

## LEGACY INSIDER

### FEBRUARY 2019, VOL. 5, ISSUE 13

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



## LEGACY VENTURES WINS SUPER BOWL 53

A LETTER FROM CEO DAVID MARVIN

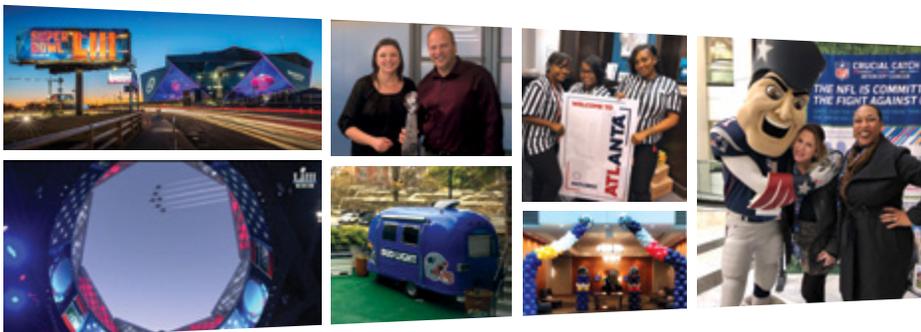
Atlanta and Legacy Ventures won the Super Bowl! Really. So many great reviews.

Downtown Atlanta has a remarkable collection of venues, amenities, hotels and restaurants within easy walking distance. And we are very hospitable. Atlanta's stand-out showing over the Super Bowl festivities has created a "halo effect" among travelers and meeting planners. I expect that we will see many of them again soon.

Legacy Ventures will see a similar "halo effect" from the outstanding job that our downtown teams did in welcoming their many guests. You did so warmly and enthusiastically even though our downtown capacities were being stretched to their limits. A major NFL sponsor meeting planner offered the following, "Working with Legacy Ventures throughout this weekend in multiple venues (The American Hotel, Ventanas, Glenn Hotel & Twin Smokers BBQ) was absolutely wonderful, and we know moving forward we have great partners in ATL that we would be lucky to work with on future events."

I could not be prouder or more appreciative of our team. You put forth an extraordinary effort to meet the challenge. Our guests were impressed and happy. You produced this outstanding result. Our reputation company wide has been lifted by our Super Bowl win. We continue to distinguish ourselves as a premier hospitality company.

Thank you,  
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: 2018 INTERNAL PROMOTIONS



## THE AMERICAN HOTEL

### A. Britta Ulrich, Assistant General Manager

Promoted from Executive Housekeeper to AGM, Britta is a Jane of all trades and always lends a helping hand.



## EMBASSY SUITES - CENTENNIAL PARK

### B. Valerie Morgan, Executive Housekeeper

Valerie is extremely dedicated and reliable. She strives for perfection with her team and embraces responsibilities. She was promoted from Assistant Executive Housekeeper. **LDP**



### C. Jasmin Jones, Corporate Sales Manager

Jasmin was promoted from Sales Coordinator at Hilton Garden Inn - Atlanta Downtown. She has consistently exceeded her booking goal each quarter and has quickly become a superstar among the team with her upbeat attitude!



## EMBASSY SUITES - CHATTANOOGA

### D. Javier Salazar, HK Supervisor

Promoted from Lobby Attendant, Javier's versatility and calm demeanor make him an instrumental part of the housekeeping team.



### E. Tamecia Lacy, HK Supervisor

Promoted from Laundry Attendant, Tamecia excels in all areas of housekeeping and spreads positive energy to everyone she meets.



## GAME - X

### F. Lynn Jackson, Manager

In 2018, Lynn went from being a server to traveling with the training team to Key Hourly, to Manager.



### G. Jake Chupp, Assistant General Manager

Starting as a Game Tech years ago and now an AGM, nothing will stop Jake's ambition.



## GLENN HOTEL

### H. Ionna Davis, Controller

Promoted from Accounting Clerk at Hotel Indigo - Atlanta Downtown, Ionna is conscientious, has a thirst for knowledge and has a keen eye for details.



## HILTON GARDEN INN - ATLANTA DOWNTOWN

### I. Ashlon Swift, HK Supervisor

Ashlon was promoted from Lobby Attendant - her energy and smile have done wonders for the housekeeping department.



### J. Robert Ruff, Executive Housekeeper

Robert was promoted from Assistant Executive Housekeeper. One month in, he was deemed Mr. Sparkle, and the scores and guest experience reflect his drive.



### K. Raynoldo Oquendo, Front Office Manager

Promoted from Assistant Front Office Manager, Raynoldo truly embodies the meaning of being Brighthearted!



### L. Ivy Mpfu, General Manager

Ivy started 2018 as AGM at Embassy Suites Centennial Park - two hotels and a renovation later, she is finally home!



