



LEGACY INSIDER

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GRATIFYING REFLECTION

A LETTER FROM CEO DAVID MARVIN

Legacy Ventures is being called to present our qualifications with increasing frequency. Some situations relate to gaining approvals to manage hotel brands that we do not currently manage. Some requests for a statement of qualifications pertain to 3rd party management opportunities. And some are

part of investor and lender underwriting pertaining to new projects. The results and feedback in every case have been gratifying. But equally gratifying has been the exercise of "inventorying" our people, talents and track record in the requested form.

I am reminded when we prepare these "statements of qualifications" that the Legacy team has a lot to be proud of. We are customer-oriented. We are doing innovative work. We are producing solid financial results. We are engaged with our community. Perspective on our accomplishments, capabilities and high level of professionalism, however, can be lost in our day to day hectic work pace. You may have heard the expression about not being able to "see the forest through the trees." Well, being tasked with describing our qualifications has been a reminder of what our "forest" looks like... and it is great!

We have come a long way as a company, and the phone is ringing with new opportunities. Thank you for your dedication and hard work in helping us to stand out among our competition.

David



Hotels

- DoubleTree - Atlanta Downtown
- DoubleTree - Atlanta Northlake
- Embassy Suites - Chattanooga
- Embassy Suites - Centennial Park
- Glenn Hotel
- Hilton Garden Inn - Atlanta Downtown
- Hotel Indigo - 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 Brewpub
- SkyLounge at Glenn Hotel
- The Cloakroom Kitchen & Bar
- Twin Smokers BBQ
- Ventanas

 Please follow the Legacy Ventures Hospitality page on LinkedIn.

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



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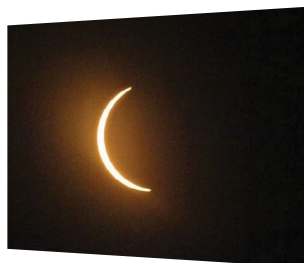
SPOTLIGHT: STATS BREW PUB



On the eve of its tenth anniversary, STATS has a new 10-barrel brewery. Renamed STATS Brewpub, it will

offer six of its own brews on tap – four year-round and two seasonal – each crafted with care by brewmaster, **Austin Edwards**. The new beer will have fun sports-themed names.

Beer-to-farm-to-table: partnering with Stone Mountain Cattle Co., its beef supplier, spent grain from the brewery will go to feed the cows at Stone Mountain. That beef will then be served at STATS Brewpub. Not only does this help the restaurant shrink its carbon footprint and support Georgia farmers, but it also elevates its new menu.



SOLAR ECLIPSE

On August 21, Legacy Ventures celebrated the Solar Eclipse with a client event at Ventanas on the helipad as well as other viewing parties where eclipse-themed drinks and snacks – like home-made Moon Pies – were provided for guests to enjoy while experiencing the eclipse. Global Head of Embassy Suites Hotels, Alan Roberts, joined the team in downtown Atlanta.



NEW PROPERTY:

HOTEL INDIGO - ATLANTA

DOWNTOWN LV is pleased to welcome a new hotel and restaurant to its portfolio. LV begins management for a third-party owner, Portman Holdings, in late October. The hotel was designed by John Portman, an esteemed global architect and developer, who made a significant impact on Atlanta's architecture with structures such as AmericasMart and Peachtree Center, including the Hyatt, Westin and Marriott Marquis.



AMBER SHORT RIB CHILI

Courtesy of: Chef Matt McCormick



AT HOME MEALS WITH OUR CHEFS

Prep Time: 30 minutes

Cook Time: 3 hours

Serves: 6 to 8

Chili Paste Ingredients:

- 1 ea** dried California chiles (destemmed)
- 1 ea** dried ancho chiles (destemmed)
- 2 Tbsp** soy sauce
- ¾ cup** chicken stock

Chili Ingredients:

