

# TPI INSIDE



*We Are TPI!*

TPI leadership meets to celebrate success while they continue to learn and grow



# Vision, values, and purpose

Robert Kisabeth identifies how we can each make a difference

It is hard to believe we are over halfway through the year. Reflecting back, I think of our Core Values, Vision Statement, and Purpose, and how valuable they are to the success of our company. They represent our fundamental beliefs and principles and guide us in our behavior and decision-making every day. These three beliefs serve as our compass, helping us create a healthy, positive culture.

But what happens when we don't see eye-to-eye with a guest or co-worker? Do we dig in and prepare to take a stand? Do we refuse to see a different perspective? Our Purpose guides us to listen to another point of view and have the humility to "seek to understand". By doing this, we enhance our chances of creating a win-win outcome. Embracing this Purpose continues to strengthen our welcoming and inclusive environment for both our guests and co-workers.

What happens when we are indecisive and unsure of what direction to take in work-related situations? Do we simply avoid decision making? Do we do whatever is most convenient? Our Core Values can help us make those decisions. If we align our decision making with our Core Values, it's almost impossible to make a bad choice. Let the core values guide you.

What happens when we are faced with a guest concern? Do we try to be safe and do as little as possible? Do we avoid taking a risk? Our Vision Statement empowers us to treat our guests as we would like to be treated. TPI believes in you and has provided you with the autonomy to do whatever you believe is appropriate.

We continue to face major challenges, including increased competition for labor, pandemic ripple effects, and ongoing inflation. TPI is utilizing proven technology to manage these challenges while still providing a memorable experience to our guests. We also continue to maintain a Task Force team that allows us to fill in any labor gaps companywide. Inflation might be slowing, but costs remain historically high. We continue to leverage the size of TPI to get the lowest possible costs on services like landscaping, snow removal, chemicals, and more. One of the ripple effects we are grappling with is the ever-changing consumer expectations. It is important for us to create a warm and welcoming environment for our guests to ensure a positive experience. We must all actively engage with guests and co-workers, whether it is through personalized greetings, proactive actions, or simply being attentive to their needs. This can greatly enhance the overall experience and leave a lasting impression on both our guests and our co-workers.

In closing, our Vision Statement, Core Values, and Purpose are worthless without exceptional people to bring them to life. I'm incredibly proud of the job each and every one of you do to make TPI what it is...a family that truly lives our vision, values, and purpose. Thank you for being part of the TPI team.

We are TPI!

*Robert Kisabeth*

**ROBERT KISABETH**

**Chief Operations Officer**

# Location strategy

Tom Torgerson identifies TPI's multi-market approach

Happy Summer to all TPI associates in Minnesota and Florida! You know, it isn't by accident that TPI Hospitality, founded and still expanding in Minnesota, chose Florida as another area to concentrate our growth opportunities. This has been a very calculated strategy because the peaks and valleys of both markets provide counter cyclical seasonality. The slower season in Minnesota is a busy time in Florida, and the slower season in Florida is a busy time in Minnesota. This strategy provides valuable year-around stability in our revenue intake.

As we continue to grow these two geographic areas, we expand on two key opportunities that exist because of the differing market characteristics. The most obvious opportunity is staffing, but there are others that include marketing and financing. In addition, being concentrated in only two areas of the country provides us with incredibly valuable market knowledge that we can leverage to assure we are maintaining a strong share of each market.

John Dammermann and I are looking forward to spending significant time in Minnesota this summer touring your properties and making personal connections. We are very much looking forward to the upcoming Town Hall gatherings at each campus area. You can see the Town Hall schedule below. We look forward to seeing you all and reaffirming why you make us so proud!

**Thursday, August 3rd - Willmar**  
1:30pm at Best Western Willmar

**Friday, August 4th - Fairmont**  
1:30pm at Best Western Fairmont

**Tuesday, August 8th - Maple Grove**  
12:00pm at Holiday Inn Maple Grove

**Wednesday, August 9th - North Metro**  
12:00pm at Courtyard Roseville

**Thursday, August 10th - Rochester/Red Wing/Austin**  
1:30pm at Homewood Suites Rochester

**Friday, August 11th - Bloomington/Eagan**  
11:00am at Hampton Inn Bloomington

**Friday, August 11th - West End**  
1:00pm at AC Marriott St. Louis Park

We wish you and your family a memorable summer of 2023.

*Tom Torgerson*



**TOM TORGERSON**

**Co-Chief Executive Officer**

Since its inception, the TPI Hospitality PEACE Fund (Passionate Employee Assistance & Crisis Effort) has distributed close to \$200,000 to TPI associates in a time of need. 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 establish 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 site is noted on each associate's paycheck stub. Applications for assistance must be submitted within 60 days of the occurrence of the 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 hardship 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 fill out the form and send it to [peace@tpihospitality.com](mailto:peace@tpihospitality.com). Remember, *we serve others to create win-win outcomes!*



**CLICK HERE**  
To learn more about  
the TPI Hospitality PEACE Fund





# 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 style="border-top: 1px dashed black;"/> <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 style="border-top: 1px dashed black;"/> <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 15<sup>th</sup> Ave NW Suite 200**  
**Willmar MN 56201**  
**Or email to [peace@tpihospitality.com](mailto: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.

# The Power to Stand

During the 2023 TPI Leadership Conference, attendees experienced one of the most heart-warming and inspirational events in TPI's long history. The group left the conference with a greater appreciation of how each of us can overcome the many obstacles we experience every day...even when we feel helpless to move on. This was made possible through the incredible story told by Chris Norton.

Chris Norton got knocked down. Hard. On October 16, 2010, Norton fractured his C3 and C4 vertebrae in the 3rd quarter of play during a football game against Central College in Decorah, Iowa. The fracture occurred on impact as his head collided with the ball carrier's knee during a kick-off return. As the pile cleared, he laid face down, motionless on the ground. He was transported off the field via ambulance and taken for emergency care to Winnishiek Medical Center where doctors stabilized him for an airlift to neighboring Mayo Clinic.

Later that night at Rochester's Mayo Clinic, Norton underwent surgery in which a piece of his hip bone was used to fuse together his C3, C4 and C5 vertebrae. Prior to the surgery, doctors gave him a 3% chance of regaining any movement below his neck. The surgery ended after three hours without any serious complications. He could have given up, but as Chris says, *"Our lives aren't shaped by circumstance. They're shaped by us. Perseverance isn't about the physical act of standing: it's about attitude and the ability to shape yourself in the face of adversity."*

With the support of his friends, family, faith, and the love of his life, Emily, Chris proved the doctors wrong and walked the stage at his college graduation, an event that went viral worldwide. On April 21, 2018, Chris married Emily Summers in Jupiter, Florida. Norton sat in his wheelchair while exchanging vows, before being helped up by Emily and slowly walking up the aisle together with Emily's support. Today, Chris and Emily are foster parents and have adopted six children.

Chris continues to make an impact through the Chris Norton Foundation, a nonprofit organization dedicated to helping people with spinal cord and neuromuscular disabilities live their best lives. The foundation, which has raised well over \$1 million since inception, recently held a Wheelchair Camp at Ironwood Springs Christian Ranch near Stewartville, Minnesota. The Wheelchair Camp is a fun and free experience for youth and families with physical challenges of all levels. Through a series of friendly sports and family-themed activities, the goal is to overcome obstacles together. By building relationships with others in a supportive, uplifting environment, participants are inspired to rise above their challenges and discover unlocked abilities.