## HOTEL INDIGO - ATLANTA DOWNTOWN

### M. Jori Burks, Assistant Front Office Manager

Jori is a team player and always helps out where needed. She was promoted from Front Desk Supervisor to Assistant Front Office Manager.



## LEGACY CATERING & EVENTS

### N. Jeremy Harris, Sous Chef

Jeremy is a vital contributor to supporting Legacy Catering & Events, earning him his promotion from Line Cook to Sous Chef.



## LEGACY VENTURES CORPORATE

### O. Matthew Youhess, Regional Manager

From Executive GM to Regional Manager, Matt is always working! His 8 years of dedication have led to his growth and his teams' successes.



### P. Christopher Blobaum, Vice President of Food and Beverage

Chef Chris was promoted from Corporate Chef. He is a balancing force on our F&B team, and his constant focus on quality and community are appreciated contributions to our company.



### Q. Frank Phair, Regional Director of Operations, Hotels

Promoted from GM of the Embassy Suites - Centennial Park, Frank's business acumen and laser focus on winning are balanced out by his commitment to a sense of team and having as much fun as possible in everything he does.



### R. Viviana Espinosa, Marketing Coordinator

Viviana always jumps in to help wherever needed.



## MAX'S COAL OVEN PIZZERIA - PERIMETER MALL

### S. Amanda Williams, General Manager

Amanda was promoted from Manager; she is self-motivated and takes on new challenges with a positive attitude.



## OLD GILMAN GRILL + CITRON ET SEL

### T. Michael Price, Executive Chef

His integrity and attention to food quality make Michael stand out, earning his promotion to Sous Chef.



## SHERATON MADISON HOTEL

### U. Tatiana Lanher, Front Office Manager

Tatiana is reshaping the front desk operation and the culture in her new role, driving the guest experience with her diligence and dedication to quality. She was promoted from Assistant Front Office Manager.



### V. Laurie Handel, Assistant Executive Housekeeper

Laurie always works hard for her team and guests earning her a promotion from HK Supervisor.



### W. Bernie Rosario, Front Desk Supervisor

Bernie worked hard as Guest Service Agent to take care of his guests, proving in many ways he is ready for the next step in his career.



## STATS BREWPUB

### X. Tim Gates, General Manager

Tim led STATS' best performance year yet, earning him his promotion from AGM.



## TWIN SMOKER'S BBQ

### Y. John Harvey, General Manager

John was promoted from Manager - his preparedness is unparalleled.



Participant of LV Hotels Leadership Development Program.

## LEGACY VENTURES WELCOMES NEW MANAGERS, NOVEMBER - JANUARY 2019

### NEW HIRES

Alexandria Rogers, Manager - Max's Coal Oven Pizzeria - Atlanta Downtown  
 Cameron Udick, Executive Chef - Glenn's Kitchen  
 Danial Rogers, Chief Engineer - The American Hotel  
 Karen Kosloske, Controller - Sheraton Madison Hotel  
 Kaylee Garcia, Construction Project Administrator - LV Design & Construction  
 Marion Saxon, Assistant General Manager - The Drafting Table Cocktails & Kitchen  
 Tyler Gaston, Assistant General Manager - Glenn's Kitchen & SkyLounge at Glenn Hotel  
 Will Yackle, Corporate Director of Safety & Security - LV Corporate

### PROMOTIONS AND MOVES

Chris Gunn, F&B General Manager - Hilton Garden Inn - Atlanta Downtown  
 Grant Merritt, General Manager - Citron Et Sel  
 Lisa McPhaul, Chief Engineer - Hotel Indigo - Atlanta Downtown  
 Raynoldo Oquendo, Front Office Manager - Hilton Garden Inn - Atlanta Downtown  
 Robert Ruff, Executive Housekeeper - Hilton Garden Inn - Atlanta Downtown



.....lvmgmt.com.....

Copyright 2011-2019. All Rights Reserved.

## 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

### AMBITIOUS /am'biShəs/

Having or showing a strong desire and determination to succeed



Ambition is... pushing the boundaries of what is possible. Try to learn something new every day without being afraid of failure. CRAIG STRASSBERG, BOH SUPERVISOR, SHERATON MADISON HOTEL



Enjoying what I do and excelling in it each and every day! JANTE GRAGG, ENGINEER, EMBASSY SUITES - CENTENNIAL PARK



I believe ambition is being motivated, determined, and driven to exceed all personal goals, as well as company expectations. Success is earned by every opportunity given, and my ambition will take me to heights I never thought I'd witness! AMANDA WILLIAMS, GM, MAX'S - PERIMETER MALL



You are ambitious when you are determined and focused on a consistent basis to be the best you can be. Success is your desire, and you do not rest until you have reached it. Set your bar. Achieve your bar. Raise your bar. Repeat. Not always easy but definitely gratifying. KEESLA BLAY-MIEZAH, DIRECTOR OF SALES, DOUBLETREE - ATLANTA NORTHLAKE

## COMMUNITY PROJECTS AND OUTREACH

### FESTIVAL OF TREES

Embassy Suites - Centennial Park hosted their Fourth Annual Festival of Trees featuring a collection of 33 trees decorated by local non-profit organizations. The event raised a total of almost \$40K, with a 4-year total of over \$110K! This year, Reach Out and READ Georgia was the grand prize winner with over \$25K in donations.



