

TPI

INSIDE



Two in a row!



MINNEAPOLIS/ST. PAUL BUSINESS JOURNAL



2024 BEST PLACES TO WORK[®]

TPI Hospitality is chosen as
Minnesota's Best Place to Work
for an unprecedented third time,
including both 2023 and 2024



You inspire me every day

I continue to be amazed by the incredible teamwork and performance displayed by TPI associates day in and day out. The first half of 2024 has been interesting to say the least and has created positive momentum that promises to open new doors of opportunity for the entire TPI team.

Margaritaville Fort Myers Beach became fully operational in February and has experienced overwhelming popularity. Over 450 associates created an environment of fun and escapism for thousands of visitors who were longing to return to Fort Myers Beach following the devastation by Hurricane Ian. The team's focus on creating win-win outcomes for their guests, their co-workers, and their community, has led to outstanding results. Margaritaville Fort Myers Beach has become a national vacation destination.

Also in our Florida market, the team in Naples unveiled Compass Suites by Margaritaville in March, creating a new and exciting environment to experience the Margaritaville vibe. The 5 o'Clock Somewhere Bar & Grill has been a great addition to the area, and we look forward to seeing Compass Suites Naples continue to grow and provide another desirable destination for fun and escapism in Southwest Florida. Although the Florida locations have experienced incredibly challenging weather events over the past several weeks, they continue to persevere and their future looks very bright.

TPI's Minnesota markets continue a healthy resurgence after a slower than expected recovery from the state's prolonged slump following covid and localized civil unrest. The team continues to focus on respect and was recognized again as Minnesota's Best Place to Work by the Minneapolis/St. Paul Business Journal. Outstanding!

The TPI recruitment team continues to emphasize the importance of hiring a person rather than hiring a resume. The efforts of the recruitment team, in conjunction with the on-property teams, have propelled TPI to have the fewest number of job openings in our history. Our goal remains...hire great people and treat them the way we would like to be treated. We know we're not perfect, but using this approach makes TPI just a little bit better every day.

In August and September, John Dammermann and Tom Torgerson again visited both the Minnesota and Florida locations for town hall events that allowed John and Tom to reconnect with the TPI team on a personal level and share their thoughts about where TPI is today and where they feel it's going in the future. Thank you to everyone who attended the town hall events, they proved to be incredibly informative and also allowed our teams an opportunity to celebrate recently being chosen as Minnesota's Best Place to Work for the second consecutive year!

For over fifty years, the foundation of TPI's success has been based on practicing our core values daily. Today, we have an amazing collection of exceptional individuals that contribute daily to promote hospitality and genuine care for each other. As you all know, the hospitality industry can be very challenging, but when we consciously support and respect each other, our ability to succeed is limitless. Since joining the TPI family in 2020, it has been a joy for me to witness TPI associates continuing to grow both personally and professionally, developing their skills, and supporting each other. We are TPI!

As we move along in 2024, we continue our commitment to train, develop, and inspire our associates. Next year, I am honored to become the Hospitality Minnesota Board Chairman, which will provide another resource to spur growth within the TPI team. In addition, we will continue to focus our efforts on providing professional growth opportunities through leveraging our task force team, growing our ELITE mentoring program, and enhancing our Manager on Duty (MOD) program. All these initiatives support our *Tenure is Reinvented* core value. No matter how long we have been part of the TPI family, it's important for us to remember that we all matter, and we all make a difference. At the same time, we must challenge ourselves to continue to learn and grow every day.

In closing, my thanks and admiration go out to the entire TPI Hospitality team. You inspire me every day, and for that I am forever thankful.

STAY SHARP!

Robert Kisabeth

ROBERT KISABETH
Chief Operations Officer

The best of the best



TPI would like to congratulate Courtyard Rochester, Courtyard Roseville, and SpringHill Suites Arbor Lakes for earning high recognition from Marriott for their outstanding performance. The Courtyard Rochester team received the Silver Circle Award, recognizing that the hotel ranks in the brand's top 20% of guest service scores worldwide. The Courtyard Roseville team received an award recognizing the hotel as having the most improved ***Intent to Recommend*** score. Finally, the SpringHill Suites Arbor Lakes team received the Diamond Circle Award, recognizing that the hotel ranks in the brand's top 3% of guest service scores worldwide. To put this into perspective, the Marriott brand has almost 10,000 hotels worldwide, with the Rochester, Roseville, and Arbor Lakes teams being the best of the best. Well done!

Creating win-win

THE TPI FAMILY COMES TOGETHER TO CELEBRATE SUCCESSES,

On May 7th, almost 200 TPI Hospitality leaders came together for the 2024 TPI Leadership Conference. The event featured educational presentations, networking and socializing opportunities, and an annual awards ceremony that recognized the accomplishments of this remarkable team. A pre-conference Family Swim Night at Holiday Inn Arbor Lakes and a pull tab event during the Leadership Conference allowed TPI associates to generously donate over \$10,000 to support the TPI PEACE Fund. It was truly a memorable week, and once again identified an amazing spirit within the TPI team.

We serve others to create win-win outcomes...

SALES ACHIEVEMENT AWARD

RESIDENCE INN - SPRINGHILL
ARBOR LAKES

TEAMWORK AWARD

PERKINS
AUSTIN

FIRST IMPRESSION AWARD

AC MARRIOTT
ST. LOUIS PARK

CLOSER AWARD

HOMEWOOD SUITES
NEW BRIGHTON

SAFETY FIRST AWARD

HILTON GARDEN INN
EAGAN

outcomes...together!