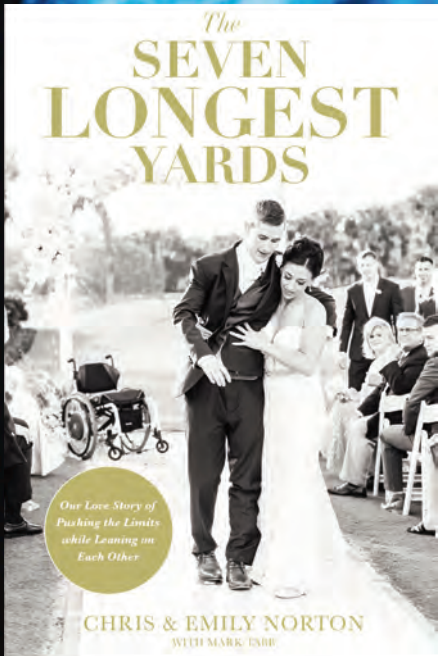
Being inspired by Chris' story, several members of the TPI Rochester team volunteered to help at the recent Norton Foundation Wheelchair Camp held at Ironwood Springs. Derek Johnson, Megan Hansen, Heather Wilds, Eva Johnson, and Gail Tostenson all attended the camp and helped with a variety of events including unique adaptive activities for the families to experience such as mini golf, horseback riding, zip lines, and a rock climbing wall. Below, Megan Hansen helps one of the participants during an activity. General Manager, Derek Johnson, said, *"He was an incredibly moving speaker, so I decided to reach out and set up a volunteer opportunity for our staff."*



Chris' story has been told in the 2021 film, *7 Yards: The Chris Norton Story*, a feature-length documentary that explores the resilience and perspective of Chris Norton after his football injury in 2010. Shooting for the documentary took place at Luther College, where Chris was injured, and at the Mayo Clinic, where he spent seven months in recovery.

It includes an interview with the former Central College player who tackled Norton. Viewers also will see the reenactments and learn never-before-told details.

Chris Norton made an indelible impact on each of the 200 attendees at the 2023 TPI Hospitality Leadership Conference. His courage and willpower to conquer obstacles reminds us that we all matter, we all make a difference, and we can overcome our challenges!



*The Seven Longest Yards* tells the unforgettable story of how Chris and Emily battled unbelievable odds with faithful determination to discover that life's lowest moments can ultimately be our greatest gifts. The first ten TPI associates to e-mail [pete@tpihospitality.com](mailto:pete@tpihospitality.com) and request a book will receive an autographed copy of *The Seven Longest Yards*. The book is also available on Amazon and most book stores.



**CLICK HERE**  
To see the Chris Norton's  
incredible story of perseverance



# FLASHBACK

A page from Inside TPI 27 years ago...

Three of these associates are still working at TPI...do you know who they are?

## Employee Honor Roll

### Employees of the Month



Lisa Pavak  
Hampton Inn North  
July 1996



Erika Suter  
Holiday Inn Austin  
February 1996



Bill Hodges  
Holiday Inn Austin  
March 1996



Kristine Ellingson  
Torge's Austin  
April 1996



Ha Bui  
Torge's Austin  
May 1996



Melonie Bosshart  
Holiday Inn Fairmont  
February & June 1996



James Kokoruda  
TP Fairmont  
February 1996



Rosemary Schmidt  
Holiday Inn Fairmont  
April 1996



Nellie Gerdes  
Holiday Inn/Super 8/Comfort Inn  
June 1996



Betty Lothert  
Torge's Willmar  
January 1996



LuAnn Beckmann  
HolidayInn/Comfort Inn/Days Inn  
Willmar, February 1996



Needie Beuning  
Torge's Willmar  
March 1996



Stacey Ziehl  
Holiday Inn Willmar  
April 1996



Sadie Nordstrom  
Holiday Inn/Comfort Inn Willmar  
June 1996



Sandy DeVaan  
Torge's Willmar  
July 1996



Nick Harbo  
Perkins Fairmont  
February 1996



Eileen Grefe  
Perkins Fairmont  
March 1996



Cassie Connelly  
Perkins Fairmont  
April 1996



Jon Hoffmeyer  
Perkins Fairmont  
May 1996



Bobbi Engman  
Perkins Fairmont  
July 1996



# The Best of the Best!

TPI Hospitality recognizes its top performers

## SALES ACHIEVEMENT

AC Marriott St. Louis Park

## FIRST IMPRESSION

Residence Inn/SpringHill Arbor Lakes

## SAFETY FIRST

Courtyard Arbor Lakes

## GUEST SERVICE

Hampton Inn Eden Prairie

## TOP GUN

Residence Inn/SpringHill Arbor Lakes

## TEAMWORK

Staybridge Suites Bloomington

## CLOSER

Best Western/Holiday Inn Express Willmar

## BOTTOM LINE

Holiday Inn Express Golden Valley

## CORE VALUE

Fairmont Hotels

## PROPERTY OF THE YEAR

Residence Inn/SpringHill Arbor Lakes

# Whatever it takes. You have the power!

## A guest comment received at Hilton Garden Inn Eagan

I had a last minute check in due to a flight cancellation, and **Tracy Wilson** at the front desk was the BEST! She was so kind and found us a room and made sure we were settled in for the night and even set up our shuttle. She is a real gem that made our stay at the Hilton Garden Inn of Eagan even better. The room was beautiful, clean, new, and the bed super comfortable!

## A guest comment received at Courtyard Rochester

I had the most incredible interaction when calling the Courtyard by Marriott in Rochester to ask about rebooking a room for my mom who checked out early this morning. We were still on the fence as to whether St. Marys will continue with my dad's stay (he's starting the downward spiral of his cancer, specifically with his bones).

We were unsure whether St. Marys will hold my dad another night. I called the hotel rather than have my husband look into booking online and was met with a phone experience that led me to letting my emotions out. The call convinced me that my mother would be well taken care of through your team. **Dee Dee Ogletree** allowed herself to be vulnerable enough to share that her mother passed away from cancer, and it was such a blessing for me to talk with someone in the same situation.

I wanted to pass along my highest possible compliment for Dee Dee. If there's a true representation and someone who can teach others to provide empathy when choosing to stay with you, she is it.

## A guest comment received at Holiday Inn Arbor Lakes

Your staff at the Maple Grove Holiday Inn is fantastic! Very accommodating and professional. Special kudos to the morning kitchen staff. I had "Big Blue", which was a 7-gallon water jug that was desperately needed with the heat. They were fantastic in helping us out! Just wonderful. I really hope everything went well on your end. It looks like there were other athletic teams this weekend (hockey), so it was a busy weekend for your folks. We'll be back! Now, off to your sister properties in Bloomington in a couple weeks, which **Angie Winkle** helped arrange for us. Thank you again, and many thanks to Angie for her assistance.

Staff was wonderful and the rooms were clean. The breakfast lady, Ms Terry was amazing, she cared for us so much and always give us the best advice. Mason and the rest of the front desk made sure our questions were answered and our needs met. I would love to come back here.

