atlanta Mission with coordinating the route for the 5k Race to End Homelessness. Thousands took to the streets of downtown Atlanta to run a race in the cold, for those who sleep in the cold. CARE Committee Members Kim Anderson, Darryl Boney, Lamin Colley, and Demetrius Williams also participated in the race.



LINEN DRIVE LEGACY HOTELS

In addition to supporting Atlanta Mission by volunteering and serving food, Legacy Hotels have partnered together to donate discarded linens to the mission each month. Hilton Garden Inn - Atlanta Downtown began a towel drive competition with Embassy Suites - Centennial Park and Glenn Hotel. Together they donated over 325 bath towels and 530 washcloths to Atlanta Mission in February.

