



## LEGACY INSIDER

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- Letter from CEO
- Spotlight: 2018 LEAD Awards
- Blueprint Spotlight: Loyalty
- Awards, Recognition and Celebration
- Service Stories
- Legacy Ventures Welcomes
- Workstyle Corner
- At Home Meals
- Community Projects and Outreach



## LEGACY TALENT RECOGNIZED

### A LETTER FROM CEO DAVID MARVIN

Our third annual LEAD awards gala was a momentous event. First and foremost, we celebrated the best of the best across all Legacy Ventures divisions and assets. I congratulate all who attended - the finalists,

their supervisors who supported them, and, of course, the award winners. Secondly, it is with a sense of accomplishment that I note how Legacy Venture's LEAD awards have become part of our company fabric. We have been celebrating LEAD for three years, and we will celebrate LEAD for many years to come. This kind of team-centric tradition is found in companies that engender a sense of loyalty between team management, team members at large and their common mission.

Look up the word Loyalty. You will find definitions that can all be related back to Legacy Ventures' corporate ideal of encouraging and celebrating great work:

- Loyalty means making something or someone a priority and doing so in small and discrete but meaningful ways.
- Loyalty means staying true to someone or something even when other things call attention.
- Loyalty is a way of showing support for a person or thing.

Legacy Ventures leadership is steadfast in our loyalty for our team and our customer service mission. We see and are honored by the loyalty demonstrated every day by team members. With your help and our collective values and traditions, we are building a great company. Thank you for all you do.

David



#### Hotels

- The American Hotel
  - DoubleTree - Atlanta Northlake
  - Embassy Suites - Chattanooga
  - Embassy Suites - Centennial Park
  - Glenn Hotel
  - Hilton Garden Inn - Atlanta Downtown
  - Hotel Indigo - Atlanta Downtown
- Asset Management*
- Hyatt Regency - Atlanta Perimeter at Villa Christina
  - Sheraton - Madison Hotel

#### Restaurants, Catering & Event Spaces

- Cinnamon Shore
- Citron Et Sel
- City View
- The Cloakroom Kitchen & Bar
- Der Biergarten
- Game-X
- Glenn's Kitchen
- JP Atlanta
- Legacy Catering and Events
- Legacy Test Kitchen
- Max's Coal Oven Pizzeria - Atlanta Downtown & Perimeter Mall
- STATS Brewpub
- 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>



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## SPOTLIGHT: 2018 LEAD WINNERS



The Legacy Excellence Awards Dinner (LEAD), held February 26th 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.



### Event Hosts

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



**Welcome Toast**  
Brian Bullock and  
Kevin Richards

## INDIVIDUAL AWARDS



**A. Sherry Long**, Glenn's Kitchen, **Restaurant Back of House Team Member**, presented by Chefs Chris Blobaum and Matt Deckard

**B. Joy Wyatt**, Hotel Indigo - Atlanta Downtown, **Hotel Housekeeping Team Member**, presented by John Johnson, GM of Glenn Hotel

**C. Kayseane Barrett**, STATS Brewpub, **Restaurant Support Staff**, presented by Troy Landrey, Area GM for Legacy Restaurants

**D. Eduardo Byers**, Glenn Hotel, **Hotel Support Team Member**, presented by Paul Mezick, GM of Embassy Suites - Chattanooga

**E. Josh Buggs**, Twin Smokers BBQ, **Restaurant Server**, presented by Katie McCormick, Corporate Service Manager for Legacy Restaurants

**F. Elizabeth Boyles**, Embassy Suites - Centennial Park, **Hotel Guest Services Team Member**, presented by Frank Phair, GM of Embassy Suites - Centennial Park

**G. TL Richardson**, Der Biergarten, **Restaurant Bartender**, presented by Matt Youhess, Area GM of Restaurant Row

**H. Diane Park**, Ventanas, **Restaurant Sales Manager**, presented by Brad Boatner, VP of Sales for Legacy Restaurants

**I. Michele Sidler**, Embassy Suites - Centennial Park, **Hotel Sales Manager**, presented by Richard Ebright, GM of Hilton Garden Inn - Atlanta Downtown