## A guest comment received at Holiday Inn Express Golden Valley

Your staff was wonderful and the rooms were clean. The breakfast lady, **Terry Vallejo** was amazing! She cared for us so much and always gave us the best advice. **Mason Schaller** and the rest of the front desk made sure our questions were answered and our needs met. I would love to come back here again!

## A guest comment received at Holiday Inn Express Willmar

You don't know me, but you know my other half; Larry Brayfield. Larry has been under your watchful care for more than five months. I want to take this opportunity to thank each and every one of you for the friendship, kindness, and care you showed to him. You are a superior team and will be greatly missed. Larry is definitely one of a kind, and he speaks very fondly of his Willmar friends. Thank you all for your loving care.

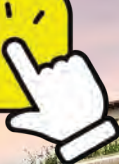
## A guest comment received at Hilton Garden Inn Shoreview

Let me start with the staff; **John Melstrom**, **Gary Cook**, and **Kimberly Smith**, were absolutely fabulous! Always a warm and friendly smile, a courteous, "can I help you with anything", and a warm and friendly, "hope you have a great day". As a guest, it was a great way to start and end the day. The property itself is beautiful! The lobby and outside areas are clean and inviting. The room is large, well laid out, very clean, and extremely comfortable. We travel all across the United States and Canada for hockey, and I can promise you that if I'm ever back in the Minneapolis area, especially close to Blaine, I will be staying at the Hilton Garden Inn of Shoreview.

## A guest comment received at Courtyard Rochester

I love this hotel! Clean, modern, super close to Saint Marys Hospital, and only a 15-20 minute walk to the Mayo Gonda building. I have to give a huge shout out to **Leah Cross**. She is by far one of the best Marriott associates I have come across over the years. Thank you, Leah, for going above and beyond. Also, thank you to **Dee Dee Ogletree**, who was always so kind and helpful. **Jamie Jahnke** was great too. Thank you to the entire staff for providing the best guest service during my stay, I really appreciate it.

**CLICK HERE**  
To learn more about this exciting TPI project in Mankato



# HELLO MANKATO!

TPI announces a new Minnesota project in downtown Mankato

TPI is excited to announce a new Minnesota project in Mankato. The project involves the former City Center Hotel and Landmark Building in downtown Mankato. A comprehensive renovation is planned, with both buildings being adjoined by a new skywalk. A proposed addition will include a fifth floor rooftop lounge overlooking the Minnesota River and eight luxury apartments atop the Landmark Building. The new hotel will be powered by renewable solar energy with design features including an outdoor courtyard, multiple restaurants, 173 luxury guest rooms and suites, business pods, and integrated neighborhood spaces.

The hotel brand, expected to align with one of the major international hotel chains, will be announced soon.



# WE ALL MATTER, WE ALL MAKE A DIFFERENCE

Our mission at VRS is to help folks with disabilities prepare for, find, and keep a job, and live as independently as possible. We know that with the right training, preparation and workplace accommodations, people with disabilities can have rewarding careers. We also know that when this works for job seekers, it is a positive outcome for their employers as well. That is why we are guided by a “dual-customer” approach when providing services to folks with disabilities and consider businesses to be important stakeholders in this process. We know that engaging with businesses such as TPI allows us to understand your staffing needs and expectations. The more informed we are about these factors, the better able we are to identify those job seekers that could fill those needs. We don't recommend a job seeker apply for a position unless we have done all we can on our end to assess the “fit” for the job seeker and the employer alike.

We work with a broad spectrum of job seekers, ranging from students exploring career paths and seeking a short-term work experience or their first paid jobs, to older workers seeking a change in career or part-time roles that allow them to stay working while pursuing other personal goals and obligations. Each has their own unique abilities and experiences, as well as challenges or accommodations that set a foundation for them to realize their potential. In addition, we maintain collaborative relationships with private nonprofits providing job placement services and share business needs with them so we can tap into an even larger pool of job seekers when you have a need. Whether you need someone with prior relevant experience to fill a traditional full-time role, or someone who can fill a niche position during vacations or a site renovation, we can assist in identifying folks who qualify.

When we engage with a business, our goal is to cultivate relationships that will be fruitful for all parties in the long-term. When one of our job seekers is given the chance to show what a resource they can be for TPI, we remain connected with them and with on-property staff to provide support and guidance and to respond to needs and challenges if they arise. In short, we are fully invested in, and committed to, creating a success for everyone involved. Collaborating with Ben Coady has been one of the best experiences we have had in following this model, resulting in win-win outcomes for our job seekers and for TPI.

One more benefit to highlight about partnership: We are experts in disabilities and accommodations, and are available for consultation on disability law and policy and can provide training on equity and inclusion.

In the end, this dual approach creates a kind of feedback loop. With each collaboration we become more familiar with what benefits TPI, and more able to match job seekers to your needs. We hope that as a result of each collaboration, TPI becomes more confident in VRS and can turn to us for assistance in meeting your goals. The result: we know we are placing our folks with a business that respects them as individuals and understands their unique strengths and abilities. Everyone at TPI can feel good knowing you are invested in the local community and making it possible for folks with disabilities to achieve independence and realize their dreams.

Frank Herd, GCDF | Placement Coordinator  
Minnesota Department of Employment and Economic Development  
Vocational Rehabilitation Services, Brooklyn Park Team

We all should know that diversity makes for  
a rich tapestry, and we must understand  
that all the threads of the tapestry are  
equal in value no matter what their color.

- *Maya Angelou*

# TOWN HALL MEETING

## Please join us for the 2023 TPI Town Hall Meetings coming to your area in early August

TPI's Co-CEOs, John Dammermann and Tom Torgerson, will be traveling across Minnesota to meet as many TPI associates as possible and answer any questions they may have.

We hope to see you there!

**Thursday, August 3rd - 1:30pm**  
Best Western Willmar

**Friday, August 4th - 1:30pm**  
Best Western Fairmont

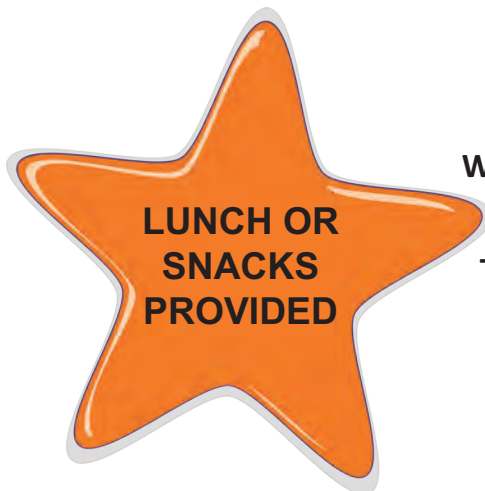
**Tuesday, August 8th - 12:00pm**  
Holiday Inn Maple Grove

**Wednesday, August 9th - 12:00pm**  
Courtyard Roseville

**Thursday, August 10th - 1:30pm**  
Homewood Suites Rochester

**Friday, August 11th - 11:00am**  
Hilton Garden Inn Bloomington

**Friday, August 11th - 1:00pm**  
AC Marriott St. Louis Park





# Margaritaville..

The Margaritaville Resort in Fort Myers Beach is nearing the end of a long, relentless journey. For well over eight years, TPI Hospitality has had a vision of developing a resort that reflects the character, liveliness, and vibe that has made Fort Myers Beach one of the most-desired beach locations in the nation. After countless architectural modifications, legal proceedings, and the devastation of Hurricane Ian, the costliest hurricane in Florida's history, the project has persevered and Margaritaville is now only months from becoming a reality.

