



LEGACY INSIDER MAY 2019, VOL. 5, ISSUE 14

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THE DIFFERENCE BETWEEN GOOD AND GREAT

A LETTER FROM CEO DAVID MARVIN

The difference between good and great is often consistency. Teams that consistently produce are the great ones. They are the ones that people remember as making a difference.

It is no small accomplishment to be consistent in business, particularly in our line of business - hospitality. The variability of happenings and people within our operations, along with the challenges and one-off situations that we face often feel like invitations to deviate from best practices. Producing excellent results, however, requires that best practices be consistently applied.

Legacy Ventures has become a leader in the hospitality industry by consistently delivering measurably better results. And the key to this is our team members who consistently lean into both routine duties and one-off challenges. We are committed corporately to providing training, support and the right tools, but in the end it is sustained, individual commitment to hard work, doing the right thing, and following best practices that make the difference to our guests and our partners.

Our recent Legacy Excellence Awards Dinner (LEAD), highlighted in this issue, is all about consistency. We recognize and celebrate team members who consistently stand out going above and beyond in the performance of their jobs. They aren't good just some of the time. They consistently do good work, and that makes them great!

Congratulations to all of our LEAD winners, finalists, and their supervisors. I am proud of their accomplishments and that celebrating consistently is so integral to Legacy Ventures' culture.

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>



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SPOTLIGHT: 2019 LEAD WINNERS

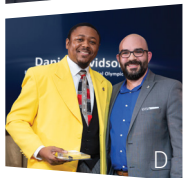
The Legacy Excellence Awards Dinner (LEAD), held February 25th at Ventanas in Atlanta, honored the best-of-the-best of Legacy Ventures, celebrating our team members who best exemplify our core values in their work each and every day.

Welcome Toast: Kevin Richards

Event Hosts: Eve Moore, Jeff Sime, Colin-James Sarner, Brittney Bailey, Ashley Bridges



INDIVIDUAL AWARDS



A. Craig Strassburg Sheraton Madison Hotel, Restaurant Back of House Team Member, presented by Chefs Chris Blobaum and Matt Deckard

B. Yeshi Mekonen DoubleTree - Atlanta Northlake, Hotel Housekeeping Team Member, presented by Ivy Mpofu, GM of Hilton Garden Inn - Atlanta Downtown

C. Stephen Lowe Game-X, Restaurant Support Staff, presented by Troy Landrey, Area GM for Legacy Restaurants

D. Daniel Davidson Embassy Suites - Centennial Park, Hotel Support Team Member, presented by Andrew Funt, GM of Hotel Indigo - Atlanta Downtown

E. Krystal Mathis Ventanas, Restaurant Server, presented by Matt Youhess, Regional Manager for Legacy Restaurants

F. Thomas Jenkins Hotel Indigo - Atlanta Downtown, Hotel Guest Services Team Member, presented by Frank Phair, GM of Embassy Suites - Centennial Park

G. Connie Carrillo STATS Brewpub, Restaurant Bartender, presented by Katie McCormick, Corporate Service Manager for Legacy Restaurants

H. Marc Turner Hotel Indigo - Atlanta Downtown, Restaurant Sales Manager, presented by Brad Boatner, VP of Sales for Legacy Restaurants and Rhys Buhrman, Director of Catering for Legacy Catering and Events

I. Eva Jordan Multi-Property / Downtown Atlanta BT Cluster, Hotel Sales Manager, presented by Stephanie Endsley, Corporate Director of Revenue for Legacy Hotels

J. Dale Gustafson Embassy Suites - Centennial Park, Hotel Director of Sales, presented by Marc Szymanik, Regional Director of Sales for Legacy Hotels

K. Jason Stewart Sheraton Madison Hotel, Restaurant Manager, presented by Jeff Sime, VP of Operations for Legacy Restaurants

L. Barbara Jones Embassy Suites - Chattanooga, Hotel Manager, presented by Eve Moore, VP of Operations for Legacy Hotels

M. Ivy Mpofu Legacy Ventures Hotels, Make it Happen Award, presented by David Marvin, President and CEO of Legacy Ventures

Special Thanks to: Rhys Buhrman and the entire Ventanas and Legacy Catering and Events team for a fantastic dinner, Colin James- Sarner, our Master of Ceremonies, Viviana Espinoza, Brittney Bailey, Delani Edison and Shanon Roberts.

