

# TPI INSIDE



*Introducing Compass by Margaritaville*



# ROBERT KISABETH

## Chief Operations Officer

## Bring joy to each other ...

At TPI Hospitality, we serve others to create win-win outcomes. Guided by this purpose, the relentless challenges of 2022 provided us with an opportunity to walk the talk. These challenges only reinforced that our purpose is real, and our direction is correct. In Fort Myers Beach and throughout every property, the TPI team has been laser-focused on serving others to create as many win-win outcomes as possible. The end result has shaped a stronger, more vibrant, and healthy organization. While we will continue to hit new challenges head on, our future is bright, and our potential is limitless.

Looking back over the past three years, we have been through a lot together. To begin, we experienced 18 months in survival mode, while the hospitality industry crumbled around us. Lockdowns, closures, furloughs, and civil unrest made us all question our purpose. After surviving the unimaginable, we began an 18-month period of recovery. Significantly reduced revenues, supply chain issues, labor shortages, and a devastating hurricane in Florida forced us all to again question our purpose. How can we continue to serve others under these incredibly challenging circumstances? Throughout the pages of this newsletter, you can see the answer to that question. The TPI team has not only met these challenges head on, but they have overcome them and allowed this amazing company to not only survive, but to create an optimistic outlook for the future. Throughout thick and thin, we have stayed true to our core values, our vision statement, and our purpose. I would like to share with you just a few real life examples of how the TPI team continues to set the bar for treating people the way we would like to be treated.

To begin, the following quotes are just two of many similar comments received from the recently completed TPI Annual Engagement Survey:

*"Life wasn't going well before I was hired by TPI, but now I have a chance to heal, grow, and learn from my experiences. I'm grateful for all the TPI managers I've gotten to talk to, and this experience has made me a better person to other people and myself."*

*"I truly see TPI as a family, and I feel valued in my position. My supervisor is kind, caring, and genuine. She has all of the patience of a saint and is constantly pushing me to learn new things and to develop in my role. TPI has a unique culture of care that is so strong and loving, you just want to be your best self. I feel extremely blessed to be a part of such a wonderful company. I am grateful that my job is challenging and really fun too. I never realized that a job could feel like so much more, like I am part of something so special, and that I can make a difference."*

Comments like this don't happen by accident. They are only made possible when people are focused on creating success for each other.

*Whatever it takes. You have the power!..*

Another example of TPI treating others the way we would like to be treated was seen recently in Fort Myers Beach. It's traditional for businesses to hold a "topping off" celebration once a building is enclosed, but not yet completed. Margaritaville Fort Myers Beach held a ceremony on January 20th that was far from your typical topping off ceremony. Here is a quote from Gulfshore Business magazine:

. together.

CLICK HERE

To watch TPI's new  
recruitment video



*"The moment was supposed to belong to the forthcoming Margaritaville Resort. Instead, the resort leaders ceded the spotlight, on a cloudy, Fort Myers Beach morning, to their neighboring business owners. Margaritaville did indeed celebrate the construction topping off milestone Friday morning at 1192 Estero Blvd. But the photo opportunity featured not just the resort managers, but more than a dozen beach business owners who've returned to work despite the devastation of Hurricane Ian. 'I can't even begin to tell you the stories of resilience we have here,' said Jacki Liszak, president of the Fort Myers Beach Chamber of Commerce. She then went about reading from a list of businesses that have reopened since the Sept. 28th Category 4 storm, which decimated Estero Island."*

Not only was the focus of the celebration shifted to the neighboring business owners, but the TPI team also presented gift boxes to eleven leaders of the DeAngelis Diamond construction team and then provided lunch to over 150 others attending the event. To the right are a few photos from the event.

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

Another example of treating others the way we would like to be treated can be seen on page nineteen of this newsletter. A handful of TPI associates, nominated by their peers, received a gift card just before Christmas to help make their holiday just a little bit brighter for them and their families. The gift cards were funded by an anonymous donor and matched by TPI.

*You before me...*

A fourth example of treating others the way we want to be treated can be seen in TPI's recently created recruitment video. If you haven't had a chance to see the video, click the link at the top of this page, you may see several people you know! The video is, "TPI Hospitality, bringing joy to each other...together."

*Tenure is reinvented...*

I could go on, but I think you can see the point I'm trying to make. When we work together to live our core values, vision statement, and purpose, we create success for each other. We will need to continue to be quick to react, be flexible in our approach, and be nimble in our strategic actions. Keeping this team together is more important than ever. Thank you from the bottom of my heart for everything you do to make TPI Hospitality so special. Our challenges will continue, but the TPI team is ready. We will continue to find new ways to bring joy to each other...together.

I am TPI!

*Robert Kisabeth*



The TPI team consisting of Ken DiLorenzo, Director of Engineering, Miguel Martinez, Talent Acquisition Specialist, Sheryl Lange, Director of Sales & Marketing, and Kandice Salvador, Director of Food & Beverage, are getting ready to serve lunch to over 150 attendees of the Margaritaville topping off ceremony.



David Cesario, Vice President and General Manager of Margaritaville Fort Myers Beach, hands out gift boxes to eleven members of the DeAngelis Diamond construction leadership team. The boxes were filled with Margaritaville swag and a plaque to commemorate the resort's topping off ceremony.



Robert Kisabeth, TPI Hospitality's Chief Operations Officer, thanks nearby business owners and town officials in Fort Myers Beach for standing together to overcome the devastation of Hurricane Ian.

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 circumstances 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 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 PEACE Fund





# Gift Commitment Form

**CLICK HERE**

To print a TPI 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/> <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 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.

Hurricane Ian hit Fort Myers Beach on the morning of September 28, 2022. Ian was a massive storm that took a pathway similar to Hurricane Charley in 2004. Both storms were high Category 4 hurricanes with sustained winds of 150 mph when they arrived on land. One difference between the two storms is that Hurricane Charley could fit inside the eye of Hurricane Ian. Ian's eye made landfall from the south end of Fort Myers Beach, running all the way up and beyond the north end of Captiva Island.