RECOGNIZE ACCOMPLISHMENTS, AND CONTINUE TO LEARN AND GROW

BOTTOM LINE AWARD

PERKINS
FAIRMONT

GUEST SERVICE AWARD

COURTYARD
ROCHESTER

CORE VALUE AWARD

HAMPTON INN
EDEN PRAIRIE

TOP GUN AWARD

BEST WESTERN - HI EXPRESS
WILLMAR

PROPERTY OF THE YEAR AWARD

RESIDENCE INN - SPRINGHILL
ARBOR LAKES

20-YEAR RECOGNITION

ANGELA GOODWIN
STAYBRIDGE SUITES
ARBOR LAKES

20-YEAR RECOGNITION

FRED ASCHE
BEST WESTERN - HI EXPRESS
WILLMAR

20-YEAR RECOGNITION

LARRY EISENBERG
PERKINS - TPI
AUSTIN



CLICK HERE

To learn more about
the TPI PEACE Fund



Since its inception, the TPI Hospitality PEACE Fund (**P**assionate **E**mployee **A**ssistance & **C**risis **E**ffort) has distributed almost \$250,000 to TPI associates at a time of crisis. The stories are heart-wrenching, but the crisis situations are real. You can make a difference in the lives of the people you work with every day. In turn, your co-workers may make a difference in your life as well. It's *You Before Me* at its best. Please consider supporting the PEACE Fund through a one-time donation, or through an automatic payroll contribution. On the following page is a TPI PEACE Fund pledge form. If you would like to be a part of this incredibly impactful cause, just print out the next page, fill out the form and submit it to the address at the bottom of the form. Your General Manager can also assist you in submitting the form via e-mail. Thank you for considering participation. You really can make a difference!

What is the PEACE Fund?

There are often times when someone within the TPI Hospitality family experiences an unfortunate circumstance that creates an unexpected hardship. It may be a fire that destroys the home of a co-worker. It may be unexpected travel expenses incurred when a co-worker's family member is hospitalized. It may be a death in a co-worker's family that results in the significant loss of income or unexpected burial expenses. In the spirit of *You before me, Respect one another, and Set the example for others to follow*, TPI Hospitality has partnered with the Southwest Initiative Foundation (SWIF) to established the TPI Hospitality PEACE Fund. This fund will help provide financial assistance to TPI associates when they need it the most.

How can an associate apply for assistance?

A TPI Hospitality PEACE fund application form is available to all associates on the We Are A Team intranet website. Login information for the intranet website is noted on each associate's paycheck stub. The financial need must be tied to a crisis event and should include documentation that identifies the need for help. The TPI Chief Financial Officer and Chief Human Resources Officer will collect signed and completed applications, verify employment status, verify the occurrence of the crisis event claimed, and send the application to SWIF for consideration. SWIF will then consider all circumstances before approving or denying the request.

When and if the application and supporting documents are approved by SWIF, every effort will be made to distribute the funds by check within five business days from the time the application was received. SWIF will work to distribute funds faster in emergency situations when so notified by TPI Hospitality. The approval process may be delayed if there are any questions about the application or necessary supporting documentation has not been included as required.

Are you willing to make a difference in the lives of your co-workers? If so, you can use the Gift Commitment Form on the following page to make a donation or increase a current contribution. Simply send the form to peace@tpihospitality.com. Remember, *we serve others to create win-win outcomes!*

CLICK HERETo print a TPI PEACE Fund
Gift Commitment Form

Gift Commitment Form



GIFT AMOUNT	<input type="checkbox"/> \$25.00 <input type="checkbox"/> \$50.00 <input type="checkbox"/> \$100.00 <input type="checkbox"/> Other (please specify): \$ _____
GIFT PAYMENT PLAN	<input type="checkbox"/> My check is enclosed (payable to SWIF – TPI Hospitality PEACE Fund). <hr/> <input type="checkbox"/> I authorize an ongoing payroll deduction of \$ _____ per paycheck. <input type="checkbox"/> I authorize a one-time payroll deduction of \$ _____ from my next paycheck. Signature _____ <hr/> <input type="checkbox"/> Please charge my credit card now (complete section below): Account Number _____ Expiration Date _____ Security Code _____ Signature _____
GIFT RECOGNITION	Please recognize this gift as being from: _____ Or, check this box <input type="checkbox"/> to remain anonymous.

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Cell: _____

E-mail Address: _____

Signature: _____ Date: _____

Return completed form and payment to:**TPI Hospitality
103 15th Ave NW Suite 200
Willmar MN 56201****Or email to peace@tpihospitality.com**

Thank you for your support of the TPI Hospitality PEACE Fund held and managed by the Southwest Initiative Foundation (SWIF). Your gift is tax deductible to the fullest extent allowed by law because SWIF is a 501(c)(3) public charity. No goods or services were provided in exchange for your contribution. Please keep a copy of this form for your tax records. You will also need a copy of your pay stub, W-2 or other document showing the amount withheld by TPI Hospitality and paid to SWIF on your behalf. Please consult your tax advisor for more information.

FLASHBACK

Inside TPI, 17 years ago...

This was the lead story in the 2007 fall edition of Inside TPI



A torch has been passed Torge's Fairmont is transformed to Green Mill



Green Mill opened its doors to the Fairmont community on Saturday, July 7th. The 30-foot high entrance, classic artwork, contemporary lighting and rich, cherry wood furnishings tell the guest immediately that this is no longer Torge's Grille. There's a new sheriff in town...and it's the Green Mill!

1991 the restaurant was renamed MarketPlace. In 1996 Torge's Pub continued to be Fairmont's hot spot when Torge's All-American Grill was born. For over ten years Torge's Pub and Torge's All American Grill were mainstays in the Fairmont area. Then, in conjunction with a complete makeover of the Holiday Inn Fairmont, the Green Mill became a reality. In only four weeks of construction the entire restaurant was gutted and rebuilt with an updated kitchen, a dramatic dining room enhancement and for the first time, its own exterior entrance. In addition, the outside patio area was completely rebuilt to include plush greenery and two gas fire pits. WOW! What a transformation!