What is Margaritaville? Margaritaville is more than a place, it's a State of Mind. At Margaritaville, time goes slower, food and drinks taste better, laughs are louder, and smiles are wider. It's a paradise!

TPI Hospitality is proud to Partner with the Margaritaville brand to bring this amazing experience to Fort Myers Beach. With 254 rooms, five food and beverage outlets, an incredible Fins Up! Beach Club, and a 42,000 square foot Sunset Terrace overlooking the Gulf of Mexico, Margaritaville Fort Myers Beach will offer more than a vacation, it will create memories to last a lifetime.

Based on the current pace of construction, we anticipate an opening in late 2023. If you're seriously interested in potentially working at Margaritaville Fort Myers Beach, let us know by sending an e-mail to [recruit@tpihospitality.com](mailto:recruit@tpihospitality.com). We will contact to you if there is an opportunity available that matches your qualifications.

# ...almost paradise



Pictured July 20th, workers continue installation of tile on Margaritaville's 42,000 square foot Sunset Terrace

**CLICK HERE**

To view the most recent aerial video of Margaritaville



# Amazing!



TPI Hospitality was honored to recognize Brenda Muller from Green Mill Willmar at the 2023 TPI Leadership Conference for being part of the TPI family for 40 years. Brenda's first day was May 1st, 1983, making her TPI's second most tenured associate, behind only Sheryl Walton, who was the first associate ever hired at TPI by Tom Torgerson. Brenda has been the heart and soul of the Willmar team, and continues to set a great example for her co-workers.

As part of the recognition, Brenda was presented with two Adirondack chairs (shown above) that she can enjoy with her husband, John. In addition, Brenda received a five-day trip to Grand View Lodge in Brainerd, and to recognize TPI's new relationship with the Margaritaville brand, Brenda will be enjoying a three-day, two-night stay at Margaritaville Pigeon Forge and a three-day, two-night cruise to the Bahamas on Paradise, Margaritaville's new cruise ship.

Saying "thank you" and presenting Brenda with a few gifts can't accurately recognize what she has meant to TPI, For 40 years she has been a pillar on the Willmar campus. We are incredibly proud of Brenda's accomplishment, but more importantly, we feel blessed to have had her as part of the family. Brenda, you are Amazing!



# Changes in latitudes

Margaritaville continues to build a talented team

## WELCOME TO THE TEAM!



**Amanda Sausmer**  
Digital Marketing Manager

I'm Amanda, Digital Marketing Manager for the brand new Margaritaville Beach Resort Fort Myers Beach! I started my career journey at Margaritaville Hollywood Beach Resort as their Marketing Coordinator, where I dipped my toes into the hospitality pool. I've been in the industry for about eight years now and can't get enough of it! In my spare time you can find me participating in Disney Half Marathons or exploring new places and traveling the world. My go-to cocktail is a classic margarita, on the rocks with a salt rim of course. I look forward to being a part of the TPI Hospitality family!



## WELCOME TO THE TEAM!



**Amberly Bucci**  
Marketing Manager

Hi, I'm Amberly! I am a passionate digital marketer with over 15 years experience in the hospitality industry working with organizations such as Walt Disney World, Hilton, Opal Collection and Courtyard by Marriott hotels. I love spending time at the beach and taking photos of nature and beautiful sunsets. Being an Auntie is my favorite title. My favorite tropical drink is Miami Vice. When not working, you can find me travelling the world, volunteering, paddle boarding, soaking up the sunshine, exploring new restaurants, listening to live music, and spending time with my adorable calico cat that I adopted from Korea. I am thrilled to be a part of this incredible team!



## WELCOME TO THE TEAM!



**Sheri Villani**  
Director of Human Resources

I have a passion for people, and my goal is to ensure that all team members have a great employee experience. I enjoy being part of an employee's journey, watching them grow, learn, and accomplish things they didn't think they were capable of doing. My family and I have been visiting Fort Myers Beach for 20 years, and we bought a home three years ago, and it is great to now live and work on the Beach! I enjoy running, biking, swimming, long walks on the beach, boating, and spending time with my family. Being part of TPI and the Margaritaville opening team is exciting, and I look forward to learning and growing with TPI.



## WELCOME TO THE TEAM!



**Tracy Syder**  
Senior Catering Manager

I am a passionate Sales and Catering Manager and have been managing weddings, special events, and corporate functions in the Fort Myers area for over 17 years. The best part of my job is creating personal connections with clients. I enjoy sharing my industry knowledge while learning about my client's vision for their event and watching it come to life through our thoughtful planning and collaboration. I love all aspects of planning events, especially the food! In my spare time, you will find me cooking and spending time with my loved ones, including my three furry ones. I also enjoy being outdoors in our little slice of paradise while working out. I have participated in multiple 5K's, 10Ks, and tri's in the area. I am very excited to join TPI and to be a part of an opening team for the first time in my career!



## WELCOME TO THE TEAM!



**Paul Jackson**  
Director of Resort Operations

Hi, I am Paul Jackson, and I am thrilled to be a part of the TPI Margaritaville Beach Resort in Fort Myers, Florida. My goal is to continue my journey to become a world class hospitality leader. When I am not spending time with my wife, Tracey, and two wonderful daughters, Emma & Avery, I enjoy filling that spare time fishing, golfing, eating a variety of foods or simply relaxing while watching sports or movies.



# Inn the news at TPI Hospitality



We would like the TPI team to welcome **Corey Diamond**, and congratulate him on his new position as the Front Desk Supervisor at AC Marriott St. Louis Park. Corey has past experience in hospitality, but most recently has been in the software development field. Corey is not only returning to hospitality, but is also returning to Minnesota, as he has spent the last eight years in California. In the short time he has been with us Corey has already shown a great work ethic and a true care for our guests and his co-workers. Welcome to the TPI team, Corey!



**Currin Elling** joined the TPI family in January as Ruff's Wings and Sports Bars Dining Room Manager and has recently been promoted to Assistant General Manager. Currin lives in Bird Island with her four kids, Dylan (17), Claire (13), Dawson (11), Emma (9), dog, Bella, two cats, Moxie and Midnight. She enjoys fishing with her kids and spending time with family and friends. Currin has a background in hospitality from being in business management, serving and bartending. We are pleased that she has found her home with TPI and Ruff's Wings and Sports Bar!



**Courtney Sparks** was promoted to Executive Housekeeper at Holiday Inn Express Golden Valley. Courtney started her journey with TPI in November of 2012, and has worked both Front Desk and Housekeeping over the years at several properties. Most recently, she was the Night Auditor. Outside of work, Courtney is a very dedicated mother of three. She enjoys spending quality time with her kids, sisters, nieces, and nephews, and designs t-shirts as a hobby. With her positive attitude and attention to detail, the team is excited to watch her grow into her new role. Congratulations, Courtney!