**J. Ashley Hollis**, Embassy Suites - Chattanooga, **Hotel Director of Sales**, presented by Marc Szymanik, Regional DOS for Legacy Hotels

**K. Willonn Bennett**, Ventanas, **Restaurant Manager**, presented by Jeff Sime, VP of Operations for Legacy Restaurants

**L. Monica Jennings**, Embassy Suites - Chattanooga, **Hotel Manager**, presented by Eve Moore, VP of Operations for Legacy Hotels

**M. Troy Landrey**, Legacy Ventures Restaurants, **Make it Happen Award**, presented by David Marvin, President and CEO of Legacy Ventures

## TEAM AWARDS



**Twin Smokers BBQ**  
**Matt Hill, General Manager**  
**Highest Team Engagement Score**  
**Restaurants**  
presented by Shannayl Deckard,  
VP of Human Resources  
for Legacy Restaurants



**Embassy Suites - Centennial Park**  
**Frank Phair, 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



**Glenn's Kitchen**  
**Chris Gunn, General Manager**  
**Restaurant Keystone Property**  
presented by Brian Bullock, COO and  
Jeff Sime, VP of Operations for Legacy Restaurants



**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 Ventanas and Legacy Catering & Events team for a fantastic dinner, Colin James-Sarner, our Master of Ceremonies, Viviana Espinoza, Brittney Meyers, Erin Patrick and Lauren Crockett.



## 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



Loyalty lets you remember priorities in your life. Loyalty reminds you of the people who put you first, so you put them first too. SHELTON FOREMAN, BANQUET MANAGER, THE AMERICAN HOTEL



Loyalty is equivalent to having faith in someone. Knowing that when a situation occurs, there is an individual that is able to handle the matter at hand and have your best interest at heart. TASHIE LEDET, MANAGER, JP ATLANTA

## LOYALTY loy-al-ty loi ltē/

A strong feeling of support or allegiance



Loyalty means always being here on time and always doing what needs to be done; that is what I strive to do. JOHN SISK, MAINTENANCE ENGINEER, EMBASSY SUITES - CHATTANOOGA



I try to smile and give the best customer service to our guests. I want them to remain loyal to not only the Hilton brand, but our property. Great customer service in return makes a loyal guest. AJANAY JACKSON, GUEST SERVICE AGENT, HILTON GARDEN INN - ATLANTA DOWNTOWN

## AWARDS, RECOGNITION AND CELEBRATION

### GEORGIA HOTEL & LODGING ASSOCIATION STARS OF THE INDUSTRY

Congratulations to our five winners at the 2018 GHLA Stars of the Lodging Industry Awards!

**Frank Phair**, Embassy Suites - Centennial Park, Volunteer of the Year Award

**Richard Ebright, Shelley Carrigan** and the **Hilton Garden Inn - Atlanta Downtown team**, Outstanding Community Service Award

**Bell Foster**, DoubleTree - Atlanta Northlake and **Theodore Lucas**, The American Hotel, Outstanding Support Department Employees

**Angela Holcomb**, Embassy Suites - Centennial Park, Outstanding Administrative Employee

### BIG SOUTH BEER COMPETITION & FESTIVAL

#### STATS BREWPUB

STATS Brewpub won a Silver Medal at the Big South Beer Competition and Festival for its Shooter McGavin Witbier! This is a record-setting win for STATS Brewpub's very first entry in a beer competition. Big South brought together 30 of the top local, regional and national breweries. The beers were blind critiqued by Beer Judge Certification Program certified judges. Area General Manager **Troy Landrey** and Brewer **Austin Edwards** represented STATS Brewpub at the competition, which benefits Children's Charities.



