

Spring  
2025

Congratulations!

WI...akes.  
You...ve the power!  
...must  
...win, and expect...  
...ig Ziglar

**TPI**  
*INSIDE*

*Celebration!*



# Taking care of each other

As we experience many geo-political, economic, and weather-related challenges in the world around us, I see one element that shines brightly every day...the TPI family truly living our core values and taking care of each other. That's what really separates us from our competitors. Yes, we have amazing hotels and restaurants throughout Minnesota and Florida, but what creates personal and professional success for each of us is the ability to support the person next to us. It's not always easy, but acting with humility and holding each other accountable results in an environment of respect, trust, and empowerment. It's these characteristics that promote a healthy culture. Keep in mind, our core values drive our behavior, our behavior drives our performance, and our performance drives our results. Ultimately, our core values are driving our results.

It's important that each of us love what we're doing or love why we're doing it. Certainly, every day there are challenges, but when we focus on creating win-win outcomes for our guests, our co-workers, and our communities, it arms us with the potential to love what we do every day. When what we do is impactful, we naturally perform better. We simply can't settle for mediocre, and when we're supporting each other, we create an opportunity to make the leap from good to great. How? By doing the basics extremely well; cleanliness, friendliness, maintaining a sharp and crisp appearance, and providing genuine care to each other and our guests. That is the true key to our ongoing success.

Recently, we held our annual TPI Leadership Conference. It was an opportunity for the TPI leadership team to celebrate their accomplishments and reconnect in a relaxed atmosphere. The attendees also participated in a fundraiser that generated over \$5,000 for the TPI Hospitality PEACE Fund. Now that's a win-win outcome! I would like to personally congratulate all the properties that were recognized for both financial and cultural accomplishments. In addition, I would like to commend all our associates who were nominated for the 2025 TPI Heart & Soul Award and recognize the incredible impact they have on their guests and co-workers.

**Andrea Andrajack** – Courtyard Arbor Lakes  
**Anthony Davis** – AC St. Louis Park  
**Jody Town** – Staybridge Suites Arbor Lakes  
**Linda Dollinger** – Hilton Garden Inn Eagan  
**Gabriela Quast** – AC St. Louis Park  
**Hawa Hagi** – Residence Inn/SpringHill Suites Arbor Lakes  
**Ron Fett** – Hilton Garden Inn Shoreview  
**Sarah Hanson** – Hilton Garden Inn Shoreview  
**Sophia Flores** – TPI Task Force  
**Svitlana Kushnyr** – Holiday Inn Arbor Lakes

Congratulations to all this year's nominees, the hard work and commitment you demonstrate to guests and co-workers is much appreciated. Special thanks to Hawa Hagi for being selected as the 2025 TPI Heart & Soul recipient. Her genuine dedication to those around her was very evident in the nomination letter that was read as she accepted the award at the Leadership Conference. Hawa, we're so proud to have you as part of the TPI family. You truly are the Heart & Soul of TPI.

I want to recognize the great sense of pride each of you brings to the TPI family. Our future is bright and together we will continue to create win-win outcomes.

STAY SHARP!

*Robert Kisabeth*



**ROBERT KISABETH**  
**Chief Operations Officer**





# Respect one another...

For many years, the Clark family has chosen to celebrate Christmas, and at times, Easter, at Best Western Fairmont. Their tradition of staying at the hotel became a cherished part of their family's holiday gatherings. Their annual presence has truly been a meaningful part of our hotel's history. After Bob Clark's passing in 2019, his wife, Barb, lovingly carried on their family tradition, ensuring that their stays remained a time of warmth and togetherness. Sadly, Barb passed away this January. The Clark family recently reached out to express their gratitude. Their message is a testament to the connections we build and the lasting impact our hospitality can have.

*"Thank you for the beautiful flower arrangement you sent for Mom's funeral. We have made many memories over the years at Best Western and Green Mill. Many of our grandchildren think of it as 'Grandpa Bob's hotel'. We have come to you, and you are always accommodating and helpful. Mom took on all the planning after Dad passed because it was such a special time for us, and she wanted to make sure the tradition lived on. You are a special group, and we appreciate your thoughtfulness so much."*



# A day to THE TPI FAMILY CELEBRATES SUCCESS, RECOGNIZES

On April 11th, over 150 TPI Hospitality leaders came together for the 2025 TPI Leadership Conference. The annual event offered a unique opportunity for the teams to celebrate their successes, recognize their accomplishments, and form new memories together. The conference started with high energy from keynote speaker Ross Bernstein. Mr. Bernstein shared the in-depth personal experiences he has had with a number of high-profile athletes, including Kirby Puckett, Wayne Gretzky, and Bud Grant. He also spoke of his close relationship with the late hockey icon Herb Brooks. His message was incredibly powerful and provided the TPI team with several impactful takeaways to help them continue to develop their leadership skills. The day continued with ten breakout sessions of topics suggested in advance by conference attendees. There was a vendor showcase and TPI PEACE Fund fundraiser that raised thousands of dollars to help TPI co-workers in a time of need. The day ended with dinner and a high energy awards ceremony recognizing the accomplishments of the TPI teams. It was truly a day to remember!