### HOPE HILL ELEMENTARY SCHOOL

In the spirit of giving during the holidays, the Embassy Suites - Centennial Park team donated six bicycles, which were paid for and assembled by the hotel staff, to six top performing students.

**BESSIE SMITH CENTER** The team at Old Gilman Grill volunteered at the Bessie Smith Center over the winter holidays to provide meals for those in need. They fed approximately 400 people and handed out donated clothes and hygiene kits.



**SERVICE SPOTLIGHT** During the Holidays, the Hilton Garden Inn team participated in several service opportunities including Adopt-A-Family with the Community Assistance Center, serving lunch at the Atlanta Mission and hosting a Make-a-Wish family.



### ATLANTA HUMANE SOCIETY

The team at Hotel Indigo donated all of their discarded linen to the Atlanta Humane Society, who helps Atlanta pets find homes through their pet rescue services.



**TOY DRIVE** The restaurant team at Der Biergarten held a toy drive to benefit Children's Healthcare of Atlanta during the Ninth Annual Nikolastag holiday party in December.



**INTERNATIONAL RESUCE COMMITTEE ATLANTA** DoubleTree - Atlanta Northlake donated linens, cash and gift cards to the International Rescue Committee of Atlanta. The IRC responds to some of the world's worst crises, delivering aid that saves lives while paving the way for long-term recovery.

## SERVICE STORIES

**THE AMERICAN HOTEL** I was in Atlanta for business from 12/29-1/2 and had never stayed at the American. What I found was a clean and relaxing hotel with an amazing staff that ensures your stay will be top notch. The location was great and close to many restaurants and tourist attractions. However, the best part of the hotel is its exceptional customer service! From check-in to check-out, the staff was extremely helpful and willing to do whatever they could to make my stay enjoyable. Special thanks to Luc, Linette and Daryl at the front desk, Ashley and Charles in the bar, and even the jokester Keith in valet! You all were AWESOME! I will definitely be back and I also recommend this hotel for business or leisure travel!

**EMBASSY SUITES - CHATTANOOGA** A very nice stay! Shay was extremely helpful and so was Nicole. Matthew was also great. Denise has the BEST omelets and Shanell made sure my stay was great. Thank you, Embassy Team and great work!

**HILTON GARDEN INN - ATLANTA DOWNTOWN** I would give higher marks than ten for some of these survey options. The staff was wonderful and accommodating across the board. Many went the extra mile to be helpful and made sure our stay was as pleasant as possible. We will be back!

**EMBASSY SUITES - CENTENNIAL PARK** Perfect stay for a Christmas celebration! Hotel was beautifully decorated and we loved the Peter Morrison Magic Show!

**OLD GILMAN GRILL** We went here for Girls Night Out! What a wonderful choice! The three of us had salmon, prime rib, and chicken. My salmon was cooked to perfection. I am not normally a prime rib lover, but this prime rib has changed my mind. It was so well seasoned and so tender, cut like butter. The chicken has to be the best chicken I ever tasted! I never knew chicken could be so elegant. The service was absolutely impeccable! Thanks Alex! The place is clean and has a lot of Chattanooga history, of which staff is very knowledgeable. The restaurant is located in the West Village of Downtown. I highly recommend!

**THE DRAFTING TABLE COCKTAILS & KITCHEN** The hubs and I stayed at Hotel Indigo for New Year's Eve in Atlanta. We stumbled upon this gem due to a rainy night. This restaurant is located inside the hotel and was just perfect. We sat at the bar and received amazing service from Michelle and Charity. These ladies were so engaging, warm, sincere and seemed to work together flawlessly. My husband had a very enlightening conversation with the General Manager Stephanie about bourbon. I had the pork chop and my husband had the burger both of these were phenomenal. The highlight of our evening were the specialty cocktails. I had a peach vodka cocktail (it was sublime) and my husband had their take on an old fashioned. He swears it is the best he ever had. We are from KY so that is definitely saying a lot. If we lived in Atlanta this would definitely become our regular bar.



lvmtg.com

Copyright 2011-2019. All Rights Reserved.

## WORKSTYLE CORNER



### NO TO THE BIG, YES TO THE SMALL

SARA FERNALD, LEGACY VENTURES'  
EXECUTIVE COACH

If you are a person who is passionate about helping others, that passion may be 'good until it's not'. The downside is overextension, which risks your own wellbeing and falling short on your commitments.

