



LEGACY INSIDER

JANUARY 2021, VOL. 7, ISSUE 18

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REFLECTIONS ON 2020

A LETTER FROM CEO DAVID MARVIN

2020 is a year that none of us will soon forget. The impacts of the COVID-19 pandemic have been felt deeply in our communities and across the world. Many of us have grappled with loss, isolation, frustration, and at times, despair. Shelter in place orders left us detached and disconnected. At times I feel incredulous when I think of how much has changed in the world since the beginning of the year, and yet, when I look back across Legacy Ventures' year, I am simply overwhelmed by gratitude and my pride in our team.

At every level, our team has been entrepreneurial: each one of us has quickly adapted to newly recast roles and responsibilities and 'Made It Happen' on a daily basis. We have developed and implemented new cleaning and health safety protocols, ensuring that we were protecting both our guests and our staff in response to rolling waves of new information, restrictions, and guidance. Guest service has taken on new meaning, as we make certain our guests have a sense of well-being and safety in what feels like a precarious and insecure time. Our Human Resources staff have been unflinching in their support of us – both technical and emotional. Our Corporate team has tirelessly gone after and secured the financial support needed to bridge us through to better days. Our Security and Engineering staff have overcome innumerable obstacles. When peaceful civil rights demonstrations in Downtown Atlanta turned to rioting as night fell, our Atlanta properties were in the middle of the chaos. We recognize numerous heroes who exercised ingenuity, courage, and strength that night to protect life and property. The genuine loyalty that we feel for our communities and our assets showed through as our off-duty team members arrived to help clean up the damage. In the city that proudly carries with it its legacy as the "cradle of the Civil Rights Movement," and that Legacy Ventures calls home, we were heartened as local residents appeared with brooms and trash bags to assist in the cleanup.

We have cared for our properties and our teams in new and different ways and dramatically altered our sales and operations efforts to capture what demand has been available in our markets. Our entire business was turned on its head, and I am proud of how quickly and adeptly we have responded. The coming months will surely present new challenges, but I have complete faith that we will rise to them.

While we may feel that we have been stuck in survival mode, we should recognize that we have simultaneously been forging ahead. Our hard work has positioned us well for the lasting changes that the pandemic will leave behind. Our Design & Construction team is putting the finishing touches on our newly developed Hyatt House Atlanta Perimeter Center, and when it opens early this year, we will welcome a new team and property into our fold. Our teams at the Sheraton Madison Hotel & The Hub and the Glenn Hotel, Glenn's Kitchen & SkyLounge are welcoming guests to their newly renovated and rebranded properties. There is much to look forward to.

I am so appreciative of your resilience, your good work, your loyalty, and your genuine desire to provide a superior guest experience – under any circumstances. Our team has so much to be proud of!

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
- Hyatt House - Atlanta Perimeter Center
- Sheraton Madison Hotel

Restaurants, Catering & Event Spaces

- C-Bar - Cinnamon Shore
- 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
- The Hub at Sheraton
- Legacy Test Kitchen
- The Market - Cinnamon Shore
- Max's Coal Oven Pizzeria
- SkyLounge at Glenn Hotel
- STATS Brewpub
- Twin Smokers BBQ
- Ventanas

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



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LEAD AWARDS

What a difference a year makes!
On February 24th, the best and brightest of Legacy Ventures gathered together for the annual Legacy Excellence Awards Dinner (LEAD) held at Ventanas in Atlanta. It was an evening to remember.

CEO: David Marvin

Event Hosts: Hannah Mosley, Eve Moore, Jeff Sime, Colin James-Sarner, Lauren Kuzminsky & Brittney Bailey

Master of Ceremonies: Colin James-Sarner

Welcome Toast: Kevin Richards and Brian Bullock



INDIVIDUAL AWARDS



A. Patrick Asconi
Restaurant Back of House Team Member
Old Gilman Grill - Chattanooga



B. Maribel Velazquez-Soto
Hotel Housekeeping Team Member
Embassy Suites - Chattanooga



C. Matt Ottinger
Restaurant Support Staff
Legacy Catering and Events



D. Lamika Bell
Hotel Support Team Member
The American Hotel



E. Andry Palacio
Restaurant Server
Glenn's Kitchen / SkyLounge



F. Erinn Logan
Hotel Guest Services Team Member
Glenn Hotel



G. Matt Denine
Restaurant Bartender
STATS Brewpub



H. Lauren Crockett
Restaurant Sales Manager
Hotel Indigo - Atlanta Downtown



I. Eva Jordan
Hotel Sales Manager
Multi-Property /
Downtown Atlanta BT Cluster



J. Dale Gustafson
Hotel Director of Sales
Embassy Suites - Centennial Park



K. David Chavez
Restaurant Manager
Glenn's Kitchen / SkyLounge



L. Tracey Tong
Hotel Manager
Hilton Garden Inn - Atlanta Downtown



M. Matt Youhess
Make It Happen Award
Legacy Ventures Restaurants



N. ET Abraham
Lifetime Achievement Award for Over Two
Decades of Service

Special Thanks to: The entire Ventanas and Legacy Catering & Events team for a fantastic dinner; Colin James-Sarner, Master of Ceremonies; and the behind-the-scenes support team who helped put the program together.