**Lakinga Parker** is the new Executive Housekeeper at Holiday Inn Arbor Lakes. Lakinga brings with her over 18 years of experience in the hospitality industry. In her free time she enjoys traveling with her family and trying different foods. Lakinga said when she's not able to travel, she loves being at home and watching a good movie. Welcome to TPI, Lakinga, and best of luck in your new role at Holiday Inn Arbor Lakes.



**Robin Beckler** has been promoted to Dining Room Supervisor at Perkins Red Wing. Robin's earlier career was in the health field for many years, then had the opportunity to take a serving job and fell in love with her new role. Robin said, *"I love my customers, it's such a joy to see them smile. I like that every day is a different experience. When Teresa offered me a supervisor position, I knew it was a great opportunity to learn more and become an even bigger part of this team. I'm very grateful to have such great co-workers."* On my time off I like being outdoors, camping, and spending time with my family.



Courtyard Rochester would like to welcome **Victoria Mueller** as their new Assistant General Manager. Victoria graduated from Century High School in Rochester and most recently worked as the Lead Breakfast Attendant and Front Desk Receptionist at the Residence Inn in Bozeman, Montana. Victoria said, *"The best part about moving back to Rochester is having the opportunity to work with TPI and my team!"* In her free time, Victoria enjoys hanging out with friends and family, and says she is excited to explore her home state and take it all in. Welcome back to Rochester, Victoria!

# Inn the news at TPI Hospitality



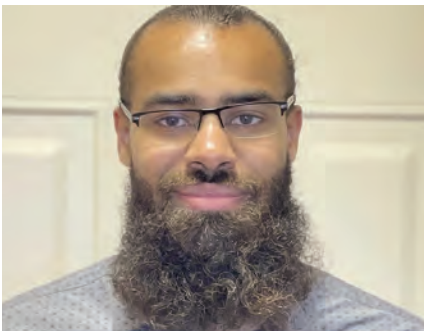
**Jessa Hultgren** was recently promoted to Assistant General Manager at Residence Inn/Springhill Suites Arbor Lakes. Jessa joined TPI as a Front Desk Supervisor in 2019 and has been promoted to multiple roles over time. During her free time, Jessa enjoys spending time with her husband, Eddy, and their two children, Hewin, and Remi. They like to spend their free time together at their cabin by relaxing and going fishing. Congratulations on your new role, Jessa!



**Tonya Walczak** started at Perkins Red Wing as a host, and after three years became a server and really loved it. She recently was promoted to the role of Dining Room Manager. Tonya said, *"I have learned multitasking, time management, being a leader, staying organized, and so much more. I enjoy meeting new people and building great friendships with my coworkers. These are things that will be with me for the rest of my lifetime."* Outside of work she enjoys drawing, being outdoors with her dog, or trying to learn more about training animals. She is a huge animal lover. Congrats, Tonya!



The Willmar campus is pleased to introduce **Kari Sanchez** as their new Front Desk Supervisor. Fresh from Orange County, California, Kari brings with her 17 years of experience in hospitality, most recently working at a Best Western Plus in Ontario, California. Kari moved to Willmar to be closer to family. In her free-time, Kari enjoys off-road action in her fully loaded 4x4 pickup truck. We suspect you may see her at a future monster truck show taking on the national favorites, or practicing her winter driving techniques in just a few short months! Kari, we're excited to have you join the Willmar team.



The Residence Inn Roseville team would like to welcome **Jordan Thomas** as their new Assistant General Manager. Jordan has worked in hospitality since 2015, and joins the Roseville team after being part of the TPI Task Force Manager team since April of 2022. In his free time, Jordan loves to play and coach basketball. He has been a long-time Timberwolves fan, but after working at Residence Inn Roseville, he is slowly becoming a Portland Trail Blazers fan! He is excited to be a part of TPI's North Metro team. Kudos on your new role, Jordan.

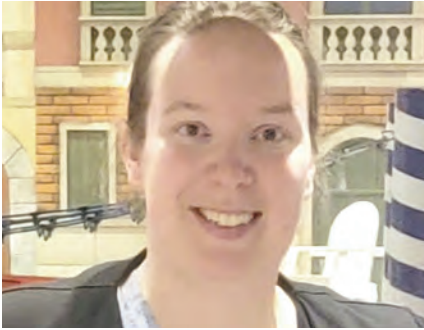


Earlier this year, **Maggie Purmort** of Perkins Red Wing, was promoted to a Shift Supervisor. Maggie has been part of the Red Wing team for 18 years. Maggie said, *"I enjoy the people I work with and the fact that every day is different. Being promoted has expanded my knowledge of the restaurant business, and I truly enjoy learning new responsibilities every day. I married my high school sweetheart and we have two cats together. We enjoy cruising, camping, and being with family."* Congratulations on your new role, Maggie, and thank you for 18 great years with TPI.



**Yone Orozco** was recently promoted to Operations Manager at Residence Inn and Springhill Suites in Maple Grove. Yone spent most of his TPI career at Courtyard Maple Grove, first as a Bartista and then moving to the front desk in a supervisor role. He started his journey with TPI in January, 2018. During his free time, he loves to go parachuting, travel, and be adventurous. Yone is excited for his continuing journey within TPI and can't wait to see where life takes him. Congratulations, Yone!

# Inn the news at TPI Hospitality



**Katherine Odland** recently joined the Holiday Inn Arbor Lakes team as the Waterpark Manager. Katherine's past experience includes being a Head Lifeguard, Lifeguard Instructor, Private Swim Instructor, Water Safety Instructor, and Aquatics Supervisor. Most recently, she was a small business owner. In her free time, she enjoys swimming, hiking, and trips to the dog park with her dog, Aston. Katherine said, *"I look forward to growing with TPI Hospitality!"* Welcome to the family, Katherine.



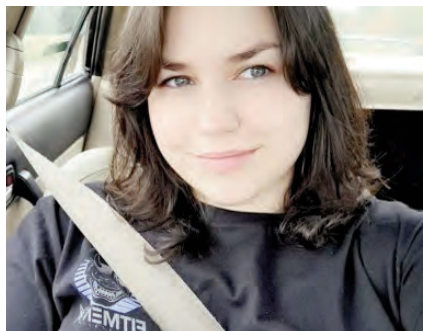
**David Balroop** has been promoted from Chief Maintenance Technician at Hampton Inn Bloomington to Campus Chief Maintenance Technician overseeing maintenance at both Hampton Inn Bloomington and Staybridge Suites Bloomington. David joined the TPI team in Roseville in 2016. The transition to the Chief position has been nothing short of amazing. The Staybridge Suites team is excited to have David lead their maintenance efforts. Congratulations on your promotion, David, and best of luck in your new role.



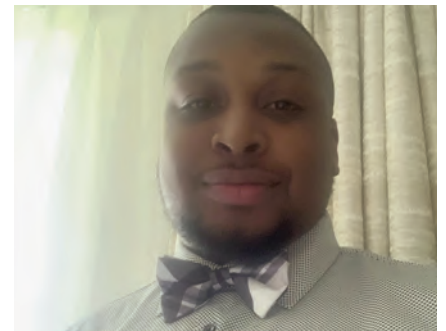
**Will Huttner** has joined the Residence Inn Arbor Lakes team as their Front Desk Supervisor. Will grew up not far from the Arbor Lakes area in Hopkins, and recently graduated from Saint Cloud State. He is currently living in Brooklyn Park and is planning a wedding with his beautiful fiancée, Kristina, who recently graduated from pharmacy school. When he is not at work, you can usually find him at the nearest movie theater or at home playing video games. Will said, *"I had never worked in the hospitality industry before starting my journey with TPI, but I have been loving every minute of it!"* Welcome aboard, Will.