The Tom Torgerson and John Dammermann families were planning to ride out Hurricane Ian at the Torgerson residence on Fort Myers Beach but changed their mind in the early hours of Sept. 28th. Ian had been tracking towards the Tampa Bay area, but around 5:00pm on the 27th, its pathway started to turn. At that time, the younger family members with children had already evacuated for higher inland ground. At 2:30am on the 28th, the Torgerson and Dammermann families evacuated the island, as it was evident that the worst possible scenario for Fort Myers Beach was unfolding.

Hurricanes rotate counterclockwise, and while out at sea push or displace vast amounts of water off the southeast most corner of the eye, which is what hit Fort Myers Beach. If you look at the Gulf shoreline from Naples up to Punta Gorda, it is crescent shaped with Fort Myers Beach being in the middle of that shape. The southeast corner of Ian's eye trapped a wall of water and pushed it inland for miles. The wall of water was estimated to have been sixteen feet above sea level, with offshore waves reaching as high as fifty feet. To make matters worse, Ian hung over Fort Myers Beach almost half of the day on the 28th. It truly ended up being a perfect storm, creating a deadly combination of circumstances.

Ian is responsible for over 157 deaths, even with mandatory evacuations. It has been the deadliest storm in modern US history. It was also the largest natural financial disaster ever to hit Florida, exceeding losses of \$50 billion. Any structures not built on elevated pilings and of masonry construction are just gone. Not destroyed, just gone. Vast openness along the coast now exists where businesses and homes previously stood. The damages continued deep into the island with every structure being either severely damaged or destroyed. The Torgerson home is on the opposite side of the island from the Gulf, and even there the flood waters rose just under nine feet inside the home, fourteen feet above sea level.

The initial response was Search and Rescue. Before army type vehicles could even drive up and down the island, payloaders and dozers had to plow the debris to the sides of Estero Boulevard. It took days and weeks before Search and Rescue transitioned to Search and Recovery. At this time, residents returned to the island briefly to view their properties and make assessments. Residents were all dazed, feeling as if the entire island had just been the target of an atomic bomb. Some did not evacuate, and those that rode out the storm and survived, were walking through the rubble and debris, with at best a backpack to find their way to the bridge and escape off island to find water and services. There were no utilities on the entire island, and this includes no sanitary sewer. Soon, the stench and bugs created a horrendous atmosphere. It was not a place where anyone wanted to be.





*"It was  
not a place  
where  
anyone  
wanted  
to be."*

Fort Myers Beach is a small community of residents, with about 6,000 year-round residents. However, as we all know, it is a huge tourist destination with visitor populations reaching 60,000. What did this community of residents do? Many organized efforts that worked in a united fashion to help those most in need. My wife, Mari Torgerson, was one of the leaders in this effort, along with many of our friends and neighbors. United organizations of the FMB Woman's Club, FMB Community Foundation, Beach Talk Radio, FMB Strong and others, all pitched in to help those most in need. Everyone was in need, but so many lost everything. Losing a spouse, homes, belongings, cherished memorabilia, all added to the incredible despair. Since the storm, this small community of residents and their connections have raised and distributed over \$800,000 in cash, including over \$4,000 contributed by TPI Hospitality associates. Many thanks to everyone at TPI for your help, it was much needed and appreciated. In addition to the cash donations, supplies and housing contributions exceeded \$1,000,000. In October, my wife Mari and I, along with Mayor Dan Allers and his wife Megan, teamed with Stephen Deleonardis of Steve-Will-Do-It to deliver and twelve donated campers for displaced housing. Semi-trucks of supplies came in from all over the country, with supplies distributed out of a warehouse just off island. 100% of the donated money and supplies went to those most in need.

As I draft this article, it is Day 100 since Hurricane Ian made landfall on Fort Myers Beach. The TPI Margaritaville project is the only project I have seen that is back in construction. Some food and beverage outlets have reopened under tarps, with coolers and porta potties. Some have put together food trailers with generators and LP gas and are now operating. However, the cleanup effort remains in full force, with millions of cubic yards of debris already removed from the island. Yet every day, more structurally unsound buildings are being torn down, creating mountains of rubble and debris. The waterways have a fleet of barges with backhoes built into them that reach under the water and pull up remains from houses and boats. The incredible response by local, state, and federal agencies will go down as one of the most intense relief efforts in US history. Hats off to everyone who assisted in the search, rescue, recovery, and clean-up efforts.

Something that the TPI family can be proud of is that we have been boots on the ground and deeply involved in helping those most in need. We have also been actively involved in the planning for our island's recovery. I predict that within a short amount of time, the rebuild of Fort Myers Beach will establish it as the absolute jewel of southwest Florida. Different in so many ways from what it was, but with the same spirit and vibe that has made it a destination for decades. TPI has always been community focused, it is simply in our DNA. Never forget... *we serve others to create win-win outcomes!*

*- Tom Torgerson*

*The background of this article shows Tom and John arriving on the island on September 29th and standing in front of the Margaritaville construction site. The Coast Guard is air lifting a person recovered from nearby building rubble.*



Innside TPI, 19 years ago...

# Torgerson PROPERTIES

SUMMER/FALL 1994

## McCartneys Impressed with Fairmont H.I. Staff

Fairmont and Fairmont Foods will be home to the production of a new line of nationally distributed frozen entrees created by Linda McCartney, wife of famed Beatle Paul McCartney. To launch the new line of production for Fairmont Foods, Paul and Linda McCartney came to Fairmont in April with their entourage and were hosted by the Holiday Inn

of Fairmont. Obviously, this was no ordinary undertaking as security had to be tight and everything from check-in to check-out required our staff to perform well outside their normal routine. All aspects of the McCartney's visit to Fairmont went without a hitch as the following memo to Holiday Inn Fairmont G.M., Mitch Peterson indicates:

Dear Mitch,

I am sorry that my gratitude has taken so long to be sent but I've been quite busy.

On behalf of all of us from this side of the pond, I wanted to say a big thank you to you and all your staff at the Fairmont Holiday Inn.

After traveling more than 240,000 miles in and out of hotels in five continents over the past five years, I can honestly tell you that very, very rarely have I come across such a friendly, enthusiastic and utterly helpful hotel staff as that wonderful bunch of people you have working there in Fairmont.

Despite my endless and, no doubt, at times bizarre requests, nothing seemed to be too much trouble for you guys and I am absolutely certain that the USA launch of 'LINDA MCCARTNEY'S HOME STYLE COOKING' was a success because of all the help you gave us.