## **SALES ACHIEVEMENT AWARD**

HOLIDAY INN & SUITES  
ARBOR LAKES

## **TEAMWORK AWARD**

HAMPTON INN  
EDEN PRAIRIE

## **FIRST IMPRESSION AWARD**

STAYBRIDGE SUITES  
BLOOMINGTON

## **CLOSER AWARD**

HOMEWOOD SUITES  
ST. LOUIS PARK

## **SAFETY FIRST AWARD**

FAIRMONT  
PROPERTIES



# remember

## ACCOMPLISHMENTS, AND CREATES NEW MEMORIES

### **BOTTOM LINE AWARD**

STAYBRIDGE SUITES  
BLOOMINGTON

### **GUEST SERVICE AWARD**

HAMPTON INN  
EDEN PRAIRIE

### **CORE VALUE AWARD**

HILTON GARDEN INN  
EAGAN

### **TOP GUN AWARD**

RESIDENCE INN / SPRINGHILL  
ARBOR LAKES

### **PROPERTY OF THE YEAR AWARD**

STAYBRIDGE SUITES  
BLOOMINGTON

### **20-YEAR RECOGNITION**

NADINE GATEWOOD  
GREEN MILL  
FAIRMONT

### **HEART & SOUL AWARD**

HAWA HAGI  
RESIDENCE INN / SPRINGHILL  
ARBOR LAKES



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

### What is the PEACE Fund?

There are often times when someone within the TPI Hospitality family experiences an unfortunate circumstance that creates an unexpected hardship. It may be a fire that destroys the home of a co-worker. It may be unexpected travel expenses incurred when a co-worker's family member is hospitalized. It may be a death in a co-worker's family that results in the significant loss of income or unexpected burial expenses. In the spirit of *You before me, Respect one another, and Set the example for others to follow*, TPI Hospitality has partnered with the Southwest Initiative Foundation (SWIF) to 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 intranet website site is noted on each associate's paycheck stub. The financial need must be tied to a crisis event and should include documentation that identifies the need for help. The TPI Chief Financial Officer and Chief Human Resources Officer will collect signed and completed applications, verify employment status, verify the occurrence of the crisis event claimed, and send the application to SWIF for consideration. SWIF will 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. You can also use the QR code for an easy one-time donation. Remember, *we serve others to create win-win outcomes!*



**CLICK HERE**

To learn more about  
the TPI PEACE Fund



**CLICK HERE**

To print a TPI PEACE Fund  
Gift Commitment Form



# Gift Commitment Form



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

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Cell: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Return completed form and payment to:**

**TPI Hospitality  
103 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.





Inside TPI, 33 years ago...

This was the cover page of the very first edition of Inside TPI in 1992

# INSIDE Torgerson PROPERTIES

WINTER/SPRING 1992

## Benton Advances to Super 8 Bed-Making Finals!

**C**indy Benton, Assistant Executive Housekeeper for the Holiday Inn and Super 8 of Fairmont has recently qualified for Super 8's National Bed-making finals to be held in New Orleans during Super 8's annual convention later in 1992. At the time of this printing, Cindy had recently qualified at the regional competition held in Milwaukee for her extraordinary talent to make a bed per Super 8 standards, in an unbelievably short time. The following article is reprinted from an August, 1991 edition of the Fairmont Sentinel:

**"BLAZING BEDWORK SMOOTHS  
SHEETS AT RECORD PACE  
NATIONAL CHAMPION?"**

By: Sean McManamy, Sentinel Writer

FAIRMONT—Those folks in the Twin Cities must think they're pretty hot stuff.

This summer they hosted the U.S. Open and International Special Olympics. If things keep going the way they are, another World Series may be in the offing. Next year they'll have the Super Bowl and NCAA Final Four. *Big deal!*

All of those so-called "world class" events pale before the spectacle of intense competition that took place in Fairmont Monday. That's right—the Super 8 Motel Bed Making Contest.

Seldom has Minnesota witnessed such heated rivalry. Three housekeepers from Super 8 gathered early Monday morning at the Holiday Inn, each one with a competitive fire ablaze in her eyes. In the middle of the room stood a

*continued on page three*

## Holiday Inn Austin Wins Excellence Award

*Reprinted from Nov., 1991 Austin Daily Herald*



**T**he Holiday Inn-Holidome and Austin Conference Center has been awarded Holiday Inn Worldwide's Quality Excellence Award, which is bestowed upon those hotels that have achieved excellence in all aspects of their operations, from product quality to customer service.