TEAM AWARDS



The Drafting Table Cocktails & Kitchen
Stephanie Barnett, F&B General Manager
Highest Team Engagement Score - Restaurants



Hilton Garden Inn - Atlanta Downtown
Chris Gunn, F&B General Manager
Restaurant Keystone Property



Embassy Suites - Centennial Park
Frank Phair, General Manager
Hotel Keystone Property



Glenn Hotel
John Johnson, General Manager
Highest Team Engagement Score - Hotels



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2020 INTERNAL PROMOTIONS



DOUBLETREE ATLANTA - NORTHLAKE

A. Jorge Bazalar, Chief Engineer

Promoted from Lead Engineer, Jorge is passionate and takes great pride in all that he does. His proven abilities and leadership qualities will make him a great department head. **LDP**



EMBASSY SUITES - CENTENNIAL PARK

B. Sharice Mitchell-Knight, Night Manager

Sharice has been rock solid as Assistant Front Office Manager and is ready to further her skillset by being the "GM at Night" in her new role. **LDP**



HILTON GARDEN INN - ATLANTA DOWNTOWN

C. Bernardo Ahumada, Chief Engineer

Bernardo's commitment to doing whatever it takes – whether at his own property or to help other hotels in the portfolio – along with his great attitude and ability to create processes to prevent guest issues led to his promotion from DoubleTree - Atlanta Northlake to the larger and more complex Hilton Garden Inn - Atlanta Downtown.



D. David Carrera, Front Office Manager

Promoted from Night Manager at sister property Embassy Suites - Centennial Park, David proved he was ready for a new challenge after strengthening the PM shift and taking the Comp Bar team under his wing to enhance the customer experience.



COMPLEX ROLES – HOTELS

E. Anthony Laudato, Complex Director of Sales

A team player all the way. On the heels of great success as DOS at Hilton Garden Inn - Atlanta Downtown, including securing an account worth over \$5 million in the midst of a pandemic, Anthony was promoted to a complex role in which he now also oversees the post-renovation sales effort at Glenn Hotel.



F. Chris Smith, Complex Controller

"Easy like Sunday morning," Chris just gets the job done. With a long history of internal promotion since joining the company in 2015 – from Executive Housekeeper to Night Manager to Controller at two separate hotels – in Chris's new role he's getting the job done efficiently and effectively at both Hilton Garden - Inn Atlanta Downtown and The American Hotel.



G. Delani Edison, Complex Controller

In Delani's new role, her strong work ethic, high standards, determination and calm and caring demeanor have yielded financial success for her home property, Embassy Suites - Chattanooga, as well as her new property, DoubleTree - Atlanta Northlake.



H. Jasmin Jones, Complex Sales Manager

Originally hired as a Sales Coordinator in 2016, Jasmin was soon promoted to Sales Manager. Based on her successes in these roles at two properties, along with her agility and positive attitude, Jasmin was promoted to be a Complex Sales Manager for both Hilton Garden Inn - Atlanta Downtown and Glenn Hotel.



I. Karen Kosloske, Complex Controller

Attention to detail, accuracy and thoroughness led to Karen's promotion where she now oversees the accounting discipline for two Marriott properties - her home location, Sheraton Madison Hotel, as well as Glenn Hotel.



J. Katie Line, Complex Director of Human Resources

A humble leader, Katie is always looking for ways to contribute to her team and property's success, which she proved by wearing many, many hats this year. In her new role, she will remain the Director of Human Resources for her home property – Embassy Suites - Centennial Park – while taking on additional responsibilities for three more downtown Atlanta properties. **LDP**



LEGACY VENTURES CORPORATE

K. Dale Gustafson, Area Director of Convention Sales, Downtown Atlanta

Dale's commitment to his customers, deep love for Atlanta and prior role with ACVB – not to mention being LEAD DOS of the Year for 2018 and 2019 – led to his promotion from Director of Sales at Embassy Suites - Centennial Park.