Thank you all for that and thank you all for the wonderfully warm welcome that you gave us. A lot of swankier hotels around the globe could do well to learn lessons from the management and staff of the Fairmont Holiday Inn.

All the best,

Geoff Baker,

Publicist to Linda McCartney



# Growing With TPI

**Jason Subbert (1991-1999 and 2010-present)**

General Manager, Fairmont Hotels - Best Western/Super 8/Quality Inn/Hampton Inn

## **What has your career path at TPI been to this point?**

I started my journey with TPI with a college internship at Holiday Inn in Austin. That is where I first met Kirk Shultz, General Manager, Dennis Wallenta, Guest Service Manager, and Darin Swanson, Bar Manager. Mitch Peterson was the General Manager at Perkins Austin, just across the parking lot. I knew right away that TPI was a fun place to go to work every day, and like Disney World, it was full of characters. After finishing school, I joined the Fairmont team as the Night Property Supervisor, then Guest Services Manager, Director of Sales, and eventually became the General Manager of the three Fairmont hotels. I left TPI for 12 years and served as a Regional Manager for Northcott Hospitality. With Northcott, I had the opportunity to help operate over fifty hotels in nine different states. I continued to live in Fairmont, and Mitch and I continued working together as board members of the Minnesota Lodging Association. We would occasionally visit from time to time about maybe working together again. The opportunity to get off the road presented itself to me in 2010 when Dennis and I agreed to work together to operate the four hotels in Fairmont.

## **What do you believe has gotten you to where you are today?**

Surrounding myself with people that want the same things I want. I currently work with an amazing group of people that want what is best for everyone. They are committed, caring, hopeful, kind and they are tenacious workers. They help each other through the challenges at work and sometimes challenges at home. They are the reason that we have one of the highest retention rates in the company and one of the lowest turnover rates. They are all different and they drive results through the different talents that they all have.

## **What advice would you give to other TPI associates who would like to grow within the organization?**

Just be who you are. Be proud of the talents that you have and share them. Don't be afraid of the things that you're not good at, because a great team will adjust to them. Keep going no matter what. Keep working toward what you have been put on earth to do. For me, it's helping people experience a better quality of life than they thought they could or would.



# Whatever it takes. You have the power!

## A guest comment received at Homewood Suites Rochester

*The Homewood Suites in Rochester is wonderful. The breakfast is great, but the best part of our stay was because of **Mollie Luhman** at the front desk. She is exceptional, and I hope that Hilton realizes how valuable she is. She helped us with whatever we needed and was so friendly, it felt like we were at home. We have to stay in Rochester for a month for a surgery, and because of Mollie and her attention and care she showed us, we will stay there for the month after my husband's surgery is done. It's so often that people write just bad reviews, and never give the people that deserve the good reviews the credit they deserve.*

## A guest comment received at Hampton Inn Bloomington

*Krishna Balroop is an excellent person for guest service at the front desk. She is very polite, courteous, and friendly. A person like Krishna makes the visit so much better. Krishna is an excellent ambassador for the hotel.*

## A guest comment received at Hilton Garden Inn Eagan

*I wanted you to know how pleased I was with my visit in September. From the moment I got into the shuttle with **Thor Anderson**, I knew it was going to be special. I was welcomed and made to feel so special at the front desk. **Linda Teran**, **Lynne Hyde**, and **Mark Welsh** were all so gracious. My shuttle driver back to the airport was also great. I loved my immaculate room and wonderful bedding. Keep up the good work!*

## A guest comment received at Hilton Staybridge Suites Arbor Lakes

*I really have to say, **Desiree Davis-Riopel** at the front desk is a sweet and helpful young lady. No matter how busy she was, she always helped me with a big smile. We had a leaking fridge, and **Nick Gruffy** quickly came to fix it. He also served breakfast among his duties, and he came to an old lady's rescue to get the new washing machine to work. Nick is a kind and helpful young man. **Greg Klock** also tried to help me start the machine, and no matter what he was doing, he stayed with me until it was running. He too is a kind and helpful young man. Customer service is their goal, and they certainly have my respect.*

## A guest comment received at Hilton Homewood Suites New Brighton

*I have to give a shout out to the lovely **Bev Burton**, who worked in the breakfast area. She was so nice, friendly, and helpful. I've never known a person working in the breakfast area of a hotel to be quite like her. I'm embarrassed to say, I never even notice those workers at other hotels. Bev was so exceptional, she stood out and made our stay that much nicer. She went out of her way to make sure we were taken care of at breakfast. I mean, who does that? But she did!*

## A guest comment received at Hilton Homewood Suites Rochester

*We stayed here again as we returned for another surgery at St. Mary's Hospital. It felt like we were coming home. This staff is exceptionally welcoming and helpful. **Derek Johnson** was awesome while assisting us with our reservation and helping around the hotel. **Chakira Edwards** and **Emilio Olivarez** were very helpful at the front desk. **Megan Hanson** did a great job of keeping our room stocked with all the necessities and even called me by name. When we had to move to a handicapped room for my husband after his surgery, **Nina Dovgal** had our room ready to go with the shower chair moved and a toilet seat riser in place. We will definitely return!*

## A guest comment received at Hampton Inn Minnetonka

*Great free breakfast, indoor pool, and good prices. What set this one apart was the fabulous hard working staff. I wish I had gotten more names, but one was **Omar Sanneh**. I hope I spelled it correctly. He checked us in and out and got us water and towels and always with a smile. I noticed him after breakfast collecting the garbage! The hotel was very busy with kids from a sports tournament, but the breakfast area was kept well stocked and clean. Everyone was pleasant and friendly.*

## A guest comment received at Perkins Austin

*We are family from three different states. **Nathan Meyer** came to our table and impressed us immediately. He was friendly, attentive and efficient. He even asked how I wanted my bacon cooked. Has any server ever asked you that question? After he left with our order, we all commented on how impressed we were with him. The food came and it was excellent too. A wonderful experience, and we all felt that Nathan was the best server we had experienced in years. Thanks, Nathan and Perkins!*

