



LEGACY INSIDER

DECEMBER 2018, VOL. 4, ISSUE 12

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HOLIDAY SEASON REFLECTIONS AND GRATITUDE

A LETTER FROM CEO DAVID MARVIN

The Holiday Season, from Thanksgiving through the New Year, is rich with opportunities for celebration, reflection and renewal. There are also opportunities for learning. I recall celebrating New Year's Eve 1999 at our newly opened Embassy Suites Centennial Olympic Park. Back then, there was no Centennial Park District. Holidays in downtown Atlanta were quiet with low hotel occupancies. What our hotel's newly minted management team failed to recognize was the cult following that a "Widespread Panic" concert would bring. Young people began to check-in - quadruple occupancy, coolers in tow. A raucous night followed. After the fire alarm was set off a third time at 4:00 AM, there was the voice of the hotel's overwhelmed chief engineer on the PA system threatening jail time to anyone who did not immediately return to their hotel room. It was one of my many pioneer experiences!

Nineteen years later, Legacy Ventures enters the Holiday Season as a seasoned and accomplished hospitality enterprise. The Centennial Park District has evolved into a tourist destination, now celebrating a renovated Park, a reimagined State Farm Arena, and its own Menu Guide Magazine that highlights many of our restaurants. Legacy Ventures will end 2018 with wonderful new and reimagined properties including OGG, El Citron, The Drafting Table and DoubleTree Northlake.

As a father of young children and chief executive of Legacy Ventures, I am grateful for many things at this time of year. I so appreciate the exceptional guest experiences that you are delivering. Such engagement is key to our continued improvement as a company, and it enables us to meet our new opportunities in 2019 and beyond.

The entire Marvin family wishes each of you a joyful Holiday Season.

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
- Old Gilman Grill
- SkyLounge at Glenn Hotel
- STATS Brewpub
- Twin Smokers BBQ
- Ventanas

 Please follow the Legacy Ventures Hospitality page on LinkedIn. <https://www.linkedin.com/company/legacy-ventures-hospitality>

SPOTLIGHT: NEW AND REIMAGINED PROPERTIES



Welcome to the Legacy family, **Old Gilman Grill** and **Citron Et Sel**! The Legacy Food & Beverage team has been busy with the openings and management of two new restaurants, both centrally located in the vibrant West Village of downtown Chattanooga, TN and owned by DeFoor Brothers, LLC.

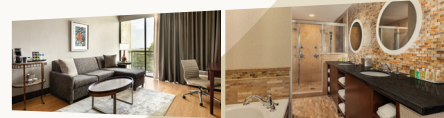
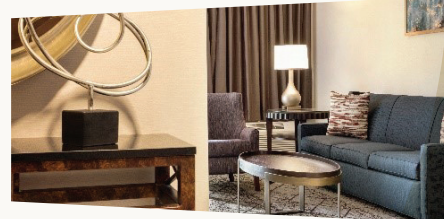


THE DRAFTING TABLE COCKTAILS & KITCHEN

The **Drafting Table Cocktails & Kitchen** is now open inside Hotel Indigo Atlanta Downtown. On October 17th, this newly conceived restaurant and its expanded event spaces were officially introduced with a lively cocktail reception featuring delicious bites from its menu and signature cocktails. The highlight of the evening was the "Wine and Color" station where guests could donate to Susan G Komen foundation by coloring a piece of community art.



See a new side of the **DoubleTree - Hilton Atlanta Northlake**! The hotel underwent a \$4 million renovation, now offering refreshed and beautifully styled guestrooms, public areas and meeting spaces for their guests.



LEGACY VENTURES WELCOMES NEW MANAGERS, JULY – OCTOBER 2018

NEW HIRES

Beth Caron, General Manager – Citron Et Sel
 Brandon McKinney, Manager – STATS Brewpub
 Christine Wertz, Development Manager – Legacy Ventures Design & Construction
 David Mason, Assistant General Manager – STATS Brewpub
 Debby Hunter, Assistant Front Office Manager – Embassy Suites - Centennial Park
 Jason Newcomb, Manager – Max's Coal Oven Pizzeria - Perimeter Mall
 Jennifer Pieper, Catering Sales Manager – Sheraton Madison Hotel
 Kelly Spellman, Manager – Glenn's Kitchen
 Richard Delaney, F&B Manager – Sheraton Madison Hotel
 Shari Kwapiil, F&B Manager – Sheraton Madison Hotel
 Shawn Alexander, Staff Accountant – Legacy Ventures Restaurants
 Symone Donaldson, Sales Manager – Hilton Garden Inn - Atlanta Downtown