We would like to welcome **Dmytro Kalashnyk** to the TPI team. Dmytro started in June as a Task Force Manager, after relocating to the United States from Ukraine. For the last 15 years he ran his own small hotel in Ukraine with a booking.com rating of 8.6! So, the hospitality theme runs deep in Dmytro's blood. Another passion of his is foreign languages, as he speaks and reads six different languages. In his free time, you can find Dmytro in the local gym. He cannot live without his favorite bench-press and deadlift. Welcome Dmytro!



**April Beckler** was recently promoted to Dining Room Supervisor at Perkins Red Wing. She previously worked at a few stables and on a farm taking care of all sorts of animals, ranging from pigs to alpacas and lama. April said, *"Serving helped me develop my social skills. I love my co-workers and the fact that they can make working fun. I really enjoy the fast-paced environment at Perkins. Since becoming a supervisor, I've gained a new sense of confidence."* When she is not working, April enjoys watching cartoons, cleaning, taking care of her ponies, and driving her car. Best wishes in your new role, April.



**Gary Cook** is the new Assistant General Manager at Hilton Garden Inn Shoreview. Gary most recently worked at Capstone Logistics, a warehouse transportation company. Prior to Capstone, he worked for several years at the Embassy Suites in downtown Minneapolis. Gary likes to spend his free time refereeing basketball, fishing, and being outdoors. General Manager, John Melstrom, said, *"We're excited to have Gary join the team. We know he will help us achieve amazing scores and create an awesome culture."* Welcome to TPI, Gary.

# Inn the news at TPI Hospitality



Holiday Inn Arbor Lakes would like to introduce **Lynnell Lang** as their new Assistant Executive Housekeeper. Lynnell said, *"I have been married to a wonderful man for over 25 years and I have two step children, one daughter, and have been blessed with four grandchildren. I have been learning so many new things here at Holiday Inn and I love it! There is so much more I want to learn. The team I have is wonderful, and very helpful in many ways."* When she's not working, Lynnell is in her backyard gardening or listening to music and relaxing on the deck with her husband. Congratulations on your new role, Lynnell.



**Tracy Wagner** joined TPI Hospitality team as a Task Force Manager in June. Tracy was formerly in the airline industry, working as a Customer Service Manager. She has a daughter at the University of Minnesota, studying pre-med, and her son is currently at University of Wisconsin - LaCrosse, studying nuclear medicine. In her spare time, Tracy enjoys being with her kids, dogs, horses, and being at the cabin. Welcome to TPI, Tracy.



**Hannah "Bear" Johnson** joined the Fairmont team as a Guest Service Representative at the Quality Inn in August of 2021. Her git 'er done work ethic, friendly demeanor, and contagious smile quickly saw her promoted to Property Supervisor. Hannah says what she likes best about working with TPI is the people and that it is a family oriented company. She's a die hard Minnesota Wild fan. If she's not cheering on the Wild, she's at her brother's farm helping with the animals or spending time with her nieces and nephews. Hannah, we look forward to seeing you grow with TPI. Congratulations!



**Andy Madsen** is back with TPI and Green Mill Willmar after being gone for about 20 years. Andy returned in February as the Assistant General Manager. He is a big baseball fan, with his favorite teams being the Willmar Stingers and the Minnesota Twins. He enjoys riding his bike and hanging out with his son. General Manager Trista Vogelpohl said, "Andy is probably the most positive person anyone will ever come in contact with. He's been in the hospitality industry for close to 25 years, and we are excited to have him back with TPI and on our Green Mill team!" Welcome back, Andy.



**Morgan Wright**, new Front Desk Supervisor at Holiday Inn Arbor Lakes, is a recent graduate of St. Cloud State University. She has a bachelor's degree in liberal studies where she focused on multicultural studies, ethics, sociology, and crime. Morgan said, *"Being able to provide great guest service and help my co-workers learn and grow are my main priorities right now. I hope to expand my knowledge of the industry, and who knows where the future will take me? Hopefully, a lengthy career within the hospitality industry is in my future."* Morgan's enjoys traveling and trying as many new restaurants as she can!



**Alicia Schmoll** was promoted to a Shift Supervisor at Perkins Red Wing in late 2022. Alicia said, *"I am a hard-working and driven individual who isn't afraid to face a challenge. I'm passionate about my work, and would best describe myself as an open and honest person."* General Manager, Teresa Voss said, *"Alicia is doing a great job with the guests, which is her strength. She also provides our staff with the support they need on a daily basis."* In her free time, Alicia enjoys skydiving and is crazy about dogs. Best wishes in your new role, Alicia.

# Inn the news at TPI Hospitality



**Zee Olalde** recently joined the Perkins Red Wing team as a Dining Room Manager. Zee said, *“Teresa Voss has believed in my abilities to succeed from the very first interview. I accepted a position as a service leader and have watched myself grow into a more passionate and stable person. I have been in many leadership roles during my career, but I love working for Perkins and TPI because of the strong core values, and a manager that encourages her team to grow.”* In her free time, Zee enjoys creating memories with her kids, fitness, playing darts, cooking, and just being outdoors. Welcome, Zee!



**Sarah Pistello** was recently promoted to the Front Office Manager at Holiday Inn Arbor Lakes. Sarah's journey with TPI started in 2021 during a summer internship. After graduating from Southwest Minnesota State University, she rejoined the Holiday Inn Arbor Lakes team as the Front Desk Supervisor. Sarah has a very strong passion for hospitality and truly enjoys the team she works with. She is looking forward to both her personal and professional growth as she begins her new role. Congratulations on your new position, Sarah.



Please welcome **Dan Floistad** to TPI. Dan joined the TPI team in March as a Task Force Manager. Born and raised in the Twin Cities, Dan and his wife, Julie, have two boys, Dresden (9), and Archer (6). Julie works for a non-profit to bring Yoga into public schools. In their spare time, Dan and his family love getting outdoors. Dan loves the support and opportunities he's had since joining TPI. Welcome to TPI Dan!

## Holiday Inn Arbor Lakes puts on a new face

The Maple Grove campus had a client event to showcase the new renovation of the Holiday Inn Arbor lakes. It was a great success, with the sales team booking two groups after the event and gained commitment from another account that was at a competitor hotel! Our clients loved the hotel, with one client that saying, *“Just wanted to say thanks so much for the invitation to your open house yesterday! Have to say, it was one of my favorite hotel visits!”* Another client said, *“It was great meeting you yesterday at the Holiday Inn and seeing the renovated space! Thanks for talking with us and showing us some of the great amenities the Holiday Inn has to offer”*. The entire TPI team, including associates from other campuses, came together to support and help with the event. A special thank you to General Manager Emmett Lincoln's team for going above and beyond to ensure that the hotel sparkled!