## A guest comment received at Hampton Inn Eden Prairie

*We enjoyed our stay at the Hampton Inn in Eden Prairie. Very clean. **Scott Eisenach** was extremely helpful in getting our room situated. Freaking hands down the best staff we have dealt with. Everyone was friendly, helpful, and happy. Even the maintenance guy helped me at 5am! Thank you so much for a phenomenal visit with our family wedding. Five days with two dogs is a challenge, and these folks made it so easy. Thank you!!*

# Simply the best!

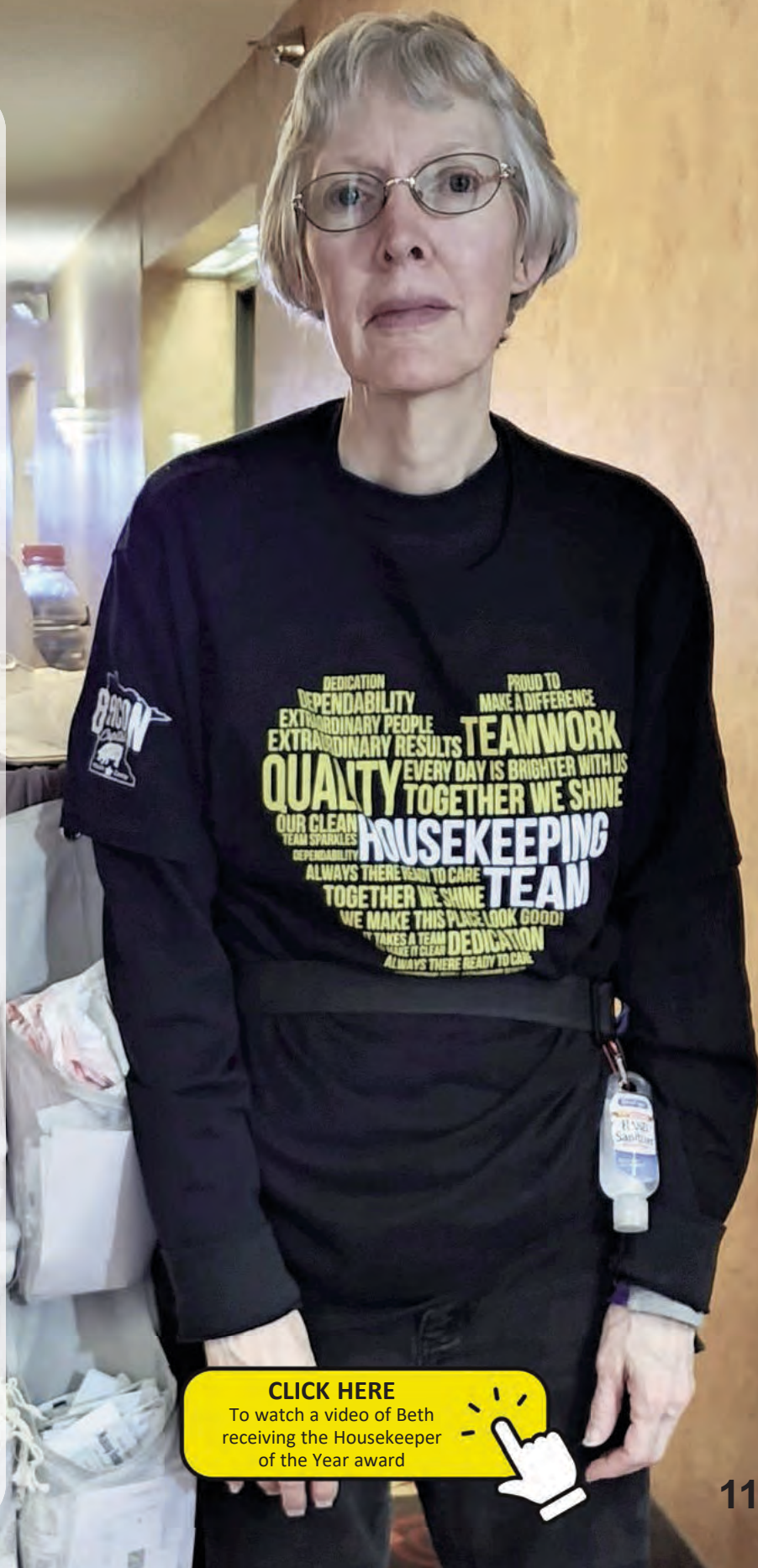
Beth Brown, Room Attendant with the TPI Fairmont team, was chosen as the 2022 Super 8 Housekeeper of the Year! With almost 1,500 hotels nationwide, that is more than an incredible accomplishment.

Beth joined the Fairmont team in 2012, and during the Housekeeper of the Year award presentation by Mike Mueller, President of Super 8 Hotels, TPI Chief Operations Officer, Robert Kisabeth, also recognized Beth for her service with a TPI lapel pin and certificate. A large group of Fairmont associates were there to cheer Beth on and congratulate her on this incredible award.

Here is the nomination letter that General Manager, Jason Subbert, submitted for the Housekeeper of the Year competition.

*Beth Brown has been an innkeeper most of her life, and we have been lucky that she has chosen to work with us over the past ten years as a room attendant. Beth grew up in an innkeeper family, as her mom and dad owned a hotel for years. At a young age, Beth learned all of the duties related to operating a hotel and taking care of guests. Beth's family moved to Northern Iowa fifteen years ago, and we have been lucky to have her come to work with us for the past ten years. We own and operate four hotels in Fairmont, and Beth works within all four of the hotels. She always has a smile on her face and she always has a kind word and helps the team with whatever needs to be done. Beth has helped in many community events like the Kids Against Hunger food pack, and she has been at all seven of our Santa visits, visiting people in nursing homes at Christmas time. Beth is truly an inspiration for the kind of person that we all want to be. She is kind, humble, generous, and a tenacious worker.*

Wow! What a great testimonial to the impact Beth has made on the entire Fairmont family. Beth is so much more than an innkeeper, she reflects the true HEART of the TPI team (Humble, Empathetic, Accountable, Respectful, and Trustworthy). Congratulations, Beth!