TEAM AWARDS



B. 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



C. STATS Brewpub, Tim Gates, General Manager Restaurant Keystone Property presented by Jeff Sime, VP of Operations for Legacy Restaurants



D. Hotel Indigo - Atlanta Downtown, Andrew Funt, General Manager Hotel Keystone Property presented by Kevin Richards, COO and Eve Moore, VP of Operations for Legacy Hotels



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



In today's day & age where guests have many choices, we need to create experiences that distinguish us from others. It's one thing to deliver great service to our guests, but doing it consistently makes those experiences memorable. And, that's how we create loyal guests who return time & time again. JAX LARSON, ASSISTANT GENERAL MANAGER, SHERATON MADISON HOTEL



My goal every day is to be more consistent than the previous day. I have a passion for being the best. ATILANO RAMIREZ, LINE COOK, GLENN'S KITCHEN



We become what we want to be by consistently being what we want to become each day. THOMAS JENKINS, GUEST SERVICE AGENT, HOTEL INDIGO - ATLANTA DOWNTOWN



I think consistency is always giving my best and being there when needed. I believe it's following through and making sure the job always gets done. MAX HAWORTH, SERVER, CITRON ET SEL

AWARDS, RECOGNITION AND CELEBRATION



GEORGIA HOTEL & LODGING ASSOCIATION STARS OF THE INDUSTRY

Congratulations to our seven winners at the 2019 GHLA Stars of the Lodging Industry Awards!

Hilton Garden Inn - Atlanta Downtown, Outstanding Community Service and Outstanding Special Event, accepted by Ivy Mpofu, General Manager.

Santresia Coggins, Embassy Suites - Centennial Park and **William Moore**, DoubleTree - Atlanta Northlake, **Spirit of Hospitality**.

Colin James-Sarner, Embassy Suites - Centennial Park, **Stevan Porter** Emerging Hospitality Leader.

Eduardo Byers, Glenn Hotel, **Outstanding Support Department Employee**.

Derrick Joseph, Embassy Suites - Centennial Park, **Outstanding Roomkeeper**.



BRAND AWARDS

Embassy Suites - Chattanooga won the **CONNIE PRIDE OF EXCELLENCE AWARD** ranking #16 in the Embassy Suites brand out of 242. The team worked hard towards their 2018 goal to "Connie Up!" **Ashley Hollis** was named **DIRECTOR OF SALES OF MERIT**, which is given to the top 10 directors of the Embassy Suites brand.

Hilton Garden Inn - Atlanta Downtown won the **BRIGHTHEARTED COMMITTEE CHALLENGE** placing in the top 10 around the world for serving and giving back to their community. The team won several prizes and a \$500 Global Giving gift card to support the cause of their choice!



SERVICE STORIES

THE AMERICAN HOTEL I stayed here once a month over the past year and a half while on a project in Atlanta. The staff is really amazing. The food is great and the hotel is very comfortable. Love the rooms with the balconies overlooking the Ferris Wheel. Did I mention the staff? I travel a lot and every single person at this hotel goes above and beyond.

EMBASSY SUITES - CHATTANOOGA We came here last year to celebrate my son's birthday and the staff provided him with cookies and milk. My daughter then wanted to celebrate her birthday at Embassy Suites this year. It will now be an annual birthday celebration for my daughter and son here at Embassy Suites. The room, the pool, the breakfast, and the service were all amazing.

HILTON GARDEN INN - ATLANTA DOWNTOWN The afternoon that I checked in I was greeted by a friendly, professional valet crew, the gentleman at the front desk was gracious and helpful, and the dining room staff was warm and welcoming and the buffet had quite a variety of choices and the food was delicious. Love Atlanta, location is perfect for the convention center.