- 4 lb** boneless short rib (cut into 1 ½ cubes)
- 2 Tbsp** kosher salt
- 1 tsp** ground black pepper
- 2 Tbsp** vegetable oil
- 1 ea** onion (small dice)
- 4 cloves** garlic (minced)
- 1 Tbsp** ground cumin
- ½ tsp** ground allspice
- 2 tsp** dried oregano
- 6 cups** chicken stock
- 2 cups** amber beer
- 12 oz can** red kidney beans (drained)
- 1 Tbsp** white vinegar

Garnish Ingredients:

- 2 ea** fresh jalapeno (sliced)
- 12 oz** sour cream
- 2 cups** sharp cheddar (shredded)

Method:

1. Set a dutch oven to high heat, add blended oil and bring to smoke point
2. Toast chiles in a hot saute pan, then add to a blender with remaining ingredients for chili paste. Process until very smooth
3. While oil is heating, season beef with salt and pepper, then add to dutch oven in a single layer
4. Allow meat to sear for 2-3 minutes, then stir, sear for one more minute and remove to a dish to hold
5. Turn heat to medium, add onions and sweat until translucent, scraping the bottom of the skillet to release the brown bits (about 3-4 minutes)
6. Add garlic, cumin, allspice and oregano and cook for 1 minute
7. Add meat, chili paste, stock and beer to skillet, and bring to a boil
8. Lower heat to medium low and simmer for 2 hours or until beef is tender and beginning to fall apart easily
9. Stir in kidney beans and vinegar and simmer for 10 minutes
10. Ladle into serving bowls and garnish with shredded cheddar, fresh jalapeno slices and sour cream

LEGACY VENTURES WELCOMES NEW MANAGERS, JULY – OCTOBER 2017

PROMOTIONS AND MOVES

Vaymond Persaud, Controller – Glenn Hotel
 Ron Fader, VP of Finance – LV Hotels and Restaurants
 Tiffany Stargill, Controller – Hilton Garden Inn - Atlanta Downtown
 Haley Bayse, Front Office Manager – Hilton Garden Inn - Atlanta Downtown
 Rob Maczuga, Food & Beverage General Manager – Hotel Indigo - Atlanta Downtown
 Abner Lorenzo, Executive Sous Chef – Max's Perimeter
 Octavia Olivier, Director of Sales – Glenn Hotel
 Amanda Williams, Manager – Max's Perimeter
 Michael Price, Sous Chef – Restaurant Row
 Jason Stewart, General Manager – Max's Perimeter

NEW HIRES

Tim Converse, Manager – STATS Brewpub
 Shannayl Deckard, VP of Human Resources – LV Restaurants
 Anika Glenn, Director of Sales – DoubleTree - Atlanta Downtown
 Tinesha Franklin, Corporate Sales Manager – Embassy Suites - Centennial Park
 Richard Ebright, General Manager – Hilton Garden Inn - Atlanta Downtown
 Lisa Grunwald, Assistant General Manager – Hilton Garden Inn - Atlanta Downtown
 Jamie Gruber, Executive Chef – Hotel Indigo - Atlanta Downtown
 Dwayne Dean, General Manager – DoubleTree - Atlanta Downtown



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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



Albert Einstein said "Strive not to be a success, but rather to be of value." A pretty space can be considered a success, but a customer-oriented space goes beyond aesthetics and supports the Legacy team's mission to provide superior customer service. **TAMALA HERD, DESIGN MANAGER, LV**



Being customer-oriented is all about going above and beyond. Doing whatever is in our power to exceed customer expectations. I like to go out and "touch" tables to create interactions and relationships between the kitchen and the guests. **VICTOR MCCANALLY, BOH KEY MANAGER, THE CLOAKROOM KITCHEN & BAR**

CUSTOMER-ORIENTED cus-tom-er/'kæstə-mər-o-ri-ent-ed/'ōrē-əntəd/ having the passion to serve and create genuine and positive guest experiences.