## LEGACY VENTURES WELCOMES NEW MANAGERS, JANUARY - MARCH 2018

Montrel Jenkins, Assistant General Manager – Glenn Hotel  
Anthony Laudato, Director of Sales – Hilton Garden Inn - Atlanta Downtown  
Belinda Adjei-Boateng, Corporate Administrative Assistant – Legacy Ventures  
Caroline Karlberg, Director of Business Development – Legacy Ventures  
Carlos Martinez, Executive Housekeeper – Hilton Garden Inn - Atlanta Downtown  
Robert Ruff, Assistant Executive Housekeeper – Hilton Garden Inn - Atlanta Downtown  
Raynoldo Oquendo, Assistant Front Office Manager – Hilton Garden Inn - Atlanta Downtown  
James Mavrak, Assistant Front Office Manager – Hotel Indigo - Atlanta Downtown  
Jose Lopez, Executive Housekeeper – Hotel Indigo - Atlanta Downtown  
Dana Kicklighter, Catering Sales Manager – Ventanas  
Lauren Crockett, Sales Coordinator – Ventanas  
Matthew Sharpe, Manager – Max's Coal Oven Pizzeria  
Nicholas Wilson, Sous Chef – Glenn's Kitchen  
Patrick Williams, Assistant General Manager – STATS Brewpub  
Stephanie Barnett, General Manager – JP Atlanta - Welcome Back

#### PROMOTIONS AND MOVES

Ivy Mpofu, General Manager – DoubleTree - Atlanta Northlake  
Jasmin Jones, Sales Manager – Embassy Suites - Centennial Park  
Valerie Morgan, Executive Housekeeper – Embassy Suites - Centennial Park  
Jori Burks, Assistant Front Office Manager – Hotel Indigo - Atlanta Downtown  
Viviana Espinoza, Marketing Coordinator – Legacy Ventures Restaurants

## SERVICE STORIES

**THE AMERICAN HOTEL** - Excellent Customer Service! I recently stayed at this property while on vacation. The staff (particularly the front desk staff, Lucas and Lesley) were extremely nice and friendly. It's one thing to go to a hotel and receive "good" customer service, but at this property you are assured "great" customer service. This is my official hotel of choice while in Atlanta for business or pleasure. This is a must visit Hilton property, they treat you like family.

**EMBASSY SUITES - CENTENNIAL PARK** - From the moment I entered the hotel, the bell service greeted me politely and the front desk went above and beyond to make my stay a pleasant one. The suite was neat, clean and the unlimited snacks and beverages were constantly replenished. The complimentary breakfast was very good and offered a wide range of food including fresh omelets. Staff was very attentive to my needs.

**STATS BREWPUB** - AJ is the best bartender. He gives great service and great recommendations for the area. He's very personable and makes sure you have a great time. We will definitely be back to see him.

**THE AMERICAN HOTEL** - The American Hotel is situated right in the heart of the park district and was located within easy walking distance to all of the desired attractions! The first day we logged over 14,000 steps and the second day over 16,000 steps on our FITBITS while visiting the Coca-Cola museum, the GA Aquarium, CNN studios, the Center for Civil and Human Rights, and the SkyView ride. I was so tired heading back to the airport on Sunday!

In terms of restaurants, I forgot how much I missed southern grits which I raved over while dining at **The Cloakroom** on our first night. On Saturday, we walked to **Glenn's Kitchen** and had a fabulous dinner (again with grits!).

Many thanks for your hospitality!

### IHG RAVES AFTER CLIENT EVENT

**HOTEL INDIGO - ATLANTA DOWNTOWN** - Intercontinental Hotels Group hosted a recent VIP client event during the Hunter Conference in downtown Atlanta. The team put its best foot forward for these very important guests and received accolades from key contacts:

**Subject: A special thank you!**

About yesterday - according to everyone, it was a HUGE success. We usually discuss how to "raise the bar" for next year, and we couldn't come up with anything to raise. You, your team, the food, the space... everything was flawless and I am so proud that you represent IHG. Please relay our complete gratitude and compliments to your entire team. I look forward to working with you again next year.



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## WORKSTYLE CORNER



### TIME MANAGEMENT TRAPS

SARA FERNALD  
 Legacy Ventures' Executive Coach

**Trap #1 – There is a 'Perfect' Solution Out There.** Clients often ask me the best way to stay organized. Instead of offering a multitude of 'proven' strategies, I ask "What has worked best for you in the past?". If you are a pen and paper list maker trying to be a techno-geek with an organization app, it's like trying to shift from being right-handed to left-handed. Expand upon the tools that are most natural for you.