L. Ryan King, Director of Operations Support and Accounting Controls

In addition to his Director role for Legacy Ventures' Hotel Management Division, Ryan has taken on the function of the Corporate Controller role for the Development Division. In everything he does, Ryan drives process improvements and increases efficiency and accuracy – all with a sense of humor.



M. Themia Sica, Corporate Director of Revenue Management and Sales

Themia is a great communicator who works diligently with the hotel teams to drive topline performance. This year, she was given additional responsibilities for Sales in addition to Revenue Management and has been instrumental in capturing market share by monitoring trends and adjusting strategy.

LDP Participant of LV Hotels Leadership Development Program

“

With the close of 2020, I reflect on all that our teams have had to endure during these troubling times. Some might say let's forget the entire year 2020; however, I think there are many very positive take-aways. The resilience each of our teams showed through the most difficult times made me proud – the commitment, dedication, selflessness and pride each of you took to overcome what at times seemed to be insurmountable challenges was overwhelming. The passion to protect our team members, guests and owner's assets, as one of our third-party owners told me, was "second to none!" For those efforts, you have my sincerest thanks.

KEVIN RICHARDS, CHIEF OPERATING OFFICER, HOTELS



LEGACY VENTURES WELCOMES NEW MANAGERS

NEW HIRES

Adam Gautreaux, General Manager – Sheraton Madison Hotel
Bryan Atwood, F&B General Manager – Cinnamon Shore
Leslie Carreon, Executive Housekeeper – Hotel Indigo - Atlanta Downtown
Kristophor Phillips, Director of Sales – Hyatt House - Atlanta Perimeter Center
Melanie Ayers, Assistant General Manager – Hyatt House - Atlanta Perimeter Center

Monica Doelman, Executive Housekeeper – Hyatt House - Atlanta Perimeter Center
Pauline Le, Director of Sales – DoubleTree - Atlanta Northlake
Rachel Nodolf, Assistant Front Office Manager – Sheraton Madison Hotel
Steven Fowler, F&B Manager – Sheraton Madison Hotel
Zsuzsa Nagy, General Manager – Hyatt House - Atlanta Perimeter Center



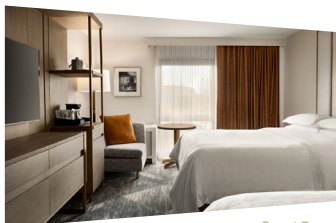
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EXCITING RENOVATIONS & NEW CONSTRUCTION



Exterior



Guest Room

SHERATON MADISON HOTEL RENOVATION

The **Sheraton Madison Hotel** recently unveiled its \$15 million renovation, with the hotel now offering a modern, dynamic, and contextually-local vibe. The two-year project was a complete reimagining of the property, reflecting the vision of owners based in Chattanooga, TN. New murals, meeting room names, and lobby décor all pay homage to Madison, WI. Located within the renovated lobby area is The Hub, Madison's newest gathering place for drinks, social hour and more, as well as the new Market, which serves a variety of freshly prepared items for all meal periods.



Front Desk



Dining



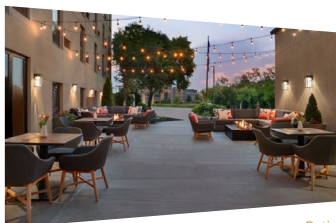
The Hub



Club Lounge



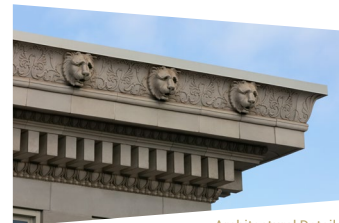
Market



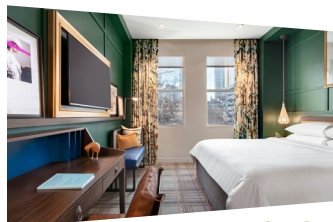
Patio

GLENN HOTEL RENOVATION AND REBRANDING

Glenn Hotel, a member of Marriott's Autograph Collection, has recently completed a \$5 million renovation and redesign of all spaces, with warm touches of custom millwork, intimate spaces, and the dark, lush colors of Atlanta's forested landscape. These elements support the Glenn's new branding as the "Pride of Atlanta" with guests welcomed to the hotel with the phrase "There Lies a Lion in Every Southern Heart." Meeting rooms have been renamed to honor notable female Southern authors whose works can be found on bookshelves throughout the hotel.



