



LEGACY INSIDER

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CELEBRATING OUR ENTREPRENEURIAL SPIRIT

A LETTER FROM CEO DAVID MARVIN

This quarter we celebrate Legacy Ventures' Entrepreneurial spirit. Entrepreneurs just think and do things differently. Entrepreneurs, in the purest sense, are those who identify a need and fill it. They are a relentless, seek-and-solve breed. They are self-motivated and risk takers who are flexible, have stamina and passion. Success is often tied to being far-sighted, innovative and a go-getter.

In Legacy's 20+ year history, our team has been fueled by this entrepreneurial approach. I think of our success innovating and anticipating trends. I think of all the hard work and contributions. I think of our willingness to take risks and stay the course. We have been students of the hospitality industry and exploited our "uniquely Legacy" perspective to create opportunities. Setbacks along the way have been used as learning and growing experiences.

As we enter this new decade and beyond, Legacy Ventures' Entrepreneurial torch is being carried forward by the team, our outstanding performers who embody the qualities noted above. Last year, we recognized the accomplishments of 31 team members with internal leadership promotions. We found new ways to push the envelope with our internal energy conservation initiatives; our unique Cajun-Tex Mex restaurant, Dos Bocas; and our championing of a "Menu Guide" for the Centennial Park District. We also served a record number of guests and furthered our service reputation as best in-class.

I am proud of Legacy Ventures' Entrepreneurial spirit. Let's keep it up!

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

- C-Bar - Cinnamon Shore
- Citron Et Sel - Chattanooga
- City View
- The Cloakroom Kitchen & Bar
- Der Biergarten
- Dos Bocas
- The Drafting Table Cocktails & Kitchen
- Dylan's Coal Oven Pizzeria - Cinnamon Shore
- Game-X
- Glenn's Kitchen
- Legacy Catering and Events
- Legacy Test Kitchen
- The Market - Cinnamon Shore
- Max's Coal Oven Pizzeria
- Old Gilman Grill - Chattanooga
- 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 INTERNAL PROMOTIONS



THE AMERICAN HOTEL

A. Colin James-Sarner, Front Office Manager Promoted from Night Manager at Embassy Suites - Centennial Park to Front Office Manager at The American Hotel, Colin stands out as a leader among his peers. He is known for his perseverance in making sure things get done and for going above and beyond to deliver results. **LDP**



DOUBLETREE - ATLANTA NORTHLAKE

B. Chantanell Grayer, Senior Sales Manager Promoted from SMERF Sales Manager to Senior Sales Manager, Chantanell can be counted on when things need to get done. She holds the record for consecutive quarters of goal achievement, and her dedication to the success of her property motivates everyone to perform at their best.



EMBASSY SUITES - CENTENNIAL PARK

C. Shawntane Callahan, Executive Assistant Promoted from Front Desk Agent to Executive Assistant to the Regional Director of Operations, Shawntane is ever diligent in ensuring the hotel is running properly and everyone has the information needed to drive results.



D. Shakela Jackson, Housekeeping Supervisor Promoted from Room Attendant to Housekeeping Supervisor, Shakela's bubbly personality and attention to detail are a few things that make her a great leader.



E. Katie Line, Director of Human Resources Katie was promoted from Human Resources Manager at Hotel Indigo to Director of Human Resources at Embassy Suites - Centennial Park. A humble leader, Katie is always looking for ways to contribute to her team and property's success. **LDP**



F. Ky-yon Sumlin, Assistant Executive Housekeeper Ky-yon was promoted to Assistant Executive Housekeeper from Housekeeping Supervisor. She works diligently to support her team, and her unparalleled work ethic and warm demeanor are reflected in her property's cleanliness scores.



G. Colton Vetter, Front Desk Supervisor Colton embodies guest service. After only six months, he was promoted from Front Desk Agent to Front Desk Supervisor. His ability to put himself in the guest's shoes and deliver exceptional service without fail earned him this promotion.



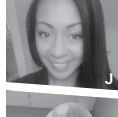
THE CLOAKROOM KITCHEN & BAR

H. Gillen Green, Manager Promoted from Bartender at Glenn's Kitchen to Manager at The Cloakroom Kitchen & Bar, Gillen has been a welcome addition to The American's F&B management team; his cheerful demeanor meshes well with the team and guests.