PROMOTIONS AND MOVES

Amanda Williams, General Manager – Max's Coal Oven Pizzeria - Perimeter Mall
 Britta Ulrich, Assistant General Manager – The American Hotel
 Ivy Mpofu, General Manager – Hilton Garden Inn - Atlanta Downtown
 Jake Chupp, Assistant General Manager – Game-X
 Jason Stewart, F&B General Manager – Sheraton Madison Hotel
 Richard Ebright, General Manager – DoubleTree - Atlanta Northlake
 Tatiana Lanher, Front Office Manager – Sheraton Madison Hotel



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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

GUEST EXPERIENCE

[gest] ik'spi(ə)rēəns]

Making every guest feel unique and special by paying attention to the little details and setting the stage for a memorable stay



Wanting to satisfy our guests by whatever it takes, to let them walk away with a smile and feel like they are a part of our Sheraton family. It's like a win-win; they walk away feeling good inside and so do I! LAURIE HANDEL, ASST. EXECUTIVE HOUSEKEEPER, SHERATON MADISON HOTEL



The formula for creating a memorable guest experience is quite simple. Take pride in your environment and go above and beyond to demonstrate how much we appreciate our guests trusting us to provide their needs. WILLONN BENNETT, EVENT DIRECTOR, VENTANAS



In order to create a great guest experience we must offer authentic hospitality, anticipate the needs of each guest, look for the small things that make the biggest difference, and leave them wanting to come back for more. ASHLEY BRIDGES, DIRECTOR OF MARKETING, LVR



In customer service, customers don't care how much you know until they know how much you care. THOMAS JENKINS, GUEST SERVICE AGENT, HOTEL INDIGO - ATLANTA DOWNTOWN

AWARDS, RECOGNITION AND CELEBRATION

INTERNATIONAL HOUSEKEEPING APPRECIATION WEEK

In September, hotel teams celebrated International Housekeeping Appreciation Week. Each property showered their "Housekeeping Superstars" with attention and gifts; activities included ice cream socials, team outings, special breakfasts and lunches, massages, ferris wheel rides, a team picnic, cart decorating, Housekeeping Olympics and plenty of recognition for this very deserving and hardworking team.



SERVICE STORIES

EMBASSY SUITES - CENTENNIAL PARK I spent two nights at the Embassy Suites at Centennial Park and will definitely visit again! The hotel was extremely clean, the staff was very nice and professional and the amenities were wonderful! Not to mention, the location at Centennial Olympic Park was a huge plus. I highly recommend this hotel for your next visit into the downtown Atlanta area.

DOUBLETREE - ATLANTA NORTHLAKE The renovations make this spot a hidden gem. The rooms are comfortable and spacious. The staff is amazing. We have planned a couple of events here. Northlake has received a "refresh" and has a lot of shops and places to eat!

EMBASSY SUITES - CHATTANOOGA The hotel was better than expected, clean and a very friendly staff. A special thank you to Shay for sending us wine and strawberries for our anniversary weekend. We will definitely be back to stay with the Embassy Suites Hotel.

STATS BREWPUB In a city notorious for bad service and short fused intolerance, Brian at Stats was one of the greatest servers I've had the pleasure to know in any community. The food was great. Prices are reasonable. And the beverage options are wide enough to accommodate for any pallet. I'll definitely be back my next trip to Atlanta.

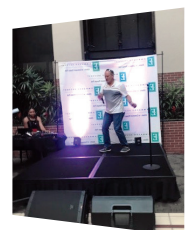
OLD GILMAN GRILL Service is amazing. I've had Abby and Lexus as servers and they were both very attentive and personable. Excellent staff. The hostesses are very nice too. Thanks to Sally, one of the managers there, for making sure we were taken care of and a huge thanks to GM Rob. You have a wonderful staff and a class act type of place going. Can't wait to go back for more!

MAX'S COAL OVEN PIZZERIA - PERIMETER MALL This place is amazing. The staff and Amanda (manager) made my experience awesome. I hosted a small event here for some friends and the service and the food was great. Everyone kept talking about the meatballs, they were sooo good. Pizza is really good too. We also had bellinis and we enjoyed those as well. We will be back soon.

SHOW STOPPERS

EMBASSY SUITES - CENTENNIAL PARK Atlanta Magic Theater is now performing live in an intimate 40-person theater located inside the Embassy Suites - Centennial Park every Saturday night. Guests will be spellbound by impossible feats of mentalism during this interactive show.

In addition, Karaoke has become a huge hit each Friday night during the Evening Reception, thanks to the hotel's Audio Visual team. One guest even said "Karaoke at the evening reception was definitely a hit!"