Architectural Details



Guest Room



Junior Executive Suite

The hotel's acclaimed restaurant, Glenn's Kitchen, which serves up a Southern, "from scratch" menu, also features a completely redesigned interior, with a design that recalls the intimacy of supper on a Southern porch: white-washed brick, traditional shiplap, angled shutters, and caned accents. The renovation has also reimagined the Glenn's rooftop venue, SkyLounge, as a comfortable yet elegant veranda with its renowned panoramic views of the Atlanta skyline.



Living Room



SkyLounge



Glenn's Kitchen

HYATT HOUSE - ATLANTA PERIMETER CENTER CONSTRUCTION

Construction of the **Hyatt House - Atlanta Perimeter Center** began in late 2019 and continued throughout 2020 keeping the Legacy Ventures Development team busy. The 186-key upscale extended stay hotel will bring a welcome amenity to Sandy Springs's "Pill Hill" medical district. The hotel sits in the transit-oriented Altmare business park and enjoys a pedestrian bridge to MARTA's Medical Center

Station. The hotel's interior design complements the forested medical district with blue and green tones and natural touches, embodying wellness and serenity. The hotel features an elevated pool, as well as indoor and outdoor communal spaces, including fire pits and outdoor games. A warm welcome to General Manager **Zsuzsa Nagy**, who will form and lead the new team at this property, anticipated to open in March 2021.



RISING ABOVE

LEGACY VENTURES HEROES

Legacy Ventures expresses deep appreciation for the bravery, honorable composure, and resolve to protect life and property exemplified during the riots that followed the peaceful civil rights demonstrations in Downtown Atlanta in May of 2020, as well as to those who took it upon themselves to be a part of the cleanup and repair efforts. Fortunately, no team members or guests were injured.

This exemplary dedication was all the more impressive in light of the ongoing effects of the COVID-19 pandemic on the community, the state of businesses and related disruptions to daily lives. These team members have proven themselves capable of taking appropriate and swift action under extraordinary circumstances even after enduring months of continued stress due to the pandemic. With team members like these, the company has confidence that the full restoration of its community and businesses will be achieved.

These team members embody the true spirit of Legacy and are deserving of commendation:

FOR BRAVERY AND RESOLVE DURING THE RIOTS

Caja Corely	Gregory Muhammad	Ronald Harris
Colton Vetter	John Fielding	Rufai Adedokun
Daniel Davidson	John Johnson	Stephen Lyons
Daniel Abebe	Mustafa Al-Shamaa	Trey Cordle
David Carrera	Patrick Abrams	Will Yackley
Frank Phair	Reuben Timmons	

FOR ABOVE AND BEYOND CLEANUP AND REPAIR EFFORTS

Alif Soolayman	Danial Rogers	Laetitia Agassi
Bernardo Ahumada	Darlene Samuel	Manuel Castro
Britta Ulrich	David Sylvia	Peter Carpenter
Bud Isley	Ivy Mpofu	Troy Landrey
Chris Smith	Juan Suarez	
Dale Gustafson	Katie Line	

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

GENUINE /'jenyōōn/

Sincerely and honestly felt or experienced; authentic



"Being genuine to me is to practice what you preach. As managers we not only teach the standards but have to come into work each and every day demonstrating those standards. This allows the staff to buy in and work as a team." JASON NEWCOMB, F&B MANAGER, CINNAMON SHORE



"You attract the right things when you have a sense of who you are." AMY POEHLER Like the quote, I believe being genuine is being your true self and loyal in career." TAMIRAT KOLECH, FRONT DESK SUPERVISOR, DOUBLETREE - ATLANTA NORTHLAKE



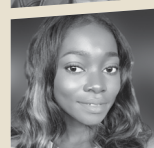
"Genuine to me is all about being kind and just being your unique self. There is no one else that can be you - why not be authentic and sincere in everything that you do." ASHLEY HOLLIS, DIRECTOR OF SALES, EMBASSY SUITES - CHATTANOOGA



"Genuine, to me, means to show your personality - don't hide who you are. Being genuine in life makes everyone happier - your family, your friends, your co-workers, your guests. Just be yourself!" PATRICK ABRAMS, ASSISTANT FRONT OFFICE MANAGER, HILTON GARDEN INN - ATLANTA DOWNTOWN



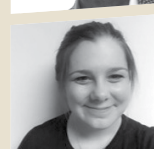
"Being genuine means speaking from the kindness of your heart." TALIAH COFER, FRONT DESK AGENT, EMBASSY SUITES - CENTENNIAL PARK



"Genuine to me means being truthful, honest, authentic, and respectful in all my interactions at work and elsewhere. It is hard to be able to perform to the best of your abilities if you are not being authentic with your true self. To me, I get a sense of pride in knowing that everything that I do comes from the heart." BELINDA ADJEI-BOATENG, SR. ADMINISTRATIVE ASSISTANT, LEGACY VENTURES CORPORATE