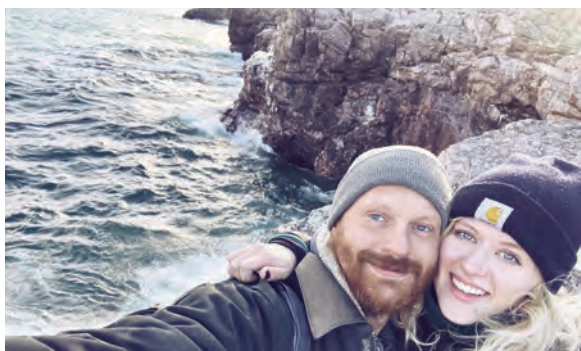
**CLICK HERE**

To watch a video of Beth receiving the Housekeeper of the Year award





After posting the top freshman finish at the 2022 Big Ten Cross Country Championships, the Big Ten Conference announced that Minnesota's Ali Weimer, daughter of TPI Hospitality's Matt Weimer, is the Big Ten Freshman of the Year. Weimer, a St. Michael native, was a unanimous selection for the award. Weimer's selection makes her the first Gopher woman to win the award since 2000. Ali finished 18th overall at the Big Ten Cross Country Championships and was the top finisher for the Gophers who finished eighth as a team. Head coach Sarah Hopkins said, *"To be the best freshman in one of the best distance conferences in the country is a pretty impressive feat."* Congratulations to Ali Weimer, I'm sure she made dad very proud.



**Jennifer Jacobson**, Area Sales Manager for TPI's Maple Grove Campus, will be getting married on February 25th near Rochester. As indicated in the picture, Jennifer's fiancé, Luke, proposed to her in November on the beautiful Minnesota North Shore. Their wedding plan is to snow shoe down the aisle and end with a sunset sleigh ride, complete with Mulled Wine. Congratulations, Jennifer and Luke. What a memorable way to begin your new life together!



On December 17th, the Courtyard Rochester team held its annual *Day with Santa* event. General Manager Michael Rupkey once again played the role of Santa Clause, allowing guests and visitors to pose for pictures with Santa. The event served two purposes...one, spreading joy and goodwill during the holiday season, and two, collecting non-perishable food items for the local community. This annual event has continued to grow over the years, and has become a local favorite. The event was promoted on social media by Emily Osborne and TPI's marketing experts. It was truly a team effort aimed at impacting the lives of others, well done!



At the 24th annual Martin County Blue Ribbon Pork Cook-Off, five entrants each concocted a unique pork dish, but it was Green Mill Fairmont that took first place in both the People's Choice and Connoisseur divisions. The Green Mill team served Bahn Mi pork nachos, using pork cushion meat in a maggi marinade. It also featured tri-color carrots, daikon, roasted corn and was topped with a Thai mayo. On taking first place, General Manager, Mike Christians, said, *"it's just fun to be out here."* As for coming up with the dish, he said they had been flipping through some old ideas and just got lucky on picking this one. Proceeds from the Pork Cook-Off provide two \$2,400 scholarships which go to area students planning to study an ag-related field. Sounds like another win-win outcome at TPI Hospitality.



The Hampton/Hilton brand has always encouraged community engagement and hospitality for all our local first responders. The Spicer team has made a concerted effort to engage the Spicer Fire Department, Rescue Squad, Minnesota State Patrol, and the Kandiyohi Sheriff's Department by consistently encouraging first responders to stop in, say hello, have a cup of coffee, and take a break from sitting in a squad car. We are truly blessed to have such dedicated professionals serving our community and keeping us safe. On the left is a recent late morning coffee break at the Hampton Inn for Kandiyohi Sherrieff's Deputies and Hampton Inn Spicer Guest Service.

PARADISE HAS A NEW SET OF COORDINATES...



*Opening in Naples, Florida late 2023*



# Margaritaville...a

Hurricane Ian slammed the Fort Myers Beach area on September 28 as a Category 4 hurricane with 150 mph winds. The destructive winds pushed ashore a 15-foot storm surge, devastating everything in its path. The island's small, wood-framed structures, many dating back to the 50s and 60s, were wiped out, along with numerous larger buildings. It is estimated that almost 50% of the island's 3,500 structures will be gone when the cleanup is complete.

The recovery effort on Fort Myers Beach is underway, but huge piles of debris remain. There are no hotels currently open on the island, but daytime visitors are beginning to make their way to the beach. The beach's famous Poinsettia tree was erected in Times Square during the Christmas holiday, providing inspiration and hope for a better future.

Also adding inspiration to the rebirth of the Fort Myers Beach area is the ongoing development of TPI's Margaritaville Beach Resort. The resort complex suffered no structural damage from Hurricane Ian, but the 15-foot storm surge took a toll on the infrastructure and required a Herculean effort to relocate tons of sand back to the beach area. TPI's Vice President and General Manager David Cesario said, *"This building was built to withstand a category 5 storm, and it did"*.

Originally projected to open in September of 2023, the impact of Hurricane Ian has shifted the anticipated opening date to sometime in late 2023. *"It's more important than ever to open,"* said Cesario. *"To get people back to work. To get people back down here. You want to see that crowd of people having fun in Fort Myers Beach again."*

TPI Hospitality has experienced a long history of overcoming obstacles. Although Hurricane Ian delivered a devastating blow to this unique area, it has not lessened our resolve to be a leader in the Fort Myers Beach community and help our neighbors continue to create win-win outcomes.

# comeback story



**CLICK HERE**  
To learn more about  
Margaritaville Fort Myers Beach



# Inn the news at TPI Hospitality



**Amanda Westholter** has been with TPI Hospitality for almost eleven years. She started out in Operations and moved her way up throughout the years. She has recently transitioned over to the West End Sales team. Amanda LOVES win-win outcomes with clients and this is turning out to be a great role for her. When she's not working, Amanda enjoys playing with her dog, Harmony, while hanging with friends and family. Amanda loves spending time with her four nieces, Ella, Addie, Everly, and Ruby! She also likes vacationing with her husband, John, and visiting the family cabin in the summertime.



**Sampaguita Benedict** was recently promoted to Assistant General Manager at Holiday Inn Express Roseville. Sam has been with TPI for over seven years, starting as a Room Attendant at Homewood Suites New Brighton, and served as Housekeeping Supervisor and Executive Housekeeper at Holiday Inn Express Roseville. If you ever need someone to put a smile on your face, just find Sam. Her energy, passion, and attitude will make anyone's day better. When not at the hotel she loves to spend time with her husband, Dean, and their two children, Patricia, and Henry.