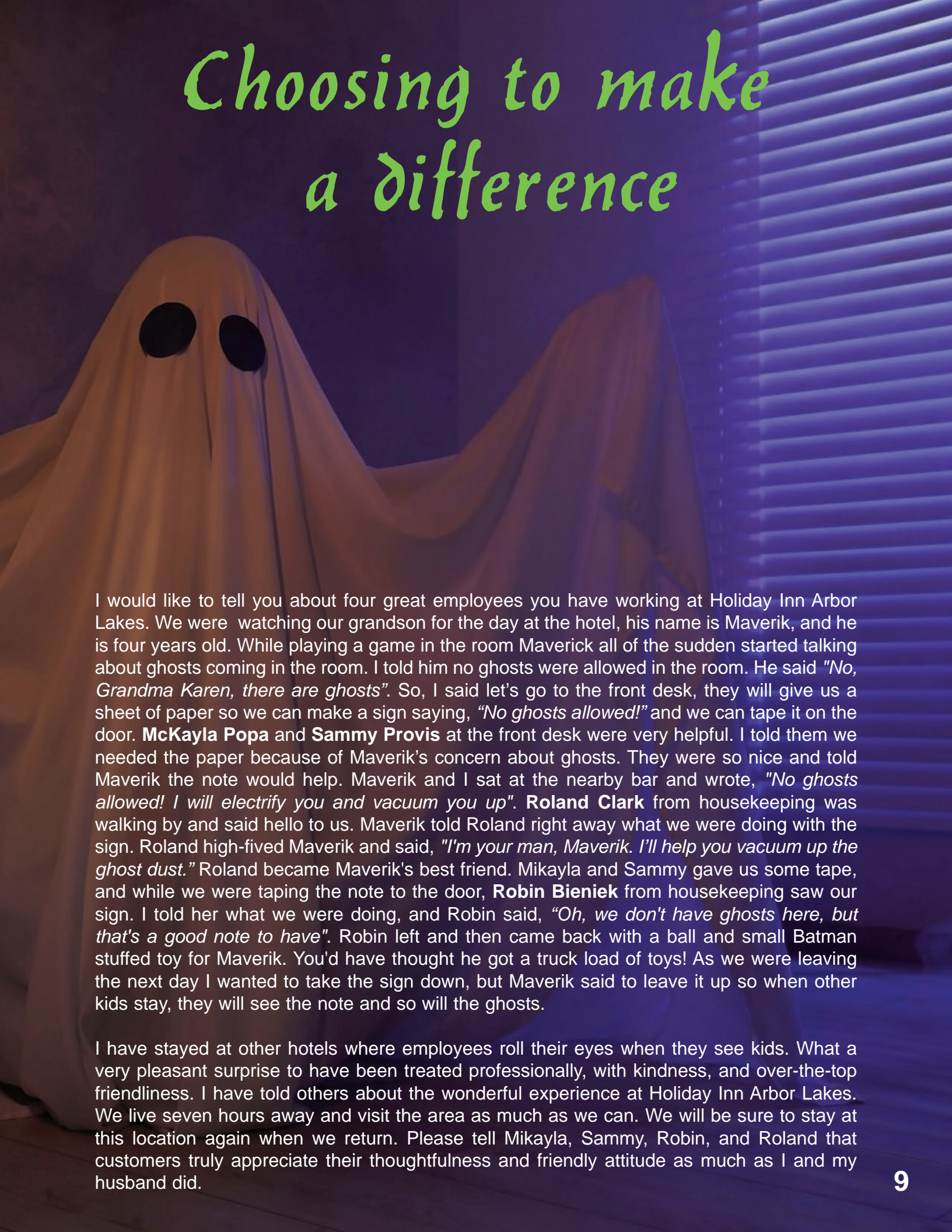
In an amazing transformation, Torge's Fairmont has been reborn with a new look and a new name. On July 7th, the well-known restaurant located in the Holiday Inn Fairmont opened its doors as a full-blown Green Mill Restaurant and Bar. Green Mill, already a familiar face to Torgerson Properties, is widely known as "Minnesota's Most Awarded Pizza" with over 30 awards from food critics of such publications as the St. Paul Pioneer Press, Minneapolis Star Tribune, Twin Cities Reader and Mpls./St. Paul Magazine. With over 30 locations throughout the Midwest, Green Mill Restaurant and Bar has grown to be one of the most popular neighborhood restaurants in the communities they serve.

Torge's Pub & Cafe opened in the newly built Holiday Inn Fairmont in 1978. After ten years Torge's Pub was still going strong and the restaurant portion became Christine's. Then, in

..continued on page 14



Choosing to make a difference



I would like to tell you about four great employees you have working at Holiday Inn Arbor Lakes. We were watching our grandson for the day at the hotel, his name is Maverik, and he is four years old. While playing a game in the room Maverik all of the sudden started talking about ghosts coming in the room. I told him no ghosts were allowed in the room. He said *"No, Grandma Karen, there are ghosts"*. So, I said let's go to the front desk, they will give us a sheet of paper so we can make a sign saying, *"No ghosts allowed!"* and we can tape it on the door. **McKayla Popa** and **Sammy Provis** at the front desk were very helpful. I told them we needed the paper because of Maverik's concern about ghosts. They were so nice and told Maverik the note would help. Maverik and I sat at the nearby bar and wrote, *"No ghosts allowed! I will electrify you and vacuum you up"*. **Roland Clark** from housekeeping was walking by and said hello to us. Maverik told Roland right away what we were doing with the sign. Roland high-fived Maverik and said, *"I'm your man, Maverik. I'll help you vacuum up the ghost dust."* Roland became Maverik's best friend. Mikayla and Sammy gave us some tape, and while we were taping the note to the door, **Robin Bieniek** from housekeeping saw our sign. I told her what we were doing, and Robin said, *"Oh, we don't have ghosts here, but that's a good note to have"*. Robin left and then came back with a ball and small Batman stuffed toy for Maverik. You'd have thought he got a truck load of toys! As we were leaving the next day I wanted to take the sign down, but Maverik said to leave it up so when other kids stay, they will see the note and so will the ghosts.

I have stayed at other hotels where employees roll their eyes when they see kids. What a very pleasant surprise to have been treated professionally, with kindness, and over-the-top friendliness. I have told others about the wonderful experience at Holiday Inn Arbor Lakes. We live seven hours away and visit the area as much as we can. We will be sure to stay at this location again when we return. Please tell Mikayla, Sammy, Robin, and Roland that customers truly appreciate their thoughtfulness and friendly attitude as much as I and my husband did.

Whatever it takes. You have the power!