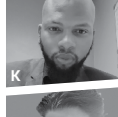
GAME-X

I. Lynn Jackson, Assistant General Manager Lynn has gone from Glenn server to trainer, new store opening team to key employee, and now manager to AGM at Game-X. Her efforts and dedication to Legacy and its guests are truly appreciated.

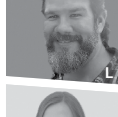


GLENN HOTEL

J. Jessica Dawkins, Group Support and Social Sales Manager Jessica was promoted from Front Desk Agent to Group Support and Social Sales Manager. She always wows her guests and team members with her eagerness to help with any situation.

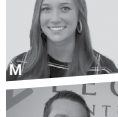


K. Michael Marshall, Assistant Front Office Manager Marshall was promoted from Front Desk Supervisor to Assistant Front Office Manager. He has a passion for hospitality and uses his charm to warmly engage with guests every day.



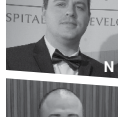
GLENN'S KITCHEN

L. Larry Powers, Executive Chef Promoted to Executive Chef from Sous Chef, Larry's love for food is unprecedented, and his consistency has paved the way for many successful years at Glenn's Kitchen.



HILTON GARDEN INN - ATLANTA DOWNTOWN

M. Corrie Amaral, Senior Convention Services and Area BT Coordinator-Complex The answer is yes! What's the question? Extremely proficient in supporting the HGI sales team, Corrie was given additional responsibilities with business transient sales for the downtown Atlanta cluster of hotels, adding Area BT Coordinator to her title.



N. Chris Smith, Controller From Night Manager to Executive Housekeeper to Controller, this year Chris was promoted from Controller at DoubleTree Atlanta - Northlake to Controller at the larger HGI. Chris continues to exceed expectations and demonstrated that he was ready to take on his third property since joining the LVH team.



HOTEL INDIGO - ATLANTA DOWNTOWN

O. Vishal Desai, Assistant General Manager Vishal was promoted from Front Office Manager to Assistant General Manager. His integrity, strong work ethic, presence and commitment to excellence make him an invaluable contributor to and leader of the team.



P. Lisa McPhaul, Chief Engineer Promoted from Lead Engineer at HGI to Chief Engineer at Hotel Indigo, Lisa brings not only knowledge and experience to the hotel, but her lighthearted nature also brings laughter to all she interacts with daily. **LDP**



Q. Lauren Crockett, Catering Sales Manager Promoted from Sales Coordinator at Ventanas to Sales Manager at Hotel Indigo, Lauren is a true gem. Her outgoing, bubbly attitude and willingness to jump in and help when needed makes her a great sales manager.



LEGACY VENTURES - ATLANTA SALES CLUSTER

R. Eva Jordan, Area Director of BT Sales - Downtown Atlanta Eva's strong results as Cluster BT Sales Manager for HGI, Embassy Suites and Hotel Indigo led to her promotion to Area Director of Business Transient Sales overseeing all five downtown Atlanta hotels.



LEGACY VENTURES CORPORATE

S. Brittney Bailey, Marketing Coordinator Brittney takes great pride in her work and goes above and beyond in her duties - and always with a cheerful smile. This, along with her commitment making sure the company's good works are celebrated, earned her promotion from Corporate Administrative Assistant with LVH to Marketing Coordinator for LVR.



T. Ryan King, Director of Operations Support and Accounting Controls Promoted to Director from Manager, Ryan has been instrumental in driving improvements in the properties' control environments and processes. He works diligently to deliver results without error, and his integrity makes him a great leader and integral part of the LVH team.



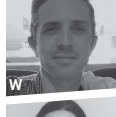
MAX'S COAL OVEN PIZZERIA

U. David Mason, General Manager Promoted from Manager at STATS to General Manager at Max's, David's willingness to jump in at any position within the restaurant has allowed him to handle some of the busiest days Max's has ever had.



OLD GILMAN GRILL & CITRON ET SEL - CHATTANOOGA

V. Chris Adams, General Manager Chris's attention to detail with service and the overall aesthetics of Citron has improved the overall guest experience. Chris was promoted to General Manager from Manager.



W. Chase Westbrook, Banquet Manager Promoted to Banquet Manager from Server, Chase's experiences working with events over the years and in the Chattanooga market has increased BEO volume while ensuring high event standards are upheld.

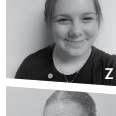


SHERATON MADISON HOTEL

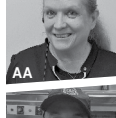
X. Marieta Dikellari, Housekeeping Supervisor Promoted from Public Area Attendant to Housekeeping Supervisor, Marieta is skilled at balancing her responsibilities, and making everyone feel comfortable learning the ins and outs of housekeeping.