Our jobs can be very challenging at times. Yet, we all have the same job, same goals and the same purpose. Our job is to make sure the customers don't see the struggle or how hard the work was. So at the end when they say "Everything was great!" it all becomes worth it. **JESSICA MOSIE, LINE COOK, TWIN SMOKERS BBQ**



One piece I really appreciate about the DoubleTree culture is that a part of our brand promise talks about making the traveler feel human again. And to me a large part of that is being genuine. To help make this a reality, our approach is to engage every guest like they are family and it's our job to make them feel warm, welcomed and comfortable. We constantly place ourselves in the guest's shoes...our goal is to make sure they feel genuinely cared for under our roof. It all starts with a smile and a warm chocolate chip cookie! **SCOTT HESTER, ASSISTANT GENERAL MANAGER, DOUBLETREE - ATLANTA DOWNTOWN**

AWARDS, RECOGNITION AND CELEBRATION

TOP SPORTS BAR



There's no better place to feel the camaraderie of celebrating your favorite team than at a sports bar. In September, STATS Brewpub, where you can suds it on up with beer handles located at your very own table, was listed as one of the top 13 Sports Bars in the nation by WHERE Magazine.

SERVICE STORIES

VENTANAS – This event was a huge success! Our guests were really impressed by the venue and the hospitality. Your whole team was wonderful but Willonn was extra special! She was kind and accommodating at every turn and those lovely moments of hospitality are really meaningful. She even helped us figure out where to take the party next! Thank you, Diane, for all of your patience and support through the past year we have been planning this conference and this social. We couldn't be happier with how it turned out and we look forward to the chance to work with y'all again in the future!

HILTON GARDEN INN - ATLANTA DOWNTOWN – Kudos to George at the Front Desk. Not only did he make me feel welcome, but he fixed a minor computer problem, brought me bananas in the middle of the night to help with some massive muscle cramps and remembered my name the entire stay. Wouldn't mind adopting him as another grandkid.

EMBASSY SUITES - CENTENNIAL PARK – This was a great calm oasis in downtown Atlanta during the Dragon Con convention and its 85,000 attendees, as well as the two kick-off games for the college football season. The hotel itself and the staff were uniformly excellent with tons of space and quiet places. A huge room with lots of privacy. Breakfasts were great and it was worth taking advantage of the happy hour.

HOME AWAY FROM HOME HURRICANE IRMA

Atlanta welcomed many displaced families seeking shelter during Hurricane Irma, and the LV team worked to ensure these guests felt at home with family meals, movie showings, bedtime stories and family fun rooms that were filled with board games, puzzles and snacks. Even family pets received special accommodations.

DOUBLETREE - ATLANTA NORTHLAKE – We would like to give Loreal special citation for the help she gave us during the hurricane and the power outage at the hotel. My Mom and Sister were both disabled and on dialysis, and Loreal was a champion during our stay. She went beyond the call of duty.

DOUBLETREE - ATLANTA DOWNTOWN – We cannot say enough GOOD things about this hotel and our experience. EVERY single staff member we came in contact with was AMAZING! We left Florida and arrived feeling less than ourselves. Everybody was so helpful - from valet guys to desk staff to breakfast chef to the servers. Room service ladies were amazing too. Not sure that we could ever tell enough people about how wonderful the staff was. And when the tropical storm came through Atlanta and things closed down - you guys put on a buffet for us that was AWESOME! Just love how you roll with it and improvise to take care of your guests - it was not something you had to do which makes it even more amazing!



In August, LV Hotels announced a new House-keeping Cluster, with **Barbara Jones**, Executive Housekeeper, Embassy Suites - Chattanooga,

leading the charge. Barbara will visit each hotel regularly and promote training, problem identification and resolution and recognition within the cluster. The inaugural LV Sparkle Award, recognizing the greatest improvement in cleanliness scores each month, was received by **Tracey Tong** and the Hilton Garden Inn - Atlanta Downtown housekeeping team.



BEST PIZZA IN ATLANTA

The Atlanta Journal-Constitution named Max's Coal Oven Pizzeria the best pizza in Atlanta in its Best of Atlanta series. Atlantans will soon be able to enjoy Max's Pizza in its second location at Perimeter Mall. The ovens have been delivered, and construction is underway. This location is expected to open in Q4.