EMBASSY SUITES - CENTENNIAL PARK My family and I stayed at this property for a long-weekend getaway. This is a perfect hotel for families. For a tourist, it really doesn't get better. It is located across the street from Centennial Park and the College Football Hall of Fame, and is a close, short walk from the Georgia Aquarium, Coca Cola, CNN Tour, Skyview Atlanta, and Center for Human and Civil Rights. PLUS, there's a Starbucks and Ruth's Chris in the lobby! Good restaurants and a beer garden nearby. It was a great experience overall, punctuated by great service at the front desk.

THE DRAFTING TABLE COCKTAILS & KITCHEN Beautiful bar and atmosphere, modern fixtures! The best waiter Jaye helped us choose our meal, This fish special was a lemon butter, blackened white fish risotto and asparagus. This dish had us so indulged that my friend and I quit talking and were just making yummy humming sounds!

SHERATON MADISON HOTEL This was the largest event that we have had with y'all. Thank you, Jennifer! You made the planning process stress-less and smooth. Thank you, Jason. I was quite nervous how we would get almost 500 people through the line without it taking forever--and it went seamlessly! Thank you to Shari and Ben. These two are an incredible gift to your staff! Truly, the event was wonderful because of all of you working behind the scenes! We appreciate the pride you take in the Sheraton!

LEGACY VENTURES WELCOMES NEW MANAGERS, FEBRUARY - APRIL 2019

NEW HIRES

David Chavez, Sous Chef - The Drafting Table Cocktails & Kitchen
Dorian Sloan, Executive Housekeeper - The American Hotel
Eric Clark, General Manager - Glenn's Kitchen
Gabriel Murphy, Manager - Max's Coal Oven Pizzeria - Atlanta Downtown
Gersson Rizo, F&B Manager - The Drafting Table Cocktails & Kitchen
Gregory Scarbrough, F&B Manager - Sheraton Madison Hotel
Jacqueline Larson, Assistant General Manager - Sheraton Madison Hotel
Joseph Dirmeyer, Manager - Old Gilman Grill
Kissie Tilsaint, Assistant Executive Housekeeper - Hilton Garden Inn - Atlanta Downtown

Natacha Cargile, Catering Sales Manager - Ventanas
Patrick Abrams, Assistant Front Office Manager - Hilton Garden Inn - Atlanta Downtown (Welcome Back!)
Tori Hilliard, Chief Engineer - Hilton Garden Inn - Atlanta Downtown
Victor Barnes, Manager - Cinnamon Shore
Victoria Baggett, Catering Sales Manager - Game-X
Tracey Tong, Assistant General Manager - Hilton Garden Inn - Atlanta Downtown (Welcome Back!)

PROMOTIONS AND MOVES

Ariffin Pallah, Sous Chef - Hilton Garden Inn - Atlanta Downtown
Clint Shade, Sous Chef - Restaurant Row
Larry Powers, Executive Chef - Glenn's Kitchen
Lisa Grunwald, Assistant General Manager - Embassy Suites - Chattanooga
Michael Schardan, Executive Chef - Restaurant Row
Shawntane Callahan, Administrative Assistant - Embassy Suites - Centennial Park
Shelton Foreman, F&B Manager - City View
Kali Myers, F&B Manager - The Cloakroom Kitchen & Bar
Victor Grichting, Executive Chef - The Cloakroom Kitchen & Bar



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WORKSTYLE CORNER



TAKE A TIP FROM YOUR SERVER

SARA FERNALD, LEGACY VENTURES' EXECUTIVE COACH

No, I am not suggesting that you snatch a well-earned gratuity from your server. I am suggesting that you practice what restaurant servers (and all customer service people) are trained to do: 2-way confirmation. One of the most important things a

server does is to repeat back to you what he/she understands your order to be.

Think of how often adjustments are made when your order is confirmed; 2-way confirmation addresses misunderstandings and/or additions on both sides of the exchange. This can range from clarifying that you want your ice tea sweet or unsweetened, to remembering to say that you want an extra plate for a shared entree.

