



## LEGACY INSIDER

SEPTEMBER 2018, VOL. 4, ISSUE 11

- Letter from CEO
- Spotlight: Habitat for Humanity
- Legacy Ventures Welcomes
- Blueprint Spotlight: Engaging
- Awards, Recognition and Celebration
- Service Stories
- Workstyle Corner
- At Home Meals
- Community Projects and Outreach



## GENUINE HOSPITALITY MAKES THE DIFFERENCE

A LETTER FROM CEO DAVID MARVIN

Summer vacationers have come and gone and our school age children are back at school. Summer is a glorious time of year when a lot of memories are created. And, it's one of our busiest with many guests and many demands for services. I am grateful that Legacy Ventures teams are so committed to meeting those demands, maintaining our high standards and providing excellent hospitality. It's noticed!

Strong teamwork and team engagement drives guest satisfaction, and many of our properties have been recently recognized by TripAdvisor and others for their commitment to excellence in guest service. Guest satisfaction scores are on the rise as summer ends, and The American Hotel team celebrated the hotel's first "Outstanding" Quality Assurance audit by Hilton, joining the Embassy Suites - Chattanooga for this great honor.

I just put Legacy's dear friend from China on a plane after his visit a few weeks ago. Joseph represented the Chinese investor we partnered with for 20 years. He and his wife have traveled the world many times over and visited Atlanta over 50 times. Joseph has years of professional experience in hotel and restaurant management in Canada and China. He always stays at one of our downtown Atlanta hotels when he visits, and our custom is to dine at several Legacy Ventures restaurants. Then he tells me how we are doing.

Joseph and his wife were extremely impressed and most grateful for our excellent hospitality! We had excellent meals at The Cloakroom Kitchen & Bar, Legacy Test Kitchen, STATS Brewpub and Max's Coal Oven Pizzeria. He remarked to Frank Phair, GM of Embassy Suites - Centennial Olympic Park, that our staff rivals his best teams at their 5-star China resorts. Our caring, friendly and efficient service makes the difference.

It is a compliment I was proud to hear. I so appreciate your hard work in striving to extend genuine hospitality to all of our guests and customers. As we head into the Fall season, the completion of our customer mix will become more corporate, but the common denominators in providing guest service remain the same. What you do and how you interact with customers makes the difference!

Thank you for differentiating our great properties by continuing to focus on providing memorable guest experiences.

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
- Sheraton Madison Hotel

### Restaurants, Catering & Event Spaces

- Cinnamon Shore
- Citron Et Sel
- City View
- The Cloakroom Kitchen & Bar
- Der Biergarten
- The Drafting Table Cocktails & Kitchen
- Game-X
- Glenn's Kitchen
- 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: HABITAT FOR HUMANITY



### "HOME COOKING & SOUTHERN HOSPITALITY HOUSE" WITH HABITAT FOR HUMANITY



On March 29th, Legacy Ventures embarked on its third year of participating in a build day for the annual "Home Cooking & Southern Hospitality House" with Atlanta Habitat for Humanity. Each year, members of Atlanta's hospitality industry come together to build or renovate a home with an Atlanta Habitat homebuyer family. Between our hotels, restaurants and corporate office, Team Legacy has contributed \$36,000 over the last three years. This year 36 volunteers came together to help put the finishing touches on Ms. Rose's home. We are honored to have a team that enjoys serving our guests and our community!