Home2 Suites Roseville is proud to announce the promotion of **April Banks** to Executive Housekeeper. April started with the property in October 2021 and has been a rising star ever since. When asked about her journey with TPI, April said, *"I am happy to say I have grown so much over the last year. With the help of my team it has become a family here. Without them, I could not have made it, but I'm glad I did. Thanks to everyone that helped me along the way. You all are rock stars!"* We think she's a rock star too, and we are proud to have her as part of the Home2 Suites family!



**Nakia Jones** was recently promoted to the role of Housekeeping Supervisor at Home2 Suites Roseville. Nakia has worked in the hospitality industry for over fifteen years. She is also a mother and devoted grandmother. In her free time, Nakia loves karaoke, cooking, cleaning and making people happy. Nakia said, *"If I can put a smile on your face, that would make my day!"* Congratulations on your promotion, Nakia, and best of luck in your new position.



**Amy Rowlinson** recently joined the TPI family as the Area Director of Sales and Catering for the Willmar Campus. Amy has been in the hospitality industry for thirty years, holding various positions in both operations and sales. The most recent venture was opening Tattersall Distillery and event center in River Falls, Wisconsin. Amy just moved to the Saint Cloud area this summer. In her free time she enjoys going out on the boat, fishing, camping, and spending time with her 2-year-old granddaughter. Welcome to TPI Hospitality, Amy!



Please welcome **Michael Guo** as the new Assistant General Manager at Homewood Suites New Brighton. Michael started his hospitality career at Hyatt Place in North Texas, followed by multiple roles with Wyndham Grand and Waldorf Astoria locations. After receiving a degree in Hospitality Management, his passion hospitality drove him to seek a career in TPI. He has enjoyed learning from great leaders and fellow associates at TPI, and enjoys the challenge of growing a better team every day. In his free time, Michael enjoys reading, watching sports, and road trips to explore the gorgeous North Shore.

# Inn the news at TPI Hospitality



**Dawn Anderson** was recently promoted to Executive Housekeeper at Holiday Inn Express Roseville. Dawn has been at the Holiday Inn Express since 2018, and previously worked in food service as a manager at the Minneapolis/St. Paul International Airport. She has worked as a Housekeeper, Breakfast Attendant, and Housekeeping Supervisor at the Holiday Inn Express, and became the Executive Housekeeper in August. Dawn is always willing to help out and spends her off days crafting, WINNING BIG at BINGO and pull-tabs, and spending time with her family.



**Derek Johnson** was promoted to General Manager at Homewood Suites Rochester in October. He started with TPI in a campus maintenance position before the opportunity for a promotion to Assistant General Manager was presented to him. Derek said, *"I am grateful for the opportunity to continue my career growth and enjoy the new challenges of the General Manager role. I look forward to continuing to lead our great team at Homewood Suites and sharing all of the great things that Rochester and the surrounding areas have to offer to our extended stay guests."*



**Elizabeth Jahnke** join the TPI family in November as the Food & Beverage Manager at Holiday Inn Arbor Lakes and Courtyard Arbor Lakes. She lives in Roseville with her husband and seven-year-old son. She likes to spend time with friends and family and enjoys hiking and traveling the world. Elizabeth loves to play tennis and watch her son playing golf. Her dream is to eventually retire in Greece and spend days in the sun reading and enjoying the food. Welcome to TPI, Elizabeth!



**Lynette Dicke** has taken on the role of Dining Room Supervisor at Perkins Red Wing. Lynette said, *"I have been part of the restaurant industry for many years. In fact, I started when I was 16 years old, and 38 years later I still enjoy the atmosphere of working in a restaurant. Needless to say, I love working as a waitress three days a week and a supervisor two nights a week. I really enjoy the fast pace. Having a sense of urgency, being dependable, and having the ability to multi-task are skills that have helped me grow."* When she's not working, Lynette enjoys bicycling, hiking in the woods, and gardening.



Homewood Suites Rochester would like to welcome **Emilio Olivarez** to the TPI family as the Assistant General Manager at Homewood Suites Rochester. Emilio has past experience in business administration, accounting, human resources, and restaurant management. He's very much looking forward to learning more about the hospitality industry. Outside of work, Emilio enjoys spending time with his fiancé, their two rescue dogs, going horseback riding, and going on hiking adventures. Welcome to TPI, Emilio.



**Gail Tostenson** started her hospitality career with TPI at Holiday Inn Austin in 1989. She said, *"I have many great memories of being on the opening team of that hotel."* Gail left hospitality for a number of years, only to return to TPI as the Director of Sales when Courtyard Rochester opened in 2006. Another career transition found her working as a Sales Manager in Downtown Rochester, and she recently returned as TPI's Area Sales Manager in Rochester. Gail said, *"I love to bike, golf, boat, and walk and talks to catch up with friends."* Welcome home, Gail!

# Inn the news at TPI Hospitality



**Jacob Jones** was recently promoted to Front Office Manager at Holiday Inn Express Roseville. Jacob started his career in 2016 at the Holiday Inn Express as the evening shuttle driver. He quickly picked up using OPERA at the front desk and has been promoted progressively over time. When not at work, Jacob loves being an uncle and spending time with his family. If you ever need someone to talk about the superiority of Minnesota sports teams, fantasy league advice, or Northern Minnesota fishing or hunting tips, just shoot him an email or give him a call. GO VIKINGS and TWINS!



**Kelly Schley** is the new Assistant General Manager at Country Inn & Suites Willmar. Kelly joins the Willmar team with prior hospitality experience, having worked at AmericInn and most recently, Surestay by Best Western. When she's not busy working, Kelly enjoys origami, basket weaving, and occasionally takes her kids out at night to teach them the art of cow tipping! (That's what happens when you don't give your boss a bio to go with your wonderful picture.) Welcome to the Willmar family Kelly!



We're proud to announce the recent promotion of **Jennifer Allen** to Front Desk Supervisor for the Willmar Campus. Jennifer has put up with the Willmar team for over three years, working mainly overnights, and now realizes she is pretty super, so why not be a super-visor! When she's not at work, Jenn loves being a grandma and in her free time she collects and trades nerf guns. Congratulations on your promotion Jenn!