You've probably heard the well-intended but ill-fitting advice: "You just have to learn to say no!" That's like trying to write with your non-dominant hand; it's against your very nature.

**Solution:** Say no to the big and yes to the small. Saying "yes" to smaller, manageable part(s) will help you stay true to your nature and maintain a better balance.

**Example:** You are asked to take on a significant role in planning an event. While it's the kind of thing that you would love to do, you know, deep down, it will mean overload. What you can say is: "I'd love to do that, thanks for thinking of me [be gracious]. Right now, I have too many other commitments to do a good job with that [acknowledge reality, say no to the big request]. What I can do, is shop for some supplies and help on the day of the event [yes to the small/manageable]."

**Variation:** You are asked to complete an assignment in x time. The timeline is hard to manage given competing demands and deadlines. Talk to your manager about reprioritizing, or getting help with, your over-full set of commitments.

**Result:** 1) You satisfy your helping nature in a balanced manner, and 2) Others will appreciate your honesty and can plan accordingly. Another angle to consider: when you are constantly the 'doer', you deny others the opportunity to develop skills and experience the great feeling of helping out!

Because your desire to help is so strong, you may not course correct at the time of the request. It is perfectly acceptable to circle back and say you have thought more about your bandwidth and follow the recommendations above.

## AT HOME MEALS WITH OUR CHEFS

### TRIPLE CHOCOLATE TRUFFLE CAKE

COURTESY OF CHEF  
CHRIS BLOBAUM

Prep Time: 40 min  
Serves: 1 Cake or 8 Slices



#### Ingredients:

- 3 cups Semi-Sweet Chocolate Chips
- 1 cup Milk Chocolate Chips
- 2 ounces White Chocolate Baking Bar
- 2 sticks Unsalted Butter, softened, plus additional for pan
- 8 Large Eggs, cold
- 1/4 teaspoon Salt
- 1/2 cup Heavy Cream
- 6 Strawberries, washed trimmed and cut in half

#### Method:

1. Preheat oven to 325°F.
2. Arrange rack in center of oven.
3. Butter the bottom and sides of a 9 by 2-inch round cake pan, and line the bottom with parchment paper.
4. Melt butter and semi-sweet chocolate chips over double boiler until smooth; cool slightly.
5. With a mixer, whip eggs and salt on medium speed until doubled in volume, about 5 minutes.
6. Gently fold, in thirds, whipped eggs into melted chocolate. Pour batter into prepared cake pan.
7. Bake until the cake pulls away from the sides of the pan and is set in the center, about 40 minutes. Move to a cooling rack and cool cake completely in pan. Cover with plastic wrap and refrigerate overnight.
8. To remove cake, dip the bottom and halfway up the sides of the pan in warm water and run a thin metal spatula around the inside of the pan. Invert onto a plate to un mold; remove parchment paper.
9. To prepare ganache, bring heavy cream to a simmer and pour over milk chocolate chips.
10. Stir gently until smooth; cool slightly.
11. Pour ganache over top of cake and spread with an offset spatula to evenly cover.
12. Chill cake until ganache sets, about 30 minutes. To garnish, grate white chocolate bar on top of cake and decorate with strawberries.

*Enjoy!*

## AWARDS, RECOGNITION AND CELEBRATION



### WISCONSIN HOTEL & LODGING ASSOCIATION

Delma Condon, Laundry Room Attendant, **Sheraton Madison Hotel**, was awarded the Spirit of Hospitality Award for 2018. Delma has worked in the laundry department for over four years and comes to work every day with a positive attitude and willingness to go above and beyond for her housekeeping team and guests.



### BREAKROOM SHOWCASE

What a way to bring in the new year! **Embassy Suites - Centennial Park's** stylishly renovated breakroom was designed by Candace Shyne, Colin James-Sarner and Mustafa Al-Shamaa.



### BREAKFAST WITH SANTA

Team **American** decided to jazz up their holiday festivities this year by hosting their first breakfast with Santa. The team enjoyed watching holiday movies, decorating gingerbread cookies and painting picture frames with their families. Shout out to Shelton Foreman for volunteering to be Santa!



### GEORGIA HOTEL & LODGING ASSOCIATION

CHAIRMAN OF THE BOARD

On November 30th, LV hotel leaders attended GHLA's Hospitality Leaders Luncheon, where "Coach" Frank Phair was celebrated for his great leadership as GHLA Chairman. (Turned out to be confetti!)

**ON A ROLL** The **Hilton Garden Inn** team celebrated several accomplishments this past quarter with their highest SALT scores of 2018 and a successful SEC Championship weekend. For exceeding their Hilton Honors sign-up goal, they treated the front desk team to Paint & Twist.