A guest comment received at Hampton Inn Fairmont

When my wife and I checked into Hampton Inn Fairmont for a week-long stay we were warmly greeted by **Kristyn Nelson**. Kristyn provided us with snacks and water along with an abundant amount of information about the area. My wife, being from this area, struck up a conversation with Kristyn and began to swap names of who's who in town. Throughout the week we were at the Hampton Inn we would see Kristyn daily and she always appeared excited to assist us in any way.

One evening after returning to the hotel, we looked for some tea that would be soothing before bed. There was none available as it had run out. **Chelsie Hinz** at the front desk apologized and we headed to our room. The following day we were presented with a full box of Sleepy Time tea, the exact type we had mentioned we like the best. We were told that Chelsie had gone to Hi-Vee and personally purchased the tea. Chelsie went out of her way far and above what is expected from an employee. She was genuinely concerned for us, and out of the kindness of her heart ensured we were happy during our stay. Is it the small-town mentality, or just a good person? Regardless, you have exceptional employees in this hotel that go above and beyond their job description. Chelsie is truly a credit and asset to the Hilton brand, and we wish to make this known in any type of performance report she may have in her job. Each morning, we were warmly greeted by Chelsie as she made us feel more like a friend than just another customer. Together with her co-worker Kristyn, these two young ladies are the poster child of what every Hampton Inn should hope to have as their employees.

A guest comment received at Hilton Garden Inn Eagan

You have an excellent staff at the Hilton Garden Inn in Eagan, MN. My wife Elizabeth and I stayed there very comfortably for almost a week in March, 2024. Your staff members **Patti Jo Greseth**, **Zaque Medard**, and **Wendy Cardenas** were especially helpful. Thank you!

A guest comment received at Hampton Inn Minnetonka

I just wanted to say thank you! You have a great leader at the Hampton Inn Minnetonka property. I stay at Hilton brand locations approximately 150-200 days out of the year. I have stayed at this location not due to price or convenience. I stay here because of your General Manager, **John Rivera**. He notices I stay here when in town. He sees my reservation in the system. Has my room cards printed, and he greets me by name and thanks me for choosing to stay with them again. I see many guests that he makes feel special even if it is their first stay or they are repeat guests. He has met my unexpressed wish and I feel special with every visit. I am going to be traveling to Minnesota less due to taking over a new territory in Florida for our company. I introduced my Director of Operations, who will be taking over my current territory, to John tonight. I'm excited for her to feel special and be treated exceptionally well by John and team in the future. I just wanted to make sure your General Manager, John Rivera, gets the recognition he deserves!

A guest comment received at Best Western Willmar

We just stayed at the Best Western Plus Willmar for a Hockey Tournament. The hotel staff was some of the BEST I have ever seen. They were friendly, helpful, and really tried to do whatever they needed to do to make the stay great. We had a pizza party for the team after a game, and the hotel staff grabbed plates and napkins and even found a large garbage can so we could clean up. They never got upset with the kids when they were just being kids. I would recommend this property to anyone I know who is going to be in Willmar.

A guest comment received at Margaritaville Fort Myers Beach

I just wanted you to know that my husband and I had a wonderful time at your paradise, Margaritaville Fort Myers Beach. You have created an amazing place for your guests and we hope to visit again in the future. We would like to give a shout out to some of your amazing pool servers. **Scott Hanley** and **Melissa Hanley** at 5 o'Clock Somewhere were outstanding. Thank you!

A guest comment received at Courtyard Rochester

There's simply not a better option if you're coming to Rochester at Mayo's St. Marys campus. I'm an Ambassador Elite for Marriott, which means I sleep in hotels all over the country to the tune of 140 to 175 nights a year on average for work. I stay at JWs, Elements, ACs, Marriotts, etc. My experience at the Courtyard in Rochester has been one the BEST customer service hotels I have ever stayed in. The people downstairs are simply great. Their warm smiles and attitudes make coming in after a long drive or long day at the hospital a treat. Thank you, Courtyard staff!

A guest comment received at Compass Suites Naples

Compass Suites Naples is modern and super clean, 10/10 recommend. When I vacation I'm typically at my hotel only to sleep, however, I utilized the pool and the breakfast buffet both days of my stay and was very pleased. **Ximena Navarro**, one of the servers, was the best part of our stay. She is super personable and attentive and went out of her way to check on my sister and I throughout our stay. She's the sweetest!

WE DON'T KNOW THEM ALL, BUT WE OWE THEM ALL

On Memorial Day, army veteran, Chef Dallas McCutcheon, assembled a missing man table at Compass Suites Naples' 5 o'Clock Somewhere Bar and Grill to help us all remember the ultimate sacrifice made by the men and women of our armed services.



Every Memorial Day, we honor the fallen men and women who have given their lives to defend our country. We don't know them all, but we owe them all. The items on this table represent...

The table is round; to show our everlasting concern for our missing and fallen.
The cloth is white; symbolizing the purity of their motives when answering the call to serve.
The single red rose; reminds us of the love these service members had from their families and loved ones.
A slice of lemon; reminds us of their bitter fate; captured and missing in a foreign land.
A pinch of salt; symbolizes the tears that have been shed.
The lighted candle; reflects our hope for their return, alive or dead.
The glass is inverted; symbolizing their inability to share a toast.
The chair is empty; the seat that remains unclaimed at the table.

CLICK HERE

To to see a short video tour
of Compass Suites Naples



Adventure Awaits

The Compass Suites by Margaritaville in Naples, Florida joined the TPI family in March and held an official ribbon cutting on April 24th



PARADISE HAS A NEW SET OF COORDINATES

TPI Welcomes Compass Suites Naples to the family



COMPASS

BY MARGARITAVILLE

ALL
SUITES

Compass Suites by Margaritaville in Naples, FL opened in March, blending Margaritaville's signature elements with the convenience and comfort of a more intimate hotel setting. Compass Suites Naples is a laid-back paradise that brings the vibe of an island getaway to Florida's Gulf Coast. Located in the heart of Naples, the hotel features 119 suites offering studio, one-bedroom or two-bedroom options that offer a relaxed, revitalizing respite in one of the Sunshine State's most desirable locations. General Manager Tracy Neumeyer said, "We are thrilled to open our doors and begin welcoming residents and visitors to kick back, unwind, and escape the ordinary." Welcome to the TPI family!