"To be true and sincere to oneself and others." THOMAS JENKINS, LEAD FRONT DESK AGENT, HOTEL INDIGO - ATLANTA DOWNTOWN



"To be genuine is to stay true to your personality, to your values, and to project that in everything that you do - like caring for your peers, finding the positives in everything you do, and being that person that people can count on!" TATIANA DENURE, EXECUTIVE HOUSEKEEPER, SHERATON MADISON HOTEL



"Being genuine is all about being trustworthy with your peers, your coworkers and your guests. Keeping the commitments that have been made with your staff builds a stronger team and builds team morale. Being a genuine manager creates a welcoming team environment that can easily create an enjoyable atmosphere for your guests." JASON STEWART, F&B GENERAL MANAGER, THE AMERICAN HOTEL



AWARDS, RECOGNITION & CELEBRATION

AHLA EMERGING LEADER

Colin James-Sarner received the American Hotel & Lodging Association's Stevan Porter Emerging Hospitality Leader Award at the Stars of the Industry awards ceremony in Los Angeles for his work as the Night Manager at Embassy Suites - Centennial Park. His dedication to the guest experience and to his team allow him to "Make a Difference" every day. Colin, now Front Office Manager at The American Hotel, lives "a passion to serve" daily.



MARDI PARDI

On Fat Tuesday, February 25th, **Dos Bocas** hosted a Mardi Gras themed celebration full of festive cocktails, Cajun food, and live Zydeco music! Guests enjoyed a taste of Louisiana with themed dishes like Crawfish Boil and Beignets and festive cocktails like its Hurricane and Sazerac.



SEC FOOTBALL WATCH PARTY

On December 19th, **STATS Brewpub** hosted football fans for the SEC Championship. The STATS team served up Southern hospitality to both local and out of town event guests, while adhering to COVID-19 protocols to ensure a safe experience for all guests.



OKTOBERFEST

Every weekend during the month of October, **Der Biergarten** celebrated Oktoberfest with food & drink specials, pig roasts, keg taps, live music, and giveaways including "Free Glass Fridays"! Prost!

BRAND RECOGNITION EMBASSY SUITES - CHATTANOOGA

Congratulations to **Jay Raynor**, **Ashley Hollis** and the entire team for being awarded the 2019 Hilton Award of Excellence. This award was given to hotels in the top 10% of the Embassy Suites brand based on TQS rankings.



BRAND RECOGNITION HILTON GARDEN INN - ATLANTA DOWNTOWN

General Manager **Ivy Mpofo** was selected by the Hilton Garden Inn brand to serve on a panel as a role model for her peers due to her resilience and ability to remain positive in the face of 2020's adversity. The entire team was featured on the Brighthearted Connect site celebrating how well they handled the challenges of 2020.



HOSPITALITY HEROES

David Carrera, Night Manager, Embassy Suites - Centennial Park, and **Gregory Muhammad**, Engineer, Hilton Garden Inn - Atlanta Downtown, were recognized by Hilton as true Hospitality Heroes. David stepped up with leadership and decisive action to protect team members, guests, and the hotel during May's civil unrest in downtown Atlanta. Greg showed his dedication to his property by stepping up without being asked to ensure that the suspension of non-essential landscaping services due to COVID-19 did not negatively affect the guest experience. He went above and beyond to keep the lawn and landscaping well-manicured for three months. David and Greg are two of only 55 Heroes chosen by Hilton from over 1,300 nominations.



ILEA RACE FOR A TASTE

Executive Chef **Keegan Hughes** received the People's Choice Award and Judge's Choice Award in Entrée Presentation at the Greater Atlanta International Live Events Association's Race for a Taste Catering Competition held in February.



2020 TRIPADVISOR RECOGNITION

The American Hotel, DoubleTree - Atlanta Northlake, Embassy Suites - Chattanooga, Hilton Garden Inn - Atlanta Downtown, Sheraton Madison Hotel, STATS Brewpub, Der Biergarten, Max's Coal Oven Pizzeria and Twin Smokers BBQ all received TripAdvisor's 2020 Traveler's Choice awards for consistently earning great reviews from travelers and being ranked within the top 10% of properties on TripAdvisor.



We have been through tornadoes, recessions and horrible third-party managers. We will get through COVID-19 just like we have gotten through other challenges that seemed insurmountable at the time. We have great teams that are helping guide us to the finish line and will all be a little smarter about world pandemics in the end.