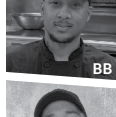
Y. Nicole Krueger, Director of Sales Promoted from Business Transient Sales Manager to Director of Sales, Nikki quickly stepped up to fill the DOS role once it became available. She puts the customer first and pushes the needle forward as a motivational force for the entire Sheraton Madison Team.



Z. Tatiana Lanher, Executive Housekeeper Tatiana, promoted from Front Office Manager to Executive Housekeeper, brings a wealth of knowledge about the operations of the Sheraton into housekeeping. Her experience and genuine care for others has already helped build cohesion and communication between teams.



AA. Kim Pulvermacher, Housekeeping Supervisor Kim is highly experienced and patient while holding her team to a very high standard. Promoted from Public Area Attendant to Housekeeping Supervisor, she has proven to be a valuable asset with her attention to detail and standards of excellence.



STATS BREWPUB

BB. Chase Owens, Sous Chef Promoted from Cook to Sous Chef, Chase's willingness to learn and proven ability to lead has allowed him to take a bigger role in the 300 Building.

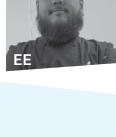


CC. Brent Dolan, Executive Sous Chef Promoted from Sous Chef to Executive Sous Chef, Brent's attention to detail helped ensure success for the 300 Building during this year's SEC Championship and Peach Bowl.



TWIN SMOKERS BBQ

DD. Matt Sharpe, General Manager Promoted to General Manager at Twin Smokers BBQ, Matt's passion and engagement with the staff to drive guest experience while managing at Der Biergarten has shown he is ready to take on a larger operation.



VENTANAS

EE. Ariffin Pallah, Sous Chef Promoted from Cook to Sous Chef, Fin's whimsical attitude makes it fun to work with him. His steady work pace always calms the kitchen. He always has his team's back.



Participant of LV Hotels Leadership Development Program.



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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



"Entrepreneurial means having the self-confidence and determination to go above and beyond, further grow yourself and other employees, and take high risks to better profit the company as a whole. In any line of work, you have to take ownership, be flexible, resourceful, and optimistic to dream higher with an entrepreneurial mindset or you will lose sight of the one thing that drives the fire inside you, PASSION! One team, one dream!" STEVEN GAGLIONE, LINE COOK, DOS BOCAS



"Entrepreneurship means taking ownership of your own success. There will always be factors outside of your control in business, but having an entrepreneurial mindset means overcoming obstacles and creating your own pathway. At its core, it is a way of thinking and acting. It is about imagining new ways to solve problems and create value." VICTORIA BAGGETT, EVENT SALES MANAGER, DOS BOCAS AND GAME-X



"Entrepreneurship to me means leading your own campaign and standing firmly in what you represent; it also to me is making the most out of what you've been lucky to have and giving it back in your own way." STERLING WHARTON, VALET MANAGER, HOTEL INDIGO - ATLANTA DOWNTOWN / LANIER PARKING



"Entrepreneurial people are the ones willing to stand out from the norm, with the vision and courage to make a belief become reality." JAY RAYNOR, GENERAL MANAGER, EMBASSY SUITES - CHATTANOOGA

SERVICE STORIES

HOTEL INDIGO - ATLANTA DOWNTOWN Actually more than 5 stars if that is possible. Went out to sightsee and both Thomas and Cheri greeted me. Being acknowledged every time they saw me made me feel great. Woke up early and had a great conversation with John, the Night Auditor. Fast forward to checkout. Met Delano and Vishal for the 2nd time. Experiences were as consistent as previous encounters. Others from the breakfast staff to the housekeepers to security all greeted me with a "good morning" or "good evening" and a smile. This property could definitely be used as a training site for IHG for how to give the guest a memorable experience.

DOUBLETREE - ATLANTA NORTHLAKE Those awesome chocolate chip cookies were so good. Rachel is a joyful person, she was always pleasant and very accommodating. Stephanie did a wonderful job making sure everything was perfect and the Banquet staff, Ms. Barbara and her crew, went above and beyond. Thank you, your staff made everything work like clockwork. You have an exceptional staff – very warm, very caring and very helpful.