Unloading supplies

Garage painting



Roof repair

Volunteers enjoy a meal after a long day of renovation work



### LEGACY VENTURES WELCOMES NEW MANAGERS, APRIL – JULY 2018

#### NEW HIRES

Stephanie Endsley, Corporate Director of Revenue – Legacy Ventures Hotels  
Derek Dailey, Corporate Director of Accounting – Legacy Ventures Hotels & Restaurants  
Delani Edison, Controller – Embassy Suites - Chattanooga - Welcome Back  
Mark Kimata, Sales Manager – Hotel Indigo - Atlanta Downtown  
Candace Shyne, Assistant General Manager – Embassy Suites - Centennial Park  
Lydia Copeland, Assistant Executive Housekeeper – Embassy Suites - Centennial Park  
Keesla Blay-Miezah, Director of Sales – DoubleTree - Atlanta Northlake  
Britta Ulrich, Executive Housekeeper – The American Hotel  
Charlie Gallavan, Food and Beverage Manager – The Cloakroom Kitchen & Bar  
Chris Adams, Manager – Old Gilman Grill  
Sally Connor, Manager – Old Gilman Grill  
Erin Meeker, Executive Sous Chef – The Drafting Table Cocktails & Kitchen  
Alford Hope, Sous Chef – Max's Coal Oven Pizzeria - Perimeter Mall  
Kelley Lenahan, General Manager – Glenn's Kitchen/SkyLounge  
Brenton Dolan, Sous Chef – STATS Brewpub  
Larry Allen, Chief Engineer – Sheraton Madison Hotel  
Katie Couture, Food and Beverage Manager – Sheraton Madison Hotel  
Steve Degroot, Executive Chef – Sheraton Madison Hotel

Carolyn Gessner, Rooms Director – Sheraton Madison Hotel  
Brandon Harmon, Executive Housekeeper – Sheraton Madison Hotel  
Tracey Houston, Director of Sales – Sheraton Madison Hotel  
Lauren Kolnik, Convention Services Manager – Sheraton Madison Hotel  
Nicole Krueger, Sales Manager – Sheraton Madison Hotel  
Tatiana Lanher, Assistant Front Office Manager – Sheraton Madison Hotel  
Andrew Myer, Assistant General Manager – Sheraton Madison Hotel  
Brianna Taylor, Sous Chef – Sheraton Madison Hotel  
Lindsay Voss, Sales Manager – Sheraton Madison Hotel

#### PROMOTIONS AND MOVES

Chris Von Egger, Regional Executive Chef – Restaurant Row  
Chris Blobaum, VP of Food and Beverage – Legacy Ventures Restaurants  
Anthony Quinones, Chief Engineer – Hotel Indigo - Atlanta Downtown  
Ionna Davis, Controller – Glenn Hotel  
Rob Maczuga, General Manager – Old Gilman Grill  
Michael Price, Executive Chef – Old Gilman Grill  
John Harvey, General Manager – Twin Smokers BBQ  
Tim Gates, General Manager – STATS Brewpub



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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



I believe that to be engaging means to be positive and focused on my guests' needs at all times.  
AJ MASSALLY, BARTENDER, STATS BREWPUB



Engaging with guests makes it 10x times easier for them to ask questions or start a conversation about anything. It is important to listen carefully to our guests' conversations so we can focus on their primary wants and needs. Regardless if I am busy or not, I always strive to make sure I take the extra steps by engaging with guests and fellow team members.  
GIANNI ROBINSON, FRONT DESK LEAD, GLENN HOTEL



Engaging is proactively assisting everyone from the guest to the host to the dishwasher. When we are engaged with our guests we offer great experiences and true hospitality. Engaging with our staff builds team rapport.  
CHRIS GUNN, GENERAL MANAGER, LVR



To me, engaging means that those you are presenting to (whether in person, on the phone or even online) are 100% focused on your visuals, and more importantly on me. DARRYL BONEY, GUEST SERVICE AGENT, THE AMERICAN HOTEL

## AWARDS, RECOGNITION AND CELEBRATION

### TRIPADVISOR AWARDS SUPERIOR SERVICE

Recognized for Superior Service as reflected by consistently great reviews earned on TripAdvisor.com, **The American Hotel, Embassy Suites - Centennial Park, Embassy Suites - Chattanooga, Glenn Hotel, Hotel Indigo - Atlanta Downtown, Hilton Garden Inn - Atlanta Downtown, STATS Brewpub, Der Biergarten, Glenn's Kitchen, Max's Coal Oven Pizzeria and Twin Smokers BBQ** received 2018 Certificates of Excellence from TripAdvisor.



**THE AMERICAN HOTEL** The American achieved its 1st TripAdvisor goal – to reach the top 35 – moving over 90 spots since November 2017. This achievement is the result of its \$19M renovation and its caring and engaging team members, who are laser-focused on delivering great guest experiences.

### LEADERSHIP DEVELOPMENT GRADUATION

**Legacy Ventures Hotels** celebrated its Leadership Development Program graduation on June 25th with pomp and circumstance. Congratulations to the 15 high performing hotel team members who completed this 12 month program. The future is bright for these outstanding individuals!