"When all the dust is settled and all the crowds are gone,
the things that matter are faith, family and friends."

- Barbara Bush

The TPI extended family is blessed in so many ways! Far beyond the family we create at work, there are a countless number of people in our lives who shape who we are and help us fulfill our dreams. These pages recognize those incredibly loving people and remind us what is most important in our lives.

F M



Suzi Bonham welcomed her beautiful baby,
Bodhi Judd Johnson, to the world.



Jennifer Flacksbarth and her husband, Luke,
welcomed twins Elsa and Juniper.



Sarah Karnga recently experience a big
achievement by becoming a US citizen.

I L Y



Cody Beaudet said, "I do!" to his fiancée, Carina, as they began their new life together.



Yuri Bates and his family celebrate Talia Bates' Bat Mitzvah at the Temple of Aaron.



Zorana Ally shows off her new bundle of joy, Zaymab.

Inn the news at TPI Hospitality



Please congratulate **Beth Schultz** on her recent promotion to Front Desk Supervisor at Homewood Suites New Brighton. Beth has worked at the Homewood off and on since 2010 in various roles including Room Attendant, Laundry Attendant, and Room Inspector. Wanting more guest interaction, she decided to move to a Guest Service Representative position where she's excelled. Always one to lend a helping hand, Beth volunteers with the welcoming committee at her church and with the Girl Scouts. She's always on the lookout for the next adventure with her husband Clinton and their three children, Sophie, and twins Ethan and Owen.



At the beginning of this year **Sarah Hansen** was promoted to Assistant General Manager at Hilton Garden Inn Shoreview. She started with TPI as a Night Auditor in 2023. Before coming to TPI she was the Office Manager of a Chiropractic and Wellness Clinic for three years. Sarah also has ten years of experience in hospice nursing. Outside of work, Sarah is very dedicated to spending lots of time with her teenage daughter, her 160 pound Cane Corso, and her very small cat. She enjoys spending most of her days off outside exploring nature trails and northern Minnesota.



Amanda Miller has recently joined the TPI family as part of the Task Force team. She has worked in a variety of roles at our Hampton Inn Minnetonka hotel in the past, and also recently worked as a roaming Housekeeping associate at a few of our other Minneapolis metro area locations. For the next couple of weeks Amanda will transition between Hampton Inn Minnetonka and into her new task force role. Congratulations Amanda!



Heidi Rieger is the new Assistant General Manager at Hilton Garden Inn Eagan. Heidi was born and raised in Grand Forks, and most recently served as the Assistant General Manager at the Hilton Garden Inn Grand Forks. She has over ten years of hospitality experience, having worked for Wyndham, Marriott and Hilton brands. Heidi has multiple degrees from Northland Community and Technical College, including Associate degrees in Business, Sales, Marketing, Management, as well as certificates in Customer Relations, Management, and Supervisory Leadership. She enjoys spending free time with her family and going to the lake. Welcome, Heidi.



Yenier Marrero has been promoted to General Manager at TPI's Margaritaville Fort Myers Beach. Yenier has over 18 years of experience within the hospitality industry, and a proven record of success in generating revenues, guest satisfaction, and associate engagement. Yenier was born and raised in Cuba and graduated from law school in 2006, accepting a position as Legal Advisor and Assistant General Manager for Rancho Luna-Faro D Luna before coming to the United States in 2012. When he is not at work, Yenier loves riding his bike, swimming, and spending quality time with friends and family.

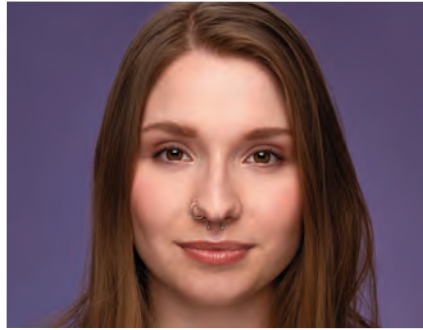


Liz Morris is the new Area Director of Sales for both Margaritaville Fort Myers Beach and Compass Suites Naples. Liz brings over twenty years of experience in the hospitality industry to the TPI team. A graduate of the Penn State University Hotel School, she began her career in the Washington, DC hospitality market with Starwood Hotels. Just prior to joining TPI, Liz spent over five years with St. Matthew's House as the Director of Hospitality. Now at TPI, Liz helps craft strategic marketing for our Florida properties. Liz feels that using this unique toolbox of experience for purpose-driven work is a blessing.

Inn the news at TPI Hospitality



Lee Tribe recently joined the Holiday Arbor Lakes team as their Waterpark Manager. Originally from Hastings, Lee has just moved back from Fargo, and previously worked in aquatics for over five years at Foss Swim School. They are excited to bring their expertise to the team and invest in ensuring guests' safety and happiness. Outside of work, Lee enjoys spending time with their fiancée and pets, playing video games, reading, and exploring all that the Twin Cities have to offer. Welcome to the TPI Hospitality family, Lee.



Izzy Munsch has recently been hired as the Guest Services Manager at Best Western Fairmont. Izzy was born and raised in Fairmont, but after graduating high school, she went off to New York City to pursue a degree in Musical Theatre performance. She worked as an actor and theater manager until she decided to move back to Minnesota to be closer to her family. She began at Best Western Fairmont in April and so far, she loves the team she works with and can't wait to see what her future at TPI has in store for her.



Ryan Bruner has recently received a promotion to the Chief Maintenance Technician position at Hampton Inn Minnetonka. Ryan has been with TPI since February of 2021, when he started out as Night Auditor. He was interested in learning about hotel maintenance, so he became a Maintenance Technician with a goal of earning the Chief position. In his off time, Ryan enjoys spending time with his wife, Malani, and their German Shepard, Lotus, retro gaming, and tending to his exotic pets and aquariums. Congratulations, Ryan, for staying patient, working hard, and embracing this opportunity!