**Josh Daire** joined TPI at the end of July as a Digital Marketing Specialist. He has 21 years of experience in graphic design and marketing. For nearly half of his career he has worked in the hospitality industry. Josh adores his six-year old pit bull/boxer mix, Bailey, and enjoys martial arts. In a weird coincidence, Josh recently discovered that he helped train area sales manager, Alex Arias, in karate nearly 30 years ago. It's a small world! Welcome to the TPI family, Josh.



**Kandice Salvador** has joined the TPI team as the Food and Beverage Director at Margaritaville Fort Myers beach. Originally from Farmington Hills, Michigan, Kandice relocated to Florida 22 years ago to continue her passion of restaurant and hospitality management. With 30 years of experience, her proudest achievement is having her team chosen by TripAdvisor as being the #1 restaurant in the nation! She strives to exceed guest expectations and leads by example, helping her team reach their potential. Kandice enjoys spending time outside with her 11-year-old adventurous daughter and their two doodles.



We would like to welcome **Kurt Boerner** to the TPI team as a task force Manager. Kurt has multiple years of experience with Marriott, Hilton and IHG hotels. In the past, Kurt has held positions in catering, sales, event management, food and beverage, as well as in hotel operations. When Kurt is not working, he enjoys golf, running and spending time with his family. Welcome to the TPI family, Kurt.

# The magic of the season

During the week leading up to Christmas, nine TPI associates had their holiday season brightened through a gift from an anonymous donor and a matching gift from TPI Hospitality. The donor stated, *"I just want to spread cheer for those in need"*. Each associate, nominated by their peers for displaying an ongoing you before me attitude, received a \$250 gift card to help brighten the holiday for themselves and their families.

Our core values are alive and well, and as we continue to *"seek to understand"*, we discover new and different ways to create win-win outcomes...together!



# STORY OF IMPACT - COMPANY COMMITTED TO DIVERSITY AND INCLUSION

Property management company committed to diversity and inclusion

## TPI HOSPITALITY

JAMES HEGSTROM, VRS PLACEMENT COORDINATOR

We all want to be part of something important – and hospitality means there's a place for everyone. That philosophy lies at the core of TPI Hospitality's success in hiring skilled and diverse staff in the hotels and properties the company manages. With headquarters in Willmar, the property management and hospitality company's portfolio features industry-leading hotels throughout the state and elsewhere.

Pete Bromelkamp, TPI's Chief Human Resources Officer, oversees 1600 employee relationships, among 41 locations in Minnesota and Florida. He says, "Our core values keep us respecting diversity and each other. Here, each of us has the power. Diversity makes us better because all perspectives are different. It's valuable to have a diverse population of individuals working for your company. We believe that the more diverse we are, the stronger we are."

Twin brothers Gianni and Michel Moroni illustrate the company's spirit of diversity and inclusion. The brothers are neurodiverse, both on the autism spectrum, and VRS participants who interviewed for housekeeping positions at one of TPI's properties, the Hilton Garden Inn in Roseville. For the interview, VRS Customized Employment Professional James Hegstrom helped the brothers use visual resumes to not only demonstrate their housekeeping skills but also their natural artistic talents for cartooning.

Gianni and Michel brought iPads to the interview to show off their cartooning talents. Using the iPads, the brothers portrayed characters ranging from Mickey Mouse to Thomas the Tank Engine, impressing the interviewers with their seemingly effortless skills and talents. HR asked if they would contribute their artistic talent to educate other TPI employees on aspects of company values. Both brothers and their family loved the idea.



The brothers were hired. Now, from April to November they work with a job coach to complete housekeeping tasks, making the public spaces shine. During the slow season, the artists fire up their creativity for the benefit of all employees, spotlighting the benefits of diversity and celebrating neuro-diversity in the same brushstroke.

TPI Human Resources Specialist Ben Coady affirmed, "I enjoy the empowerment experienced by every employee. If there is an idea that is beneficial to TPI, we have the power to make an impact right away, no waiting for approval."



*The illustrations on these pages were created by the Moroni brothers as part of their work to educate fellow employees on company values.*

The truth in his words is evident not only in the experiences of Gianni and Michel, but also by numerous employee relationships TPI has made with people served by VRS. For example, Coady has worked with VRS Placement Coordinator Mary Peratt to identify and host work experiences for multiple students. "If students are interested in the hospitality industry, we introduce and expose them to the different jobs they can try; like breakfast, housekeeping, and janitorial, to gain skills. That is a huge win-win for us because we need help in those areas."

And a win for students with disabilities, too, who are given a chance to try different skills and decide for themselves if hospitality inspires their future. As Mary Peratt says: "TPI is a great company to work with and they will do whatever they can to accommodate someone."



### This article was published in the annual report for MN Vocational Rehabilitation Services

TPI would like to welcome Michel and Gianni Moroni to the Hilton Garden Inn Shoreview team. The recruitment team was introduced to the Maroni brothers through the Department of Employment and Economic Development (DEED). Vocational Rehabilitation Services (VRS), a branch of DEED, empowers Minnesotans with disabilities to achieve their goals for competitive integration employment and career development.

Michel and Gianni are assisting the TPI team in multiple ways, and have already made an impact at the Hilton Garden Inn. This article, highlighting the work of the Moroni brothers at TPI, was published in the Annual Report for the Minnesota State Rehabilitation Council. We look forward to an ongoing partnership with DEED, VRS, and the Maroni brothers.

# Great people..



Halee Cranston, guest service representative at Holiday Inn Express Roseville, recently graduated from Anoka Technical College with a major in Medical Unit Coordinator. Halee has been part of the TPI team for a combined seven years, but we may not be seeing her as often as she follows a new career path at M Health Fairview. Congratulations, Halee. We're proud to see you grow!



Patricia Maninang, guest service room attendant and guest service representative at Holiday Inn Express Roseville, recently graduated from Gustavus Adolphus College in St. Peter. Patricia has been part of the TPI family since 2017, working in both housekeeping and at the front desk. Congratulations, Patricia. We are all so proud of you!