With any directive, there is room for error for both the speaker and the listener. How many times have you told someone that you want them to do x, y and z and they did x, q and z? Frustration is often amplified in this scenario because the listener gave you a head nod when you asked if they understood. Plain and simple, head nods (or "yup, I got it") are dangerous.

Many of you will recognize this lesson from my previous articles or training. It bears repeating because it is one of the top two strategies that I promote that I get the most positive feedback about (the other is about the mind-calming effect of deep breathing, I'll revisit that in a future article).

So, the next time you direct someone to do a task, ask them to tell you what their key take-aways are. When you start to make this a habit with another person, it can be experienced as awkward or even condescending; reassure the person that you simply want to be sure you are both on the 'same page' so that there is no confusion or wasted time/effort. The more you practice it, the more it will become like the automatic exchange with a server. I guarantee it will save you and others time and frustration.

AT HOME MEALS WITH OUR CHEFS



CEDAR PLANKED SALMON

COURTESY OF CHEF CHRISTOPHER BLOBAUM
Serves: 6

Ingredients:

1 untreated cedar or alder plank
6 each 6-ounce salmon fillets, skin on
3 tbsp Salmon Rub (see recipe)
Lemon slices

Salmon Rub (Makes 1 cup)

1 tbsp coriander, ground
2 tsp garlic powder
1 tsp black pepper, coarsely ground
1/3 cup light brown sugar, firmly packed
1 tsp celery seeds
2 tbsp chili powder
3 tbsp kosher salt
2 tbsp paprika

Method:

1. Soak cedar plank in water for at least 30 minutes.
2. Remove pin bones from salmon, if necessary, and coat fish evenly with the rub. Cover and chill until ready to grill.
3. Remove plank from water and drain, grill one side over medium-high heat (350° to 400°) for 3 minutes or until grill marks appear. Remove plank from the grill.
4. Place salmon, skin side down, on the heated side of the plank. Top the salmon with lemon slices.
5. Place planked salmon on grill, cover, and grill 20 minutes or until desired degree of doneness. Check occasionally to make sure edges of plank don't ignite. Garnish, if desired.

Enjoy!

COMMUNITY PROJECTS AND OUTREACH



BOX OF BALLOONS

The Sheraton Madison team partnered with Box of Balloons to create Bradley a basketball-themed birthday box. Box of Balloons is a non-profit organization on a mission to ensure each child in poverty feels special and celebrated on their birthday.



OPEN HAND ATLANTA/ WOODRUFF PARK

Hotel Indigo - Atlanta Downtown volunteered time at Open Hand Atlanta to package and prepare meals for those in need. They also took bagged lunches to Woodruff Park and delivered them to the homeless.

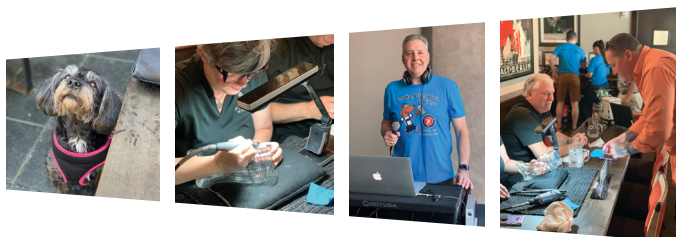
FOOD PANTRY

The Embassy Suites - Centennial Park team partnered with Intown Collaborative Food Pantry and spent the day prepping, packaging and sorting food.



LEASHES, LEDERHOSEN & LITERS

Der Biergarten hosted their Hauf-way to Oktoberfest celebration, Leashes, Lederhosen and Liters. The team raised money for FurKids Animal Rescue by donating a portion of sales and offering complimentary glass boot etching, from Warsteiner beer, to guests who donated directly to the organization.



INTERNATIONAL RESCUE COMMITTEE

DoubleTree - Atlanta Northlake collected and donated over 200 pounds of clothing to a local refugee organization.