LV Hotels congratulates graduates of the 2016-2017 Leadership Development Program. The 2017-2018 program is now underway, with team members representing Front Desk, Housekeeping, Engineering, Security, Sales and Accounting participating.



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CONFLICT RESOLUTION



The trap of polarization:

One of the most common missteps in conflict resolution is when both parties are intent on having their view the 'right' view. Evidence of this is when both parties go back and forth restating their position with rising intensity, 'listening' to

the other only to bolster their side of what has become an argument.

First seek to understand: State your desire to understand the issue from all sides so that the best resolution can be reached. Invite the other person to tell their view of the issue. Take a deep breath and listen to truly understand. Often you will hear new information that will shift your thinking and aid in the resolution.

Listening does not necessarily mean agreeing: If the issue is a hot one for you, listening to the other's view is going to take strong self-control; a flood of judgments and rebuttals may ignite in your mind. Breathe. Listen carefully. Summarize your understanding of the other's view (2-way confirmation). Do not inject your own view/reaction. Ask if there is anything you have missed or misunderstood. Gain final 2-way confirmation.

Reciprocity: Ask the other to listen to understand your perspective, as you did theirs. Have them summarize what they understood, clarify and gain 2-way confirmation.

Frame the issue(s) and options for resolution: If more than one issue has been surfaced, tackle them one at a time. If you both disagree on the best resolution, try jointly listing the pros and cons of options identified. Guard against polarization by acknowledging the potential value in their preferred option and the possible limitations of yours.

Strategies for complexity: If the above framework breaks down, gain agreement to take a break and revisit the discussion once you both have had time to reflect. Set a specific time to regroup. It may be helpful and/or necessary to invite a third party to help facilitate a resolution.

Make agreements about lessons learned: Conclude on a proactive note by identifying how similar problems and related issues may be prevented in the future. Express your appreciation for the time and effort the other person(s) contributed to the constructive end.

INTERNATIONAL HOUSEKEEPING APPRECIATION WEEK

In September, LV Hotels celebrated International Housekeeping Appreciation Week. Each property showered their housekeeping teams with attention and gifts; activities included an ice cream social, team outings, special breakfasts and lunches, a family picnic and plenty of recognition for this very deserving and hardworking team. Thank you for the shine that you always put into our hotels!



COMMUNITY PROJECTS AND OUTREACH

SCHOOL SUPPLIES TEAM GLENN

participated in a school supplies drive by collecting donations and purchasing supplies for a local non-profit organization benefiting homeless and sheltered people. The team also donated supplies to all Glenn associates with school-aged children.



ATLANTA MISSION

HILTON GARDEN INN - ATLANTA DOWNTOWN

The Brighthearted Committee teamed up with its Food & Beverage team to donate, prepare and serve food at the Atlanta Mission. They served spaghetti, garlic bread, salad and dessert to 120 homeless in Atlanta.



HURRICANE HELPING HANDS

DOUBLETREE - ATLANTA NORTHLAKE The housekeeping team donated discarded linen to the Dekalb Sheriff's office to assist the victims of Hurricanes Harvey and Irma. Additionally, The Brighthearted team at **HILTON GARDEN INN - ATLANTA DOWNTOWN** collected nonperishable donations as well as monetary donations for victims of Hurricane Harvey.



ATLANTA FOOD PANTRY

EMBASSY SUITES - CENTENNIAL PARK

The Make A Difference Committee visited the Atlanta Food Pantry where they donated food and volunteered for several hours. The team had an enriching and informative experience.



HIGH SCHOOL WORK STUDY

LEGACY VENTURES is partnering with Cristo Rey Atlanta Jesuit High School's corporate work study program. Cristo Rey offers unique college preparatory education to students from families with limited financial resources. Four Cristo Rey students will work and shadow managers in the downtown Atlanta hotels for the duration of the school year, allowing them a unique opportunity to gain experience in the hotel industry.