EMBASSY SUITES - CENTENNIAL PARK We will definitely be staying at the Embassy Suites Centennial Park again the next time we come to Atlanta! To all the ladies and gentlemen that work there, we thank you for the Southern hospitality. The front desk staff and the cleaning crew were incredible. They answered every question and also gave us advice on good places to visit. We had the best time! The holiday trees and decorations were phenomenal.

THE CLOAKROOM KITCHEN & BAR My mother-in-law had to go to Emory for health reasons and she was on a soft food diet. The Cloakroom staff went out of their way to make her an off-menu item she could enjoy. The entire hotel staff made us feel very welcome. Thank you.

EMBASSY SUITES - CHATTANOOGA HAMILTON PLACE We stayed at this hotel the weekend prior to Christmas. The hotel was decorated beautifully and the spacious suites were perfect for our family. The breakfast was delicious each morning and having coffee in the lobby was perfect. We enjoyed the evening reception prior to going on our train adventure with our grandchildren. This hotel is conveniently located and near plenty of restaurants and shopping. The front desk was so friendly and engaged – not just your usual check in / check out chit chat. I loved how much the employees seemed to enjoy their jobs, and it was a delight to see the General Manager in the lobby on Christmas Eve no less, making sure all was well. This will be my go-to hotel anytime I am in Chattanooga.

DER BIERGARTEN Looking for a German restaurant, this is it! Not only does it nail the vibe, it nails the food too.

THE DRAFTING TABLE COCKTAILS & KITCHEN What a wonderful hidden gem in the heart in downtown Atlanta. Michelle is a skillful bartender with an even more beautiful personality. Will come back every time I visit.

SERVICE SPOTLIGHT

SHERATON MADISON HOTEL When AGM Jax learned that a worried family would be returning for their young daughter's procedure at the Children's Hospital, she set plans in motion to ensure they would experience a peaceful and stress-free visit. An upgrade, milk & cookies, activities and stuffed puppy greeted them. The family thanked Jax for a great visit with huge hugs and tears, with special callouts to April, Jane and Allison. The stuffed puppy accompanied little Ophelia to surgery, and the two have become inseparable. The father notified the team that Ophelia's surgery was a success and that she'd named her new pup Jax.



AWARDS, RECOGNITION AND CELEBRATION



NIKOLAUSTAG DER BIERGARTEN

On December 20th, **Der Biergarten** hosted its 10th annual Nikolaustag party featuring festive holiday drink specials, music, games, Santa, and even the chance to find the hidden Christmas pickles for prizes!



SEC FOOTBALL WATCH PARTIES STATS BREWPUB

In the month of December, **STATS Brewpub** hosted football fans for the SEC Championship and Peach Bowl. The STATS team served up Southern hospitality to both local and out of town event guests.

NEW MANAGERS, DECEMBER - JANUARY 2020

NEW HIRES

Eric Iriarte, Assistant Executive Housekeeper – Glenn Hotel
Jason Kovanda, Executive Chef – Sheraton Madison Hotel
Jedediah Wilkes, F&B Manager – Sheraton Madison Hotel
Kiev Briley-Fogler, Human Resources Manager – Hilton Garden Inn - Atlanta Downtown
Marcell Lacey, Executive Chef – Dos Bocas
Marcus Walden, Executive Chef – STATS Brewpub
Paul Tola, Executive Chef – 300 Building

PROMOTIONS / MOVES

Amanda Williams, General Manager – STATS Brewpub
Belinda Adjei-Boateng, Sr. Corporate Administrative Assistant – Legacy Ventures Corporate
Shari Kwapi, F&B General Manager – Sheraton Madison Hotel



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WORKSTYLE CORNER



IMPROVE YOUR EFFECTIVENESS AS A TRAINER

SARA FERNALD, LEGACY VENTURES' EXECUTIVE COACH

Training others is a complex task. While telling, or directing, is effective to a certain degree, it often does not produce lasting skills development for the other person. Consider using the following tips to advance your training effectiveness.

#1 - We often instruct the way we like to learn. We think through the steps of the instruction then launch into our explanation only to partially or totally confuse our audience. Then we ask "Do you understand?" Most often we will get a 'head nod' and think we've done a perfect job! To prevent a critical gap in understanding, use '2-Way Confirmation'. Ask the person to give you a summary of their understanding of the instructions. Most often, clarification will be needed on both sides. To guard against 2-way confirmation coming across like a condescending 'pop quiz', emphasize that you want to make sure that YOU did a good job of explaining to set them up for success.