# We serve others...



On June 29th, over 60 TPI associates gathered at Feed My Starving Children (FMSC) in Coon Rapids to help pack food boxes for undernourished people in over 100 countries worldwide. FMSC says, "We want to reach everyone, until ALL are fed." No one deserves to go hungry, especially when we can do something about it.

The TPI team worked at breakneck speed to pack 133 boxes, totaling 28,728 meals. This is enough food to feed 78 kids for an entire year! The event provided amazing teamwork and fellowship, and reminded us all how important it is to serve others to create win-win outcomes.



# to create win-win outcomes

# Great people..



In June, TPI was able to invite all 63 of our Jamaican workers to lunch at Holiday Inn Arbor Lakes. The event was set up to help solicit feedback from our Jamaican co-workers on their experience so far this summer, and communicate important expectations for the months ahead. We are very blessed and fortunate to have such an impressive group of workers as part of the TPI family. Thank you to all our Jamaican friends. "Big up yourself!"



**Marcus Metros**, Chief Maintenance Technician at Courtyard Roseville, was recently married on his new wife's birthday, June 29th. Shortly after the wedding they flew to sunny California for a sun-soaked honeymoon. Congratulations to TPI's newest newlyweds, and best wishes in your new life together!



Hampton Inn Eden Prairie was recently presented with the Hampton Inn Annual Award of Excellence, recognizing the hotel for being in the top 5% of guest service scores across their region. The award stated, "As an award winner, your hotel is being recognized as one of the best in the Hampton Inn brand at delivering an exceptional product and guest experience, which represents our customer promise to deliver the most reliable and friendly services." Kudos to the entire Hampton Inn Eden Prairie team for making this recognition possible.



TPI's **Samantha Baker**, Room Attendant at Hampton Inn Spicer, will reign as the new Miss Broomen! Samantha, along with five other candidates, were recognized as part of the 2023 Miss Broomen royal court. The other Miss Broomen princesses are Madison Hofmann and Faith Radermacher. Alayni Worms is the new Little Miss Broomen, with Emma Radermacher and Ella Jenniges being the Little Miss Broomen princesses. Their reign will run through July 14, 2024 when the next Miss Broomen will be crowned. Congratulations, Samantha. We are incredibly proud of your accomplishment.



The famous "wall of flowers" has returned to Perkins Red Wing. Shift Supervisor **Lynette Dicke** volunteered to plant and care for the flowers all summer. The flower wall is located just outside the dining room windows and provides vibrant colors of fresh flowers for the guests at Perkins Red Wing to enjoy while dining. Thank you, Lynette, for doing whatever it takes!



# ...doing great things



**Beth Schultz**, Guest Service Representative at Homewood Suites New Brighton, is a big fan of finding the positive in everything and finding something for everyone to celebrate. To promote team engagement, Beth created a collage to help her co-workers be aware of things like National Taffy Day, National Strawberry Shortcake Day, National Hot Dog Day, and the list goes on and on. Guess what the team had for lunch on National Hot Dog Day! Thank you, Beth, for helping create a fun, engaging environment for the entire Homewood Suites team.



**Brittany Stoika**, Assistant General Manager at Home2 Suites Roseville, and **April Banks**, Executive Housekeeper at Home2 Suites Roseville, chose to make a difference in their community by arranging a donation of linens, towels, and pillows used to create welcome kits and move-in kits for FreedomWorks. FreedomWorks provides housing and supportive services to individuals and families who are homeless or in need of safe housing in the Twin Cities area. Thank you, Brittany and April, for setting an example for others to follow.



TPI Hospitality and Staybridge Suites Naples marked the end of an era when the famous tiki hut was dismantled and removed from the former Staybridge Suites location. The tiki hut, situated in the outdoor pool area and surrounded by palm trees, had a long history of serving guests at the Naples hotel as well as locals who frequented the "Cheers-like" bar. Although the tiki hut will be greatly missed, there is a sense of comfort knowing that it has found a new destination at the home of a long-time visitor who lives in the Naples area. We look forward to seeing new memories created beginning in 2024 when the hotel reopens as a Compass by Margaritaville, sporting a unique 5 o'Clock Somewhere Bar and Grill. The tropical feel of the old tiki hut is sure to live on in the hearts of guests visiting the new location.



Here is a fun fact you may not be aware off...**Jean Luc Dowu** from the Holiday Inn Express Roseville team is going on tour with Libianca and Alicia Keys, performing on the drums in 16 cities in 29 days. In the picture on the left, you can see Jean Luc performing with Libianca at the BET Awards. You just can't miss that Jean Luc smile. Way to go, Jean Luc!

# Rock Star!



Timothy Tyson started at Hampton Inn Spicer in the fall of 2021 as a Room Attendant and Breakfast Attendant. Timothy's presence had an immediate positive impact on the entire Spicer team. His strong work ethic, friendly disposition, and willingness to do whatever it takes set him above the rest. In no time, Timothy's remarkably efficient approach and steady pace while training in new hires caused his co-workers to seek him out to learn.

In the winter of 2022, Timothy accepted the responsibility of working a combination of Guest Service Representative, Room Attendant, and Breakfast Attendant. The Guest Service Representative duties were second nature for Timothy, as his past work experience and computer skills supported him in this new role. Additionally, Timothy's general Housekeeping and Breakfast knowledge made him one of the most well-rounded members of the team. During staffing challenges, Timothy volunteered to learn the Night Audit position so he could help cover short notice sick calls and vacations. Talk about doing whatever it takes!

Timothy never backed away from accepting additional duties and the more he learned the more empowered he became. As a result of his efforts, Timothy was promoted to Front Desk Supervisor in the summer of 2022. While the Willmar area was experiencing unprecedented demand due to severe storms and the Avian Bird Flu, all in addition to the leisure, summer time guests that we see in the city of Spicer, his leadership in this new role had an incredibly positive impact on the entire team. Timothy's calm and reassuring demeanor during this extraordinary time helped Hampton Inn Spicer maintain outstanding guest satisfaction scores and team engagement.

It is clearly evident that Timothy lives and breathes the TPI core values every day and his future at TPI is very bright!



## Advance your education with up to a 15% grant for qualified TPI Hospitality associates

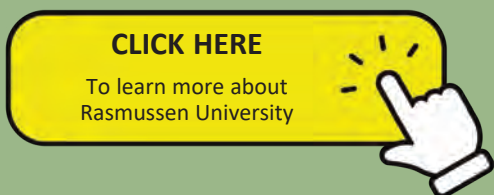
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As a TPI Hospitality associate, you can save 15% on your degree, which you can earn on your schedule as you balance work and life



# A growing TPI family



**Paris**  
March 15, 2023  
7 pounds, 4 ounces  
Manny Gora  
Compass Suites Naples



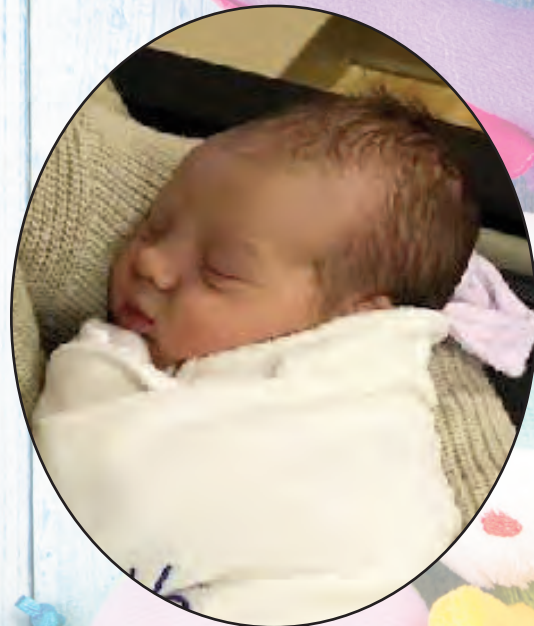
**Emma Elaine**  
February 7, 2023  
6 pounds, 12 ounces  
Stacie Schultz  
TPI Revenue Management