### IT'S OFFICIAL

On June 1st, Legacy Ventures Hotels assumed management of the **Sheraton Madison Hotel**, Legacy's eighth hotel in the portfolio. We are pleased to welcome the Sheraton Madison team to the Legacy family.



## TEAM MEMBER APPRECIATION

In June, Legacy Ventures Hotels celebrated its amazing team members through various appreciation activities at each property, recognizing their hard work and dedication to each other and to our guests. Festivities included such fun events as: ice cream socials, snow cone trucks, Segway tours, themed treats, yoga classes, massages, field days, team member luncheons, prizes and more!



## SERVICE STORIES

**THE AMERICAN HOTEL** My company is in Atlanta every two years, while that is not much for most, it is a huge deal for my small company. We take all of our employees and it is very important to us that they all feel as comfortable as possible while we are away. Lamika was the person who helped us with our group rate. She is amazing as well. This was my second time I think to deal directly with her. She is very helpful and never seem burdened by us at all! The overall experience was great for my whole team! I did want to say a big thank you to the valet driver that went to the grocery store for one of my members. She had hurt her foot and asked about a close by store and he offered to go for her. To me that was a very kind thing to do and I am sure that was not included in his job description! But she so appreciated it! She did not get his name but I was so glad to hear that there are still those people in the world! Keep up the good work!

**DOUBLETREE - ATLANTA NORTHLAKE** Great Stay! Traveled for business and training. The breakfast was Amazing and the staff was incredibly friendly. Will definitely stay again.

Awesome Hotel!!! I would recommend this hotel to all my friends and family and everyone else. Staff was very courteous and helpful!! All smiles. Restaurant and Breakfast is top quality. Excellent service from everyone at the hotel. Thank you very much!!

**EMBASSY SUITES - CHATTANOOGA** *Catch Me at My Best Champ! Marshall Montgomery has only worked with us and in hotels since May, but he has taken to guest service culture like a fish to water. Since Catch Me at My Best started (June 1st) Marshall has received 114 Catches from our hotel guests! This is unprecedented at our property. Below is one of the Catches he received:*

Great Service, made sure we had clean towels, rags, etc. Very professional and nice. Best employee I met while staying here. When we were looking for pool, he didn't just tell us where to go, he showed us directly to pool. Thanks a lot Marshall, your services were greatly appreciated.

**EMBASSY SUITES - CENTENNIAL PARK** Sharice Mitchell-Knight, went above and beyond by the customer service she provided for my daughter and me on our recent business trip to Atlanta. I'd forgotten about some delicious PityPat's Porch muffins left in our in-room refrigerator. This was after my daughter and I checked out Tuesday morning on April 10th. The muffins had been tossed by the time I called Embassy Suites to ask about them. When we left the Georgia Convention Center we headed to the hotel for our bags on our way to the airport. I was very surprised and pleased that Sharice had replaced the muffins and doubled what I left in the room. It made our day. We are both in sales and what Sharice did was exemplary! She is an outstanding Embassy Suites, Hilton associate.

A special shout out to the four of you for making our groups stay such a success. I appreciate your prompt responses and attention while on site.... everything went so smooth because of all of you. I do these types of meeting several times a year and this has to be the friendliest hotel I've ever encountered. The entire staff from front desk, meeting wait staff, cleaning crew, the gents outside, EVERYONE here are beyond fantastic and go above and beyond. It never felt like forced kindness, but honest and natural. Keep up the good work. Again, thanks for everything and you will all come highly recommended from me and my group.

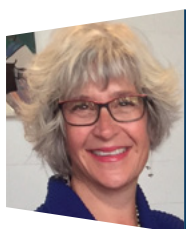
**LEGACY TEST KITCHEN** This past weekend we were delighted with the meal you provided for a rehearsal dinner for Corey and Devon's wedding party. We all raved about your food but will be talking for a long time about your mac 'n cheese. It was to die for. Thank you for a wonderful dining experience.



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## WORKSTYLE CORNER



### RIGHT FOCUS ON THE RIGHT TASK

SARA FERNALD, LEGACY VENTURES'  
EXECUTIVE COACH

When was the last time you stepped back and examined the patterns of how you are spending your time and energy? All too often we get caught up in reactive mode, completing tasks but not necessarily the right tasks. According to recent brain research, our brains trick us into doing less important tasks because of a phenomenon called the 'urgency effect'.