Bryan Detert joined the Margaritaville Fort Myers Beach team in March as the Director of Restaurant Operations. Bryan brings a wealth of expertise and leadership to our team, honed through his impressive tenure as Regional Manager and Beverage Director with Tommy Bahama's. Bryan believes in the power of active coaching, mentoring, and staff development. Through the use of positive coaching, attentive listening, and accountability, Bryan has propelled teams to new heights of excellence. In his free time, Bryan enjoys triathlons, scuba diving, cycling, delving into a good book, and embarking on adventures through travel. Welcome, Bryan!



Isabelle Heinen has been promoted to Front Office Manager at Hampton Inn Minnetonka. Isabelle started with TPI in July of 2023 as Guest Services Supervisor at Homewood Suites St. Louis Park. Isabelle's "*Pace Setters Win*" and "*Set The Example...*" mindset made her an ideal candidate for this role. She has set a course to become an AGM within TPI using this opportunity to learn more and set herself up for success. On days off, Isabelle loves being with her family and visiting her home town of Sartell. She also enjoys doing puzzles and crafts, and spending time with her cat "Hazel". Congrats, Isabelle!



Will Sabol joined TPI in May of 2023 at Holiday Inn Express Golden Valley. He moved into a Task Force Manager role in January, and was recently promoted to the Assistant General Manager at Homewood Suites St. Louis Park. Will owned and operated his own Farmers Insurance agency for two years. He enjoys biking around the lakes and the Mississippi in the summer time. His older son is a freshman at Iowa State where he plays in the marching band, and Will's younger son is going to be a junior at West Lutheran High School where he is on the bowling team and participates in the drama department.

Inn the news at TPI Hospitality



Please welcome **Marcela Trujillo** to the TPI Revenue Team. With over twenty years of experience as a Director of Revenue, Marcela Trujillo has a passion for leadership in driving revenue. Marcela started her career in operations working up from a Front Desk Associate to Revenue Management with boutique, independent hotels in both urban and resort destinations. When she is not dreaming about numbers, she enjoys sketching, painting, cooking, and loving her little pup, Lucy. Marcela will be responsible for both Compass Suites Naples and Margaritaville Fort Myers Beach.



The Fairmont team would like to send out a big welcome to **Karl Niemann**, the new Operations Manager for the Fairmont Campus. Karl has been in the hotel industry for twelve years and has worked with a variety of brands including Hilton, Marriott, and Wyndham. He recently relocated from Oregon to Minnesota to be with his partner. Outside of work, Karl is an avid baker, cook, hiker, and enjoys a good theater performance every now and then. He looks forward to exploring Minnesota and helping our Fairmont guests have the best experience possible.



Please join us in welcoming Chief Maintenance Technician, **Jol Arroyo**, to the Hilton Garden Inn Eagan team. Jol is a Christmas baby born on Christmas Day in 1971. He was raised in South Minneapolis and moved to Eagan in 2017. Jol enjoys cooking, NASCAR, road trips, and the Minnesota Vikings. His favorite movie is The Green Mile. A fun fact about Jol is that he drove over 250,000 miles in one year, visiting 45 of the 48 lower states. Welcome to the Eagan team, Jol.



WE SERVE OTHERS
TO CREATE WIN-WIN OUTCOMES



Creating win-win outcomes...

The Margaritaville Fort Myers Beach team truly understands TPI's purpose...*We serve others to create win-win outcomes.* The resort team is committed to community engagement and environmental stewardship, with the goal to make meaningful contributions to the Fort Myers Beach area by addressing local needs and fostering collaboration.

On June 19th, they participated in the community cleanup event along San Carlos Blvd. The event collected 120 bags of trash! General Manager, Yenier Marrero Gonzalez said, *"The support received for this event was truly remarkable. It was wonderful to see so many people come together to make a positive impact on an area that has needed our attention since Hurricane Ian."*

The event was organized by Margaritaville's Sheri Villani, Director of Human Resources, Audra Miller, Human Resources Manager, and Mariah Savard, Human Resources Specialist.

"I am incredibly pleased with the level of participation we saw today. The enthusiasm and commitment of both our associates and residents were inspiring", said Villani. She went on to say, *"We are already looking forward to planning our next Day of Service event and hope to see even more community members joining our cause."*



You before me...

In conjunction with this year's TPI Leadership Conference, the team at Residence Inn/SpringHill Suites Arbor Lakes organized a food and clothing drive in support of PRISM Marketplace Food Shelf and Sharing and Caring Hands. The Marketplace Food Shelf, which has a selection of fresh groceries and personal items, is available to local citizens in need to shop free of cost once per month. Any individual or family experiencing financial stress is eligible to be a participant and access the food shelf. Sharing and Caring Hands was established to be a bridge from the caring, concerned community to the people in need of their help. It receives no government or United Way funding and relies solely on donations to provide vital items to those in need.

Below, Jessa Hultgren and Yone Orozco help unload a van full of donated items from the TPI team. Kudos to everyone who assisted in this worthy cause. It's easy for us to talk about our core values, but truly living them takes a caring heart, focus, and discipline. Once again...creating win-win outcomes!



CLICK HERE

To learn more about
Sharing and Caring Hands



Tenure is reinvented...

Last November, Minnesota Governor Tim Walz appointed TPI's **Ben Coady** to the Minnesota State Rehabilitation Council (SRC). The SRC guides decisions concerning Minnesota's Vocational Rehabilitation Services (VRS) program, which serves thousands of people with severe disabilities statewide by helping them reach their vocational goals. The council is created under state law and the Federal Rehabilitation Act, and its members are appointed by the governor. The SRC advises state government, particularly on the extent, scope, and effectiveness of vocational rehabilitation services.

TPI is incredibly proud of Ben's accomplishments in seeking, finding, and building relationships with organizations to help advance employment access and equity in employment for people with disabilities. His efforts have not only allowed many talented people to join the TPI family, but has created a countless number of win-win outcomes. Thank you, Ben, for choosing to make a difference in the lives of others!