The North Metro Sales team holds monthly contests like, who can capture the most company names, who can greet the most guests by name, and who can get the most brand loyalty plan enrollments. Audrey Clarke, the Executive Housekeeper at Hampton Inn Roseville, embraced the contests from the start and made an excellent bulletin board in the back office to track how the team is doing. She also led the team to win two months in a row. One of the prizes was an ice cream party for the whole team, and another prize was getting her photo in Inside TPI. Audrey is a fantastic co-worker, and the team loves her energy, involvement and enthusiasm. Pace Setters Win! Homewood Suites New Brighton associates Rachel Lane, Beth Schultz, and Michael Warden won the most recent contest. The North Metro team is looking forward to the 2023 contests.



The holiday season can be a busy time, and often stressful for many. The North Metro Sales Team highly recommends connecting with an animal shelter and enjoying some puppy snuggles. You will instantly forget about anything bothering you! Melissa Gepp, Becca Dale, Daryl Gartner, and Brianna Mollenhauer visited Minnetonka's Secondhand Hounds to meet many good boys and girls up for adoption and got some love from a few adorable brand new puppies. Rachel Mairose, Executive Director and original Founder of Secondhand Hounds, hosted this puppy meet and greet in hopes the event would help destigmatize mental health issues and provide people dealing with anxiety a chance to relax. The group left with smiles. [www.secondhandhounds.org](http://www.secondhandhounds.org) is a great start to get involved or experience some puppy love.



On August 4th, the Home2 Suites Roseville team celebrated their Jamaican friends, Patricia James-Haughton, and Angela Howell-Walker, with a luncheon and lots of fun. They shared some authentic Jamaican cuisine, complete with plantains, Jerk Chicken, and a wonderful variety of other dishes from a local Jamaican restaurant. It was amazing! They finished off the meal with a special cake and some games in the courtyard. What a great celebration!

# ...doing great things



On the evening of December 28th, the Brookdale Assisted Living Center in Willmar had a frozen pipe burst, forcing the residents of nineteen units to relocate to a safe location. Night Auditor Heather Gerads took the call at the Best Western Willmar front desk and helped coordinate with the local police department, fire department, and everyone involved in moving the residents to the Best Western Plus. As Heather noted, an amazing effort was made in cooperation and communication between all four entities. The Best Western and Green Mill teams coordinated rooms and meals (see photo above) and provided banquet space for daily exercise, games, and other social activities. Kudos to Heather and the entire Willmar team for answering the bell under these challenging circumstances. Once again, TPI Hospitality is serving others to create win-win outcomes!



Home2 Roseville and Hampton Inn Roseville are thankful for their teams, and what better way to show thanks than to host a "Friendsgiving" lunch. General Managers Tammy Hillyard and Brad Kusper and their teams celebrated each other with some amazing food, including some world-famous mac-n-cheese made by Home2 Suites' own Janice Jones. She won't share the recipe, but if you ask her, she might make it for you and your life will be forever changed. Every day we are thankful for the teams that make up our work family, but the days we can celebrate together will always be treasured.



Alicia Schmoll, host at Perkins Red Wing, was the acting Manager on Duty on an evening shift when she received a call from a recent guest who had received an incomplete DoorDash order...the banana cream pie was missing! Alicia apologized to the guest and then took it a step further...promising to personally deliver the pie to the guest. Alicia knew the guest from previous orders, and that the guest loved banana cream pie. Unfortunately, a disability prevented the guest from coming to the restaurant to pick up the missing slice of pie. Alicia knew that she was empowered to do whatever it took to satisfy this guest, so she delivered the pie in person.

What I love about this story is how devoted Alicia is to the guests at Perkins. She views all guests and co-workers as her family, and she will do anything for family. Alicia represents TPI with honor and lives the core values. We're blessed to have her on the red Wing team. I am honored to be the General Manager at Perkins Red Wing, and with staff like Alicia, I know we will be successful. Thank you, Alicia, for the You Before Me attitude you bring to the Red Wing family. We're lucky to have you on the team.

- Teresa Voss



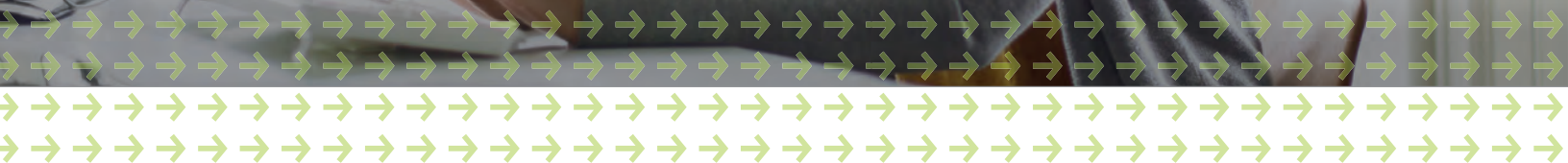
On November 29, 2022, Sam Benedict, Assistant General Manager at Holiday Inn Express Roseville, took her Oath of Allegiance and became a Citizen of the United States. What an incredible accomplishment! Congratulations Sam, your Holiday Inn Express Roseville family and the entire TPI team are so proud of you!

# Rock Star!

I want to show my sincere gratitude for an outstanding associate at the Residence Inn/Springhill Suites Arbor Lakes. His name is Gonzalo Lopez, but he goes by the nickname, Gonzo. Gonzo joined the team in the Engineering department in July of 2021 and immediately made a huge impact at our property. Suddenly, there were not as many light bulbs that needed to be changed, and a lot of the marks on our walls from luggage carts were somehow disappearing. Gonzo was always busy doing something, and he never needed anyone to ask him. Gonzo truly exemplifies our core values, especially *Set the example for others to follow*, *You before me*, and *Pacesetters win*. Gonzo helps out in the breakfast area if he walks by and sees that the breakfast team is busy. He'll jump right in and clear tables or change the trash cans. Not because someone told him to do it, but because he truly understands that we're in this together. Gonzo has even changed out dead batteries in the staff's vehicle on more than one occasion. It has been a pleasure to have Gonzo on the team at Residence Inn/SpringHill Suites Arbor Lakes. Thank you, Gonzo, for making the hotel the best it can be by being who you are everyday. It's people like you that make TPI so special, and I want you to know how much your effort is appreciated. TPI is so fortunate to have you as part of the family.

- Marcus Giese





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