BRIAN BULLOCK, CHIEF OPERATING OFFICER, RESTAURANTS



A great quote I saw on a Marriott video, "Good timber does not grow with ease. The stronger the wind, the stronger the trees." In reflecting on the past year, it is certain that the Legacy Ventures family team members have become stronger through the 2020 "wind".

KIM HOLCOMB, CORPORATE DIRECTOR OF HUMAN RESOURCES, HOTELS



SERVICE STORIES



EMBASSY SUITES - CHATTANOOGA

When a tornado struck Chattanooga in the middle of the night on Easter Sunday, seniors with Alzheimer's were evacuated from their assisted living facility and into the **Embassy Suites - Chattanooga**. Key members of the team jumped into action to provide a COVID-safe experience for these displaced senior living residents. As one guest shared, "Getting to know you guys has been a wonderful experience! I can't think of a greater bunch of folks I would rather experience a tornado with!!! I love the care you gave my mom!"



The hotel also provided, and is still providing, refuge for countless individuals and families who had damage to or lost their homes in the tornado. The hotel team collected donations from the community to help those affected. Donations came from organizations all over Chattanooga and were organized into a "pop-up" store for anyone in need to visit. Toys donated by the Tennessee Aquarium were a huge hit with these families.

THE AMERICAN HOTEL

Great staff, amazing accommodations, even better location! Tiara was amazing at check-in, very knowledgeable and welcoming. She definitely made our girls trip one to remember! Stellar team member!

DOUBLETREE - ATLANTA NORTHLAKE

We want to thank the entire staff. Whatever we needed, every staff member made sure our request was taken care of and within record time. We know that this is a difficult and emotional time for all of us. What the staff showed was kindness and professionalism. Please let everyone know how much we appreciate them being here for us.

DOUBLETREE - ATLANTA NORTHLAKE

The health experts say that fish, vegetables & fruit sustain life - they must never have had DoubleTree's chocolate chip with walnut cookies.

DYLAN'S COAL OVEN PIZZERIA

Super friendly staff, nice wine list, tasty pizza! Appreciate the staff adhering to COVID health protocols. Went twice during our stay, and we'll be back!

EMBASSY SUITES - CENTENNIAL PARK

Everything thing was awesome. From the smooth check in all the way to the comforting room. They did a great job of practicing social distancing and cleaning the hotel.

GLENN HOTEL

The young man who met us - Logan - is excellent, friendly, helpful, caring. The hotel looks neat and very pretty. We loved it.

GLENN HOTEL

Marshall was phenomenal. He went above and beyond to help us find our way to the hotel. When we were attempting to find parking, he came outside to direct us where to park when we got turned around. Every time we needed something he was on top of it. Wonderfully amazing customer service. Thank you for caring, Marshall!

HILTON GARDEN INN - ATLANTA DOWNTOWN

Early in the pandemic, the hotel team needed a morale boost. General Manager **Ivy Mpfu** decided the team would use a long lunch break to wash the cars in the parking deck. This was not just a random act of kindness. It turned into a team building exercise that helped everyone take the focus off their individual problems and realize that the team has a responsibility to serve its community and truly live out one of the core pillars of the HGI brand's Brighthearted culture: I serve.

Your car was washed today, compliments of the HGI team. We hope this random act of kindness puts a smile on your face during this difficult time



HILTON GARDEN INN - ATLANTA DOWNTOWN

As someone who was coming from out of town, I really felt at home. It was a great experience and will no doubt be going back soon. The service was first class and treatment was just out of this world. Only one word can summarize my visit and that's Awesome!!

HOTEL INDIGO - ATLANTA DOWNTOWN

This hotel is incredible! It is really breathtaking and this modern style makes it so interesting and fancy. The rooms are spotless, thank you Yasert! Customer service is top-notch, thanks Thomas - you are the man! He congratulated my sister-in-law who just got engaged, and we felt at home from the moment we stepped in. Can't wait to be back!

HOTEL INDIGO - ATLANTA DOWNTOWN

Thomas helped me out SO much! He really made the experience amazing! :) My parents went to stay for my mother's birthday weekend, and Thomas was able to help me with getting everything situated for them to have a lovely time! 10/10 customer service - highly recommend :)

SHERATON MADISON HOTEL

My husband and I randomly booked a hotel in our home town for a night outside of our four walls. We've been home with our 2-year-olds for three weeks straight, and we needed a night away from cleaning, cooking, laundry and responsibility. We both work from home now, so it was easy to book a reasonable weeknight stay. The hotel was very clean, and I felt very safe with Covid. We had the most delicious meal from The Hub with phenomenal service. We look forward to coming back this winter when we need a safe night away from reality.