STATE OF MINNESOTA Executive Department



Governor Tim Walz

NOTICE OF APPOINTMENT

Ben Coady

Because of the special trust and confidence I have in your integrity, judgment, and ability, I have appointed you to the office of:

Business, Industry, or Labor Representative

State Rehabilitation Council

Effective: November 14, 2023

Expires: January 6, 2025

This appointment carries with it all rights, powers, duties, and emoluments granted by law and pertaining to this position until this appointment is superseded or annulled by me or other lawful authority or by any law of this State.

Signed and sealed November 9, 2023.



Replacing: Karen Leddy

Handwritten signature of Tim Walz in black ink.

Tim Walz
Governor

Handwritten signature of Steve Simon in black ink.

Steve Simon
Secretary of State

Document Number: 239150
Filed on November 9, 2023
Office of the Minnesota
Secretary of State, Steve Simon

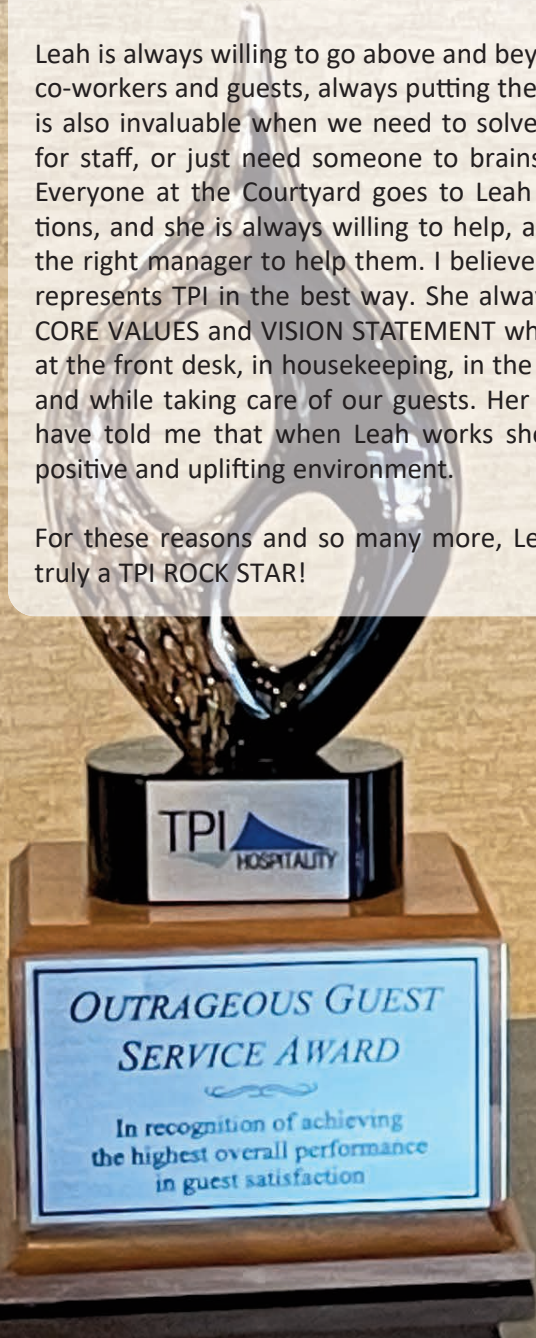
Rock Star!

Leah Cross is not just an associate at TPI's Courtyard by Marriott Rochester, she is a true ROCK STAR!

Leah has been a ROCK STAR at the Courtyard front desk long before she became the Front Desk Supervisor. She is always willing to help wherever she can to make the Courtyard successful. Covering shifts, making beds, cleaning rooms, checking rooms, helping in the restaurant; she does it all. Leah is truly a jack of all trades. If we would let her have a hammer she would help in maintenance too!

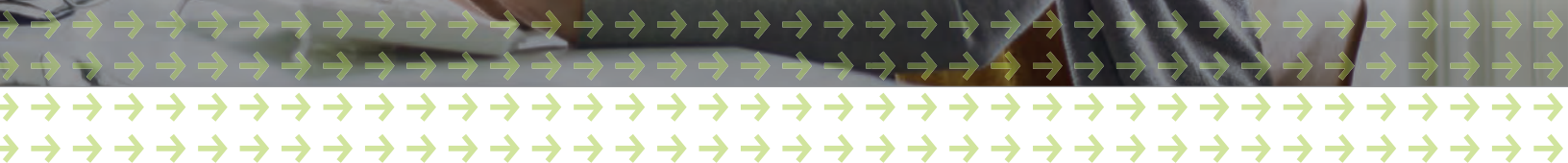
Leah is always willing to go above and beyond for her co-workers and guests, always putting them first. She is also invaluable when we need to solve a problem for staff, or just need someone to brainstorm with. Everyone at the Courtyard goes to Leah with questions, and she is always willing to help, and will find the right manager to help them. I believe Leah Cross represents TPI in the best way. She always lives our CORE VALUES and VISION STATEMENT while working at the front desk, in housekeeping, in the restaurant, and while taking care of our guests. Her co-workers have told me that when Leah works she creates a positive and uplifting environment.

For these reasons and so many more, Leah Cross is truly a TPI ROCK STAR!



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In recognition of achieving
the highest overall performance
in guest satisfaction



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TPI'S HEART & SOUL



We have a number of great associates at Hilton Garden Inn Eagan, but Patti Jo Greseth stands above all of them for several reasons. Patti Jo has a great sense of humor, a contagious laugh, and a memorable smile. She is loved by both her co-workers and guests alike, and if you've ever met her or even spent some time in the hotel lobby, you already understand why she deserves the TPI Heart and Soul Award. The first and most important attribute that Patti possesses is consistency. It doesn't matter what might be going on in her life, how she is feeling, or what kind of a mood she is in, Patti always delivers amazing service to our guests and does it with a radiant smile. Patti always has a "can do" attitude. In my 30+ years in the hospitality industry, I have never witnessed someone who provides the warmth of hospitality the way Patti does. Patti not only works at the front desk, but she also waits on tables in the restaurant, serves banquets, helps out in housekeeping, and anywhere else she is needed. She has an amazing talent for making everyone feel special. By far, the most impressive characteristic of Patti Jo is her warm heart. This is not something that can be trained, but it's in Patti's DNA. A warm, generous heart is the most important talent in the hospitality industry, especially in today's world where people are inundated by negativity and stress. A warm heart defines who we are, who our friends are, and the depths of our relationships. Patti would do almost anything for anyone, which is why she is such an incredible associate, mother, wife, and friend. In conclusion, Patti Jo makes it her job to positively impact the people around her every day. She is one of the many blessings on our team, and I am thankful to have had the honor to be greeted by her smile for over 20 years. Thanks for all you do Patti Jo, and most of all, thank you for being the Heart & Soul of TPI! - Jason Mercord, General Manager, Hilton Garden Inn Eagan