Our brains tend to prioritize smaller, urgent, tasks with a deadline over more important tasks without a deadline – even when we 'know' the more important task will lead to a much bigger gain.

Researchers state "people may choose to perform urgent tasks with short completion windows, instead of important tasks with larger outcomes, because important tasks are more difficult and further away from goal completion, urgent tasks involve more immediate and certain payoffs, or people want to finish the urgent tasks first and then work on important tasks later."

The solution? 1) Step back and identify your big goals. 2) Break those goals into smaller steps to leverage your brain's 'urgency effect'. 3) Use your preferred time and task management tool (day-planner, notebook, Outlook, whiteboard, specialized app, etc.) to set specific timeframes to complete the smaller tasks that will lead to the achievement of your big goals.

Stay vigilant! Your brain will keep drawing you to smaller, less impactful, tasks that flood every part of every day. Many of these tasks simply need to be done, but don't let the time to complete them override your strategy to complete the smaller steps to your big goals. Key to this is planning realistic 'buffer zones' for everyday smaller tasks. Schedule time every week to monitor your progress and adjust your approach.

## AT HOME MEALS WITH OUR CHEFS

### CUCUMBER SOUP

COURTESY OF CHEF CHRIS  
VON EGGER

#### Ingredients:

6 Large Cucumbers, divided  
2 tablespoons Butter  
1 1/4 cup Green Onion, chopped  
1 qt good-quality Chicken Broth  
2-3 cups Half & Half  
Kosher Salt  
Fresh Cracked Pepper  
Fresh Dill

#### Method:

1. Peel, seed and rough chop 5 1/2 of the cucumbers. Set aside.
2. In a large pot over medium heat, melt butter; add chopped cucumbers and green onion. Cook slowly until tender but not brown.
3. Add just enough chicken broth and salt to season the pot; bring to a boil, then reduce heat to low and let simmer approximately 20 to 30 minutes, stirring occasionally.



Remove from heat once cucumber and onions are soft and tender.

4. Once mixture has cooled enough, place in refrigerator to cool overnight in pot.
5. Puree cold soup mixture in blender or food processor. Slowly add half & half while pureeing until color changes to off-white. Chill soup in refrigerator several hours.
6. Thinly slice remaining cucumber. Correct seasoning with salt and fresh pepper.
7. Serve in cold soup cups and top each serving with dill and cucumber slices.

Prep Time: 20 minutes

Cook Time: 35 minutes Serves: 6

## BREAKROOM SHOWCASE



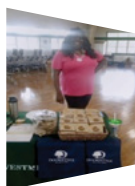
The American Hotel and Hilton Garden Inn teams have embraced their hospitality culture and created refreshed breakrooms for their team members. The American also unveiled a breakroom mural linked to its 1960's heritage and was painted by one of its team members.

## COMMUNITY PROJECTS AND OUTREACH

### GIRL SCOUTS OF AMERICA

DOUBLETREE - ATLANTA NORTHLAKE

Keesla Blay-Miezah represented **DoubleTree - Atlanta Northlake** at the Girls Scouts of America CEO Camp where she talked to the girls about careers in hospitality and gave out cookies and flyers of the hotel.



### CHATTANOOGA AREA FOOD BANK

EMBASSY SUITES - CHATTANOOGA

The **Embassy Suites - Chattanooga** donated two large barrels full of nonperishable foods to their local community food bank.



### MULTIPLE SCLEROSIS

EMBASSY SUITES - CHATTANOOGA

On April 21st, the HR, Accounting and Sales teams at **Embassy Suites - Chattanooga** joined forces to walk and raise money for Multiple Sclerosis awareness.



### NATIONAL KIDNEY FOUNDATION

HOTEL INDIGO - ATLANTA DOWNTOWN

On May 19th, the **Hotel Indigo** walked in support of the National Kidney Foundation to raise money and awareness for the prevention of kidney disease and the need for organ donation.



### DINE-AROUND CHARITY EVENTS

MAX'S COAL OVEN PIZZERIA - PERIMETER MALL

**Max's Coal Oven Pizzeria - Perimeter Mall** hosted several dine-around charity events, supporting their community and raising money for organizations like Atlanta Humane Society and Leukemia and Lymphoma Society.