SHERATON MADISON HOTEL

Excellent location, easy parking, friendly staff, and beautifully updated room. Stayed here during pandemic and was confident in the cleanliness and practices of this property! Plus, there's nothing more comfortable than Sheraton beds and pillows.

STATS BREWPUB

Walked in off the street and found a very comfortable sports atmosphere. Sat at the bar and was attended to by Alex, who was absolutely amazing! She made the best Bloody Mary I've had in a very long time. She made me feel very welcome and was very attentive even at a busy bar. Food was fresh and delicious... I had the everything pretzel sticks and the brisket burger. Next time I'm in town, this will definitely be my first stop!

“

We have best-in-class properties and an amazing team. In the war for survival of the fittest, we have many, many advantages. Hang in there, keep up the great work, and let's continue to lift each other up when times get tough. We'll get through this, especially if we stick together and focus on doing what we do best. In fact, we'll emerge from this even stronger. Thank you for all you've done... and for all you continue to do each and every day to take care of our customers, each other and our owners.

EVE MOORE, VICE PRESIDENT OF OPERATIONS, HOTELS



COMMUNITY PROJECT & OUTREACH

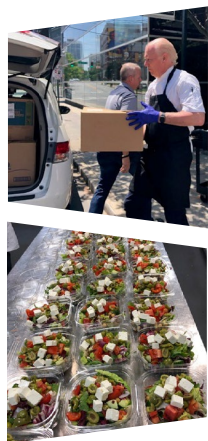
AMERICAN HEART ASSOCIATION

In February, **Embassy Suites - Chattanooga** hosted the American Heart Association's Ignite Red event. In addition, Director of Sales **Ashley Hollis** collected \$250 to support the organization.



SERVING GRADY'S ESSENTIAL WORKERS

In April, **Max's Coal Oven Pizzeria** was thrilled to give back to the front-line heroes at Grady Hospital who are working long shifts to serve others...and at times, were not even stopping to eat.



POP-UP PANTRY

Atlanta-based operations teams partnered with Gas South, Georgia Hotel & Lodging Association, and Atlanta Community Food Bank in May to host a Pop-Up Food Pantry to provide groceries to hospitality workers in need. It was truly amazing to see so many people — partners and volunteers alike — come together to support the hospitality industry during this difficult time.



OKTOBERFEST RUN

Der Biergarten partnered with the German American Cultural Foundation to host the annual virtual Oktoberfest Run — this year's run was virtual, making it possible to have participants join the run from across the globe! All race proceeds benefit the foundation.



THINK PINK

Every year the **Embassy Suites - Chattanooga** team comes together to purchase pink polos to support the fight against Breast Cancer. This year they raised \$360 in this effort and made sure to take a team photo showing their support of the fight!



FESTIVAL OF TREES

Embassy Suites - Centennial Park's annual Festival of Trees went virtual in 2020. Due to the pandemic, the hotel could not display all of the wonderful tree creations or hold its event, so with the help of the Georgia Veterans Day Association, a virtual event was created at www.atlantafestivaloftrees.com. This provided 24 organizations a platform to showcase their great work as well as a way for people to donate directly to them. It was Embassy's way of "keeping the Festival alive" until it can return for the next holiday season.

ELECTRONICS RECYCLING

Sheraton Madison Hotel received all new televisions and computers as a part of its recent renovation. Chief Engineer **John Czupryny** sourced a local electronics recycling company and coordinated the donation of these items, which will be decommissioned before parts are used for future production.

RENOVATION RECYCLING

As **Glenn Hotel** completed its top-to-bottom renovation, there were several "gently used" furniture pieces — such as guestroom, restaurant and lobby tables and chairs — that were given a new home at Bright Futures Academy (BFA) in Atlanta. BFA teaches, trains, and transforms high school and middle school youth on the Westside of Atlanta.



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The pandemic has caused the finance team to have to complete a number of financial adjustments. Working with lenders, contractors and government agencies, we have been able to establish long term financial solutions during these difficult times. But the fact is, these are all meaningless adjustments without the operations team successfully running the assets. To use a baseball analogy, the finance team can turn a single into a double, but we cannot actually hit the ball. I am very proud of the frontline teams on the ground working in these incredibly difficult times to provide the platform for us to do our job.

PETER O'HANLON, CHIEF FINANCIAL OFFICER



WORKSTYLE CORNER



RESILIENCE

SARA FERNALD, LEGACY VENTURES'
EXECUTIVE COACH

*"I can be changed by what happens to me.
But I refuse to be reduced by it."*

MAYA ANGELOU

Resilience is the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress—such as family and relationship problems, serious health problems, or workplace and financial stressors. Covid-19 has encompassed those stressors and more.