**Victoria Grace**  
May 9th, 2023  
8 pounds, 4 ounces  
Tracy Benesh  
TPI Revenue Management/IT



**Remi Jean**  
October 31st, 2022  
7 pounds, 11 ounces  
Jessa Hultgren  
Residence Inn/SpringHill



**Kylar James**  
February 16, 2023  
9 pounds, 3 ounces  
Gail Tostenson - a new Grandma!  
Rochester Campus

# Heart and Soul

TPI recognizes Sue Lawson for her never-ending commitment to serve others

Sue Lawson, Dining Room Manager at Hilton Garden Inn Bloomington, has been part of the TPI family for almost 19 years. In that time, Sue's extraordinary guest service has impacted the lives of thousands of guests and co-workers. The stories Sue has created are legendary, and her impact on those around her has been profound.

Sue was selected as the 2023 TPI Heart & Soul recipient, and received her award at this year's TPI Leadership Conference held in Maple Grove in May. Part of Sue's recognition included a four-night stay at Margaritaville Orlando and a three-day, two night cruise on Margaritaville Paradise, sailing to Grand Bahama Island.

TPI is incredibly fortunate to have Sue as part of the TPI team. Her passion for creating memorable experiences for her guests and co-workers is a true reflection of TPI's core values, vision statement, and purpose. Below is the nomination letter received from the Hilton Garden Inn team.

*"When I think of our core values, a picture of Sue Lawson comes to mind. Sue has been with TPI and Hilton Garden Inn Bloomington for over 18 years and lives to serve others. She comes to work with a smile on her face and is recognized regularly by our guests for her amazing service. We hear Sue talking it up with guests, all while knowing their names and connecting with them on a personal basis. Guests make it a point to say hello to Sue whenever they return to the hotel because they remember her warm personality and memorable service.*

*Sue was once directly responsible for bringing an account back to the hotel that was lost due to the room rate we were charging. A few weeks after the account left, the travelers told the decision makers that they missed the bar, and they missed Sue from Hilton Garden Inn. So, the decision makers themselves came to see what all this fuss about and they too fell in love with Sue. They brought all their business back to the Hilton Garden Inn because of Sue. This account alone produces over 400 room nights annually!*

*From covering a shift, to putting out fires, to filling in as a front of the house manager, Sue has always put the hotel, her co-workers, and our guests at the heart of all she does. She is warm, funny, and makes you feel at home the moment you sit down at her bar. She also sets the example for others to follow because she gives 110%, every day. Sue always has a smile on her face and is hard-working and dedicated to TPI, the Hilton Garden Inn, and to our guests. We are thankful for Sue every day. It is our pleasure to nominate Sue Lawson for the 2023 TPI Heart & Soul Award!"*

Congratulations, Sue! Your commitment to serving others is an inspiration for the entire TPI Hospitality team.



# We serve others to create win-win outcomes

TPI's Hilton Garden Inn Eagan team creates memories to last a lifetime

*"I wanted to reach out and let you know how grateful I am that we used Hilton Garden Inn Eagan for our wedding weekend! We had a large block of rooms for the entire weekend, and many of our guests came in from out of state. I don't even know where to begin. From the second we walked in the door, everything was above and beyond anything I could have expected.*

*The reception in the Garden Inn lobby on Friday night was the most amazing way to start off our wedding weekend. Danny Belanger and crew made sure to have everything stocked, and even reached out and asked if there was anything specific we wanted at the bar. I was so thankful for this, and it was such a great touch for the team to worry about our specific needs. The bartenders were awesome, and our guests were so impressed that we were able to host something like that right at the hotel!*

*On our wedding day, the conference room accommodations were fabulous for the wedding party to get ready. Once again, the staff was so helpful in getting us anything we needed. We had breakfast in the lobby, and the staff were so friendly and accommodating. It was fun being able to see some of our guests on Saturday morning while having a place to hide and get ready right around the corner! Because we were in such a rush after everyone was ready and had to get out the door, some of our items were left in the conference room. The staff made sure to put it all together for us and had it waiting at the front desk the next morning for us. Something that they didn't have to do, but again, an extra gesture that I was so grateful for because there were some important items left behind. The staff did all of these things, always with a smile and such hospitality.*

*The Shuttles! The shuttles were such a savior on that day. Danny worked with me and even helped provide me a shuttle to our ceremony for our wedding party. All of our guests were so thankful that they had shuttles provided back to the hotel from Royal Cliff and loved how close and easy it was.*

*And lastly, at the end of our wedding night we were allowed to stay up and continue the celebration in the lobby with our wedding guests. Just another above and beyond option that we never imagined being able to do. I can't thank everyone that worked with us prior to that weekend, and that worked that weekend, enough for providing the most amazing experience for not only a Bride and Groom, but also for our guests that came to join us. When discussing our wedding weekend with family and friends, the hotel is always one of our main topics of conversation.*

*THANK YOU, THANK YOU, THANK YOU, a million times over! We are forever grateful."*



# PARADISE HAS A NEW SET OF COORDINATES...



TPI's former Staybridge Suites Naples is currently undergoing a complete renovation, reinventing itself into an exceptional island-vibe oasis offering a relaxed, revitalizing experience in one of the Sunshine State's most desirable destinations. Compass by Margaritaville Hotel Naples will be a laid-back, all-suite paradise that brings the vibe of an island getaway to Florida's Gulf Coast. Perfect for sun-seeking adventurers with a passion for leisure, quality amenities, and the classic, undeniable cool that's synonymous with the Compass brand. The 120 suites offer travelers an unparalleled level of convenience and comfort among hotels in Naples, Florida. It's almost time to check in, kick back, and get lost in the breezy, carefree spirit you've come to expect from Compass by Margaritaville.

**CLICK HERE**  
To learn more about Compass  
by Margaritaville Naples



*Opening in Naples, Florida - January, 2023*



*You could win!*



## *Raffle Drawing*

TPI Hospitality is holding a raffle to benefit the TPI PEACE Fund. All associates are eligible to participate, with the winner guaranteed to be a TPI associate. Raffle tickets are available for \$20 and can be purchased through your General Manager via cash, Venmo, or payroll deduction. We will have a live drawing on August 8th and the lucky winner will receive the following...

**5-DAY/4-NIGHT STAY AT  
MARGARITAVILLE FORT MYERS BEACH  
\$500 DELTA GIFT CARD**

**DRAWING WILL TAKE PLACE ON AUGUST 8TH - GET YOUR TICKETS TODAY!  
SEE YOUR GENERAL MANAGER FOR DETAILS**