**Trap #2 – Time vs. Capacity.** While you may have time to do certain tasks (typically the ones you are resistant to do....at the end of a long day), you may not have the mental, emotional or physical energy to do them. Don't waste even MORE time and energy beating yourself up; identify your 'capacity' patterns and put energy into being disciplined about doing those challenging tasks when you have your greatest reserves.

**Trap #3 – Underestimating.** An email can take 20 minutes, not 5. A delicate conversation can take 30 minutes, versus 10 (plus the time and energy it takes in the lead up and aftermath!). Preparing for almost anything takes more time than we think it 'should'.

**Trap #4 – Rushing to Completion.** As the saying goes, measure twice and cut once. The cost of re-doing a task is often many times higher than getting it right in the first place.

**Trap #5 – Failing to Re-Prioritize.** Even if you (mostly) master the above, it is critically important to re-prioritize, throughout the day, week, month and year. This means renegotiating with yourself and others. Done directly and mindfully, it can lead to new strategies and greater outcomes.

In conclusion: Learn from your patterns. Take a deep breath and pause - even momentarily - to fill your energy back up by the reward of a task completed.

## AT HOME MEALS WITH OUR CHEFS

Courtesy of Chef Matt Deckard



### SPRING VEGETABLE PAPPARDELLE

#### Ingredients

1 lb. Pappardelle pasta	3 oz. sliced pepperoncini peppers
¼ cup canola oil	2 cups white wine
1 cup crimini mushrooms	4 oz. unsalted butter
1 cup asparagus	2 Tbsp. chopped green onion
1 Tbsp. chopped garlic	2 Tbsp. shredded Pecorino cheese
1 cup roasted tomatoes	Salt and pepper, to taste

1. Bring one gallon of water to a boil, add 1/8 cup canola oil and pasta. Cook pasta to al dente or desired doneness.
2. In a large sauté pan, bring remaining oil to a simmer. Add mushrooms and asparagus. Sauté until cooked through. About 5 minutes.
3. Turn heat down to low and add garlic, tomatoes, pepperoncini to the sauté pan.
4. Deglaze the pan using white wine. Bring to a simmer and reduce. Add butter. Season with salt and pepper.
5. Add cooked pasta to pan and toss until coated.
6. Garnish with green onions and Pecorino. Serve immediately.

## COMMUNITY PROJECTS AND OUTREACH

### UNITED WAY

#### THE AMERICAN HOTEL

The team at The American Hotel collected items for the United Way's Shoebox Project, which provides toiletry items to homeless men, women and children in need.



### EARTH WEEK

In February, several celebrated Earth Week. The team at **DoubleTree - Atlanta Northlake** planted trees at Midvale Elementary School and the **Hilton Garden Inn**



**Atlanta Downtown** Brighthearted Committee planted flowers that were "Brighthearted" colors in a shape of a heart.

### LEASHES, LEDERHOSEN & LITERS

#### DER BIERGARTEN

On March 31st, the team hosted their first halfway to Oktoberfest event: Leashes, Lederhosen and Liters. They partnered with FurKids Animal Rescue to raise money for the organization and help find some sweet dogs their fur-ever homes!



### ATLANTA MISSION

#### HILTON GARDEN INN – ATLANTA DOWNTOWN

On March 28th, team members from the Hilton Garden Inn - Atlanta Downtown served lunch at the Atlanta Mission. Chef Matt Dwyer and the F&B team sent so much food that they were able to have dinner that night too.



### CHATTANOOGA AREA FOOD BANK

#### LEGACY VENTURES HOTELS

At this year's LV Hotels GM/ DOS Conference, the teams collected a total of 530 pounds of canned and non-perishable foods. The GMs and DOSs used these products to create hotels in a competitive team-building exercise. Afterwards, all of the items were donated to the Chattanooga Area Food Bank.



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