There are many worthwhile resources that provide insight into resilience. Key themes include:

Self-Awareness: Resilient people take time to self-reflect. They take stock of what's going well and what's not; they establish a framework to reinforce the positives and address the negatives. If self-reflection is limited or missing in your life, try 'partnering' self-reflection with an established routine. Research demonstrates that new habits can be solidified by partnering them with things as simple as brushing your teeth, doing the dishes or commuting to work.

Self-Regulation: Resilient people are mindful of how their thoughts and feelings can cause them to react in counter-productive ways. They identify situations that can be problematic and create a set of strategies for better outcomes. A foundational strategy for self-regulation is to take deep breaths. Deep breathing, in the moment of stress, helps to reset your neurophysiological response of fight, flight or freeze. Taking three deep breaths five times a day can significantly reduce your stress hormones and will promote mindful self-regulation.

Self-Care: Resilient people understand that self-care strategies need to be monitored and adapted over time and circumstance. Getting enough sleep, eating well, exercising and relaxation time are examples of healthy self-care. Self-care, however, is vulnerable to disruption – by external demands or internal resistance and exhaustion. This is where self-reflection can help you to a) identify the root cause of the disruption and b) explore ways to address the disruption and/or try out alternatives to your previous self-care strategies.

Positive Relationships: Resilient people are bolstered by giving and receiving support from others. They engage in relationships where open-mindedness and emotional safety are tended to. This requires all parties to practice self-awareness, self-regulation and effective communication.

Connection to Purpose: Resilient people search for meaning. They are willing to learn from disappointment and failure of prior passions and goals. They openly engage in new ways to find a sense of purpose and motivation, even when the options to do so are constricted. They practice gratitude and connect with their chosen form of spirituality.

I encourage you to take stock of your resilience strategies. Give yourself a boost by acknowledging the things you do to support and sustain your resilience. Hone in on one or two areas that need your attention and commit to trying new practices. It will also be helpful to schedule a reoccurring meeting with yourself to monitor, positively reinforce and adapt your strategies.

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"Asking for help isn't giving up. It's refusing to give up." CHARLIE MACKESY

Reflecting on COVID, we have worked on elevating our grace, empathy and patience to better support our Team Members.

SHANNAYL DECKARD, VICE PRESIDENT
OF HUMAN RESOURCES, RESTAURANTS



AT HOME MEALS WITH OUR CHEFS

CARAMEL APPLE BREAD PUDDING

COURTESY OF CHEF
CHRISTOPHER BLOBAUM

"I love to make caramel apple bread pudding, served warm with crème fraîche or ice cream. It is very easy to make and even great served as a leftover for breakfast with coffee!" CHEF CHRIS



Ingredients:

4 T. Unsalted Butter, softened

1 cup Brown Sugar

8 oz. Brioche Bread, sliced

2 Organic Fuji Apples (or Golden Delicious Apples), peeled, cored and cut into 1/2-inch dice

2 T. Organic Golden Raisins

1/4 cup Fresh Organic Apple Cider

3 cups Milk

3 Eggs

1 tsp. Vanilla Extract

1/4 tsp. Cinnamon

6 scoops Vanilla Ice Cream
(1 scoop per serving)

Method:

1. Preheat the oven to 350 degrees F.
2. Butter a 2-quart casserole or soufflé dish and spread the brown sugar evenly over the bottom.
3. Butter the bread generously, stack it, and cut it into 2-inch squares.
4. Toss the bread with the apples and raisins, and put them in the casserole on top of the sugar.
5. Whisk the apple cider, milk, eggs, vanilla and cinnamon together, and pour over the bread.
6. Bake the pudding 40 to 45 minutes in a pre-heated oven until a knife inserted in the center comes out clean. Baking times may vary based on depth of the baking dish.
7. Serve warm with vanilla ice cream. The brown sugar will melt into a delicious caramel; include a drizzle in each serving.

Yields 6 servings

Enjoy!

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Being in restaurant operations for over 30 years now, I have never seen a team come together with a more "anything to succeed" mentality than I've seen in 2020. From senior leaders to stewards, everyone is doing their best to make sure Legacy Ventures remains what its name implies, a Legacy. When you think of legacy brands in any industry you think of quality, perseverance, effort and team. That is who we are, and who we will always be, no matter the times and obstacles.

JEFF SIME, VICE PRESIDENT OF OPERATIONS, RESTAURANTS