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WORKSTYLE CORNER



CONFLICT & THE BOILING POINT

SARA FERNALD, LEGACY VENTURES' EXECUTIVE COACH

Conflict is unavoidable in any work (or personal) relationship. One of the most common pitfalls with conflict resolution is waiting to address the issue until you are at your boiling point. While there are merits to

waiting until 'the time is right', significant resentments require a constructive dialogue - sooner, rather than later. Here are some tips to help you get out of the 'avoidance trap':

1) Appreciate that your avoidance is understandable: You don't want to disrupt what is harmonious in the relationship and workflow, and/or you fear that addressing the conflict head-on will trigger even more significant problems. Perhaps, most importantly, you recognize that in society as a whole, we are not often taught to handle conflict in a constructive, proactive manner.

2) Think of a conflict escalation scale - 1 to 5: When the pressure is at a 1 or 2, you are noticing it, but tolerating it. When it shifts to a 3, it intrudes in your mind on a fairly constant basis. At a 4, your mind literally starts to narrow in, and you are at risk of 'confirmation bias' which is when you start to focus on every possible thing that reinforces your 'justification' of upset and ignore other factors. At a 5, you've hit your boiling point and the 'fight, flight or freeze' part of your brain takes over (there is neuroscience to prove this).

3) Monitor where you are on the 1 to 5 scale: Practice addressing issues at a 1 or a 2; that will lessen the intensity of the exchange and will build trust between you and the other person when faced with future challenges. Commit to take action by the time you hit a 3. Access your inner and outer resources to examine the issue(s) objectively. Reflect on how miscommunications might have taken place, and be open-minded about your own possible mis-steps. Identify your goal and how best to approach the person.

No matter the outcome of the conversation - learn from it. Apply your hard-won insights the next time you are rising from a 2 to a 3, and avoid the boiling point!

AT HOME MEALS WITH OUR CHEFS

PERSIMMON AND POMEGRANATE SALAD

COURTESY OF CHEF CHRIS BLOBAUM

Prep Time: 20 min | Serves: 2-4



Ingredients:

1/2 Cup Pecans
 4 Celery Stalks, preferably the inner ribs with leaves
 1/2 lb Baby Greens, assorted, washed and dried
 1 Pomegranate, seeded
 2 Fuyu Persimmons
 1 Lemon (Meyer if available)
 1 Teaspoon Extra Virgin Olive Oil
 Sea Salt
 Fresh Ground Pepper
 1/2 Cup Feta, Goat Cheese or Blue Cheese

Method:

1. Toast Pecans in a 350-degree oven for 10 to 12 minutes or until fragrant and lightly browned. Remove from heat and cool.
2. Wash, peel and slice celery ribs with leaves diagonally. Place in a bowl with pecans, greens, and pomegranate seeds.
3. Core, quarter and then slice persimmons and add them to the bowl.
4. Wash the lemon and zest it over the salad, then cut it in half and add juice to the bowl.
5. Drizzle olive oil over salad. Season with salt and fresh ground pepper.
6. Toss salad and sprinkle the cheese of your choice over the top. Enjoy.

COMMUNITY PROJECTS AND OUTREACH

GIVING FOR GOOD MONTH

In September, the team at **Hotel Indigo** fed the homeless at Safe House and collected donations at Peachtree Center Market in honor of IHG's Giving for Good Month.



ATLANTA MISSION

The **Hilton Garden Inn – Atlanta Downtown** team continued their support of the Atlanta Mission this quarter.



BACK TO SCHOOL JAMBOREE

The **American Hotel** team volunteered to stuff backpacks with school supplies for Hosea Helps' annual Back to School Jamboree.



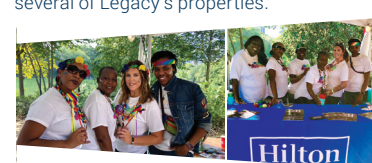
ATLANTA HOSPITAL HOSPITALITY HOUSE

Teams at **The American Hotel**, **Hilton Garden Inn - Atlanta Downtown** and **Embassy Suites - Centennial Park** collaborated to collect household items for the Atlanta Hospital Hospitality House drive serving patients and their families during unexpected long-term hospital visits. Collectively all three properties donated more than 500 items!



ATLANTA PRIDE WEEK

In the month of October, the sales team at **The American Hotel** represented Hilton and their brands during Atlanta Pride Week where they showcased several of Legacy's properties.



MUST MINISTRIES

Team **Glenn** donated lunch bags and raised 250 dollars for MUST Ministries' Summer Lunch Program. MUST provides nutritious lunches each summer weekday to thousands of children in seven counties.