The TPI Hospitality family is blessed to have so many incredible people creating win-win outcomes every day. We are so proud of the entire TPI team and look forward to recognizing more outstanding people in the years ahead. This year's recipients of the TPI Heart & Soul award are Patti Jo Greseth from Hilton Garden Inn Eagan (left) and Jodi Richhart from Margaritaville Fort Myers Beach (right). They were recognized by the entire TPI leadership team for their never-ending passion for selflessly serving their co-workers, their guests, and their communities. Below are the nominations received for this Patti and Jodi, which were two of over a dozen nominations received companywide.




Jodi Richhart is a prime example of hiring a person and not just hiring a resume. She embraced her ever-changing role at Margaritaville in an incredibly humble and positive manner. Jodi represents everything our core values stand for. She simply lights up a room with her infectious smile and warm attitude.

What sets Jodi apart from other associates is that she has selflessly performed jobs that she wasn't hired to do and did it with great enthusiasm and a "let's get it done" attitude. As a former police officer, yoga instructor, and business owner, Jodi instilled a level-headed, calming approach for the entire Margaritaville team. When the chips were down, we could always count on Jodi to remind us of what really matters... supporting each other no matter what!

Jodi's smile and positive vibes have brightened my days since starting at Margaritaville. I can't imagine our team without her. She epitomes the heart and soul of both Margaritaville and TPI.

Jodi, you exemplify who we all hope to be, and we're proud to have you as part of the Margaritaville family.

- Sheri Villani, Director of Human Resources, Margaritaville Fort Myers Beach

A portrait of a man with short, dark hair and a light beard, wearing a light gray suit jacket, a white dress shirt, and a dark blue tie. He is looking directly at the camera with a slight smile.

*"In matters of
style, swim with the
current; in matters
of principle, stand
like a rock."*

-Thomas Jefferson

With a great sense of pride we announce that Sean Twedt, General Manager at TPI's Residence Inn/SpringHill Suites Arbor Lakes, has been recognized as Marriott Hotel's Diamond General Manager of the Year! For over ten years, Sean's kindness, dedication, and passion for leading others has been an incredible example for TPI associates. Sean is a shining example to remind us that kindness matters, and when we seek to understand and treat people the way we would like to be treated, we always land in a good place. Thank you, Sean, for setting the example for others to follow. We couldn't be more proud of your accomplishments or excited about your future.

Ми всі важливі, ми всі маємо значення...



On April 9th, TPI hosted 30 of our Ukrainian associates for lunch, safety training, and fellowship. It was a great opportunity for this group to reconnect, ask questions, and learn more about TPI. We are incredibly proud of the strong contribution our Ukrainian co-workers continue to make every day. Thank you for being part of the TPI Hospitality family.



Дякую вам за все, що ви робите!



Minnesota State Representative Nancy Craig visited Hilton Garden Inn Eagan as part of the Heart of the House tour initiative. Government Relations Manager Kaleb McCulloch said, *"The Hilton Garden Inn Eagan staff did a great job explaining how hotels operate and the challenges they are facing."* Representative Craig toured the hotel and spent time discussing multiple issues. She even made time to fold a few sheets in the laundry area! The Hilton Garden Inn team was honored to be part of the Eagan tour by Representative Craig and gathered several pictures from the visit.



For an unprecedented third time, TPI Hospitality has been Chosen as Minnesota's Best Place to Work by the Minneapolis/St. Paul Business Journal. 2024 also marks the fifteenth consecutive year that TPI has been a finalist for the annual award. Recognition like this doesn't happen by accident. It is only possible because of the incredible people who work every day to create win-win outcomes for their guests, their co-workers, and their communities. Many of the stories you will read in this newsletter are a testament to the caring people that make up the TPI family. Congratulations to the entire TPI team, you truly are the best-of-the-best!



TPI Hospitality recently celebrated 50 years of membership and support of the Willmar Chamber of Commerce and the Willmar business community. Pictured from the TPI team are Kevin McGraw, Dan Schneider, Sandra Rodriguez, Rosalinda Leyva, Maria Serrano, Ninochka Mendez-Landrau, Leonor Turrubiarres, Amber Sturges, Dustin Olson, Nancy Larson, David Feist, John Dammermann, Caryl Paulsen, Greg Blasius, and Kari Sanchez. TPI's first hotel, the Holiday Inn of Willmar, was built in 1972, and for over 50 years has been Minnesota's most respected hospitality company, focused on providing incomparable service at 40 locations across Minnesota Florida.



We are beyond excited to announce some incredible news! Margaritaville Hotels & Resorts has been ranked #1 in Guest Satisfaction for Upper Upscale Hotel Brands by J.D. Power for the second year in a row! This is only achieved because of the passion, focus, and teamwork delivered every day by Margaritaville employees worldwide. Creating and delivering fun and escapism is a top priority at Margaritaville, as evidenced by what guests say about their experiences. Congratulations to all TPI Margaritaville associates for helping make this international award possible. Let's celebrate this achievement together and continue to spread the Margaritaville state of mind while creating memorable moments for our guests.



A dozen TPI leaders recently attended a Minnesota Twins game compliments of USI Insurance Services. The Twins played the Kansas City Royals and ended up winning in a close game, 7-6. It was a great evening for the team to get caught up in a relaxed, fun environment. Thanks to USI Insurance Services for making this enjoyable event possible.