#2 - The benefits of '2-Way Confirmation' will be amplified if you frame the instruction - not from your learning style - but from the other person's preferences. Simply ask them to talk about their training experience in the past. What worked for them? What did not? Use 2-way confirmation to summarize your understanding and adapt your approach accordingly. Check in with them as the training progresses to see if any adjustments need to be made.

#3 - As you continue your training dialogue, be sure to ask if the person sees any challenges in completing the task as instructed (time and resource constraints, etc.). Create strategies to address the challenges to ensure ongoing success.

AT HOME MEALS WITH OUR CHEFS

NAPOLÉON AVENUE BBQ SHRIMP

COURTESY OF CHEF CHRISTOPHER BLOBAUM

Servings: 2 as an entrée; 4 as an appetizer

Napoleon Avenue BBQ Shrimp is a true New Orleans classic dish served with warm French bread for dipping in a bold and spiced Worcestershire lemon sauce. We don't serve it with the heads on as some restaurants do in New Orleans. We split the backs and devein the shrimp which makes it easier to peel and eat. Despite its messiness (some restaurants serve it with bibs and hot towels), it is a delicious dish.



Ingredients:

3 T. unsalted butter
 2 cloves garlic, finely chopped
 1/2 cup Crystal hot sauce
 1/4 cup Worcestershire sauce
 2 T. freshly squeezed lemon juice
 1 T. Creole seasoning
 1 T. freshly ground black pepper
 1 1/2 lb. large shrimp, split and deveined but unpeeled
 Kosher salt, to taste
 12 T. unsalted butter cut into 1/2" cubes and chilled
 2 T. Green onions, cut thinly
 Warm French bread, for serving

Method:

1. Heat 3 tbsp. butter in a large skillet over medium-high heat.
2. Add the garlic and cook until soft about 1-2 minutes.
3. Add Crystal hot sauce, Worcestershire, lemon juice, Creole seasoning, and pepper.
4. Bring to a simmer; cook until sauce is reduced by half.
5. Add the shrimp and cook, turning once, until cooked through about 3-4 minutes.
6. Reduce heat down to medium-low and stir in chilled butter to make a smooth sauce.
7. Season with salt. Arrange shrimp in a shallow bowl and pour sauce over. Top with green onions.
8. Serve with warm French bread.

Enjoy!

COMMUNITY PROJECT AND OUTREACH

FESTIVAL OF TREES

Embassy Suites - Centennial Park's Fifth Annual Festival of Trees featured a collection of 35 trees decorated by local non-profit organizations. The organization that nets the most in donations receives an additional \$1,000 contribution from David & Kerrie Marvin. This year, the event raised a total of almost \$20K. Camp Juliette Low was the grand prize winner, with a total of \$7K in donations. This brings the event's five-year total to \$130K!



REDAN HIGH SCHOOL, STUDENT MENTOR PROGRAM

The team at **Doubletree - Atlanta Northlake** partnered with Redan High School in Stone Mountain, GA. Student Zykeria spent 20 hours on property over the course of two months with Assistant General Manager Antownete Bray. During this time, she gained hands on experience and an understanding of hotel operations of both back and front of house. At the end of her mentorship, Redan held an event where all of the students presented individually about their projects. Zykeria did a fantastic job!



KASHI ATLANTA

The Be Inspiring Committee at **Hotel Indigo - Atlanta Downtown** partnered with Kashi Atlanta to prepare and feed meals to the homeless in downtown Atlanta.



MAKE-A-WISH FOUNDATION

Hilton Garden Inn - Atlanta Downtown partnered with the foundation to make Lucas' wish come true. The wonderful thank you letter received from Lucas' family for hosting and decorating his room made every second of the preparation worth it.

GIVING TUESDAY

GIVING TUESDAY

On December 3rd, **Old Gilman Grill** and **Citron et Sel** donated 10% of their proceeds to the Erlanger Neuroscience Institute in Chattanooga, TN. Giving Tuesday is a global generosity movement unleashing the power of people and organizations to transform their communities and the world.

CHATTANOOGA AREA FOOD BANK

Embassy Suites - Chattanooga donated food items and \$390 to the Chattanooga Area Food Bank.

KIDS WISH NETWORK

The **Embassy Suites - Centennial Park** partnered with the Kids Wish Network to grant the wish of an extraordinary young boy. Jacob's wish was to attend the Lakers vs. Hawks game at State Farm Arena in Atlanta, GA on December 15th, and the team donated the hotel stay and gift basket to make this dream a reality.