The Holiday Inn Austin is one of only 147 properties selected from among the chain's 1,600 hotels for maintaining these high standards of excellence in product quality, hotel operations and guest service. Each hotel to receive the award has maintained a score of 85 or higher in the Customer Satisfaction Tracking System, a system designed to measure guest satisfaction.

"This hotel exemplifies Holiday Inn's commitment to quality and wins where it truly counts - with the customers," said Bryan D. Langton, Chairman and Chief Executive Officer of Holiday Inn Worldwide. "The Holiday Inn Austin maintains the high standards of excellence that enable Holiday Inn to lead the industry and we are proud to have it in the Holiday Inn Family."

"It is a real honor to be appointed to this elite group of hotels. I must thank our tremendous employees and the management team. Without their commitment to excellence and customer satisfaction, we would not have received this award," said Kirk J. Schultz, CHA, General Manager Torgerson Properties Austin. According to Schultz, "A strong work ethic and minimal employee turnover are major reasons for our excellent customer satisfaction." "I also attribute this award to the community of Austin and surrounding area, for

*continued on the back page*





A portrait of Hawa Hagi, a woman wearing a grey patterned hijab and gold earrings, looking directly at the camera. The background is slightly blurred, showing a white wall and a water bottle.

# The Heart & Soul of TPI

The TPI Hospitality family is blessed with many associates who truly live our core values, vision, and purpose. One person, Hawa Hagi from Residence Inn/SpringHill Suites Arbor Lakes, was recently recognized for her incredible dedication to her guests and co-workers. General Manager Sean Twedt nominated Hawa for the 2025 TPI Heart & Soul Award and submitted the following nomination:

*"Hawa Hagi joined the TPI family in September of 2012. I could talk forever about how great she is at cleaning rooms and how she is so consistent. Her rooms are always spotless, and she makes our jobs inspecting the rooms so easy. I could tell you how she is so reliable...she rarely misses work and if she does, you know it is a big deal because she just doesn't miss work ever. Rather than continue to talk about those things, I want to tell you how Hawa is one of the most kind and welcoming people that I have ever worked with. We always have her work with our new housekeepers, not just because she will teach them the right way, but because she will make sure they feel welcomed and an important part of the team. Usually, I refer to our associates as teammates, but Hawa has truly become part of our RSAL family. She cares about everyone here like she would for her family. She is there for you when things are going well, and she is there for you when things aren't going the way you want them to go. She brings a smile to so many people. Hawa is always committed to making sure our guests are taken care of, but more importantly, making sure our 'TPI family' is also taken care of. It's my pleasure to recognize Hawa Hagi as the HEART & SOUL of TPI Hospitality!"*

Congratulations, Hawa. The TPI team is incredibly thankful for all you do to care for your guests and co-workers. You are truly setting the example for others to follow.





# Serving others...to



Recently, the Margaritaville Fort Myers Beach team was Autism Double-Checked (ADC) certified with over 75% of the resort's associates completing training on autism awareness. Director of Human Resources, Sheri Villani, said, *"Our goal is to better understand how we, as a resort, can create welcoming and accommodating experiences for individuals with autism and their families. With this initiative, we aim to grow in our ability to provide exceptional service to all guests, especially those who may benefit from extra care and support during their stay."*

On April 30th, the Margaritaville team (above) hosted a group from The Autism Connection, an organization where Margaritaville's Human Resources Specialist Mariah Savard interned during college. Sheri added, *"The experience was*



# create win-win outcomes



nothing short of extraordinary. From the moment the group arrived, it was clear we were in for a meaningful and joyful day filled with connection, learning, and unforgettable moments. We quickly discovered what truly remarkable individuals were in our presence: intelligent, kind, curious, and appreciative. Some participants were outgoing and eager to engage, while others were more reserved. Still, they all found joy in the activities and throughout their visit. Hosting this amazing group of individuals was truly one of the most rewarding and memorable days I've had at Margaritaville. It reminded me of the power of inclusion, curiosity, and kindness. We are proud to have been a part of such a special experience and grateful to everyone who made it possible. Thank you Mariah, for creating this opportunity, Brad, the HR team, Andy, Chefs Kyle and Brenna, for all your help in making this a special event." #TPIproud



# Whatever it takes. You have the power!

## **A guest comment received at Courtyard Roseville**

*I wanted to send you a quick note regarding the training class I had this week at the Courtyard in Roseville. I travel A LOT for business, so I am well versed in the hospitality and service world and wanted to share what a wonderful experience I had with the team at your Roseville location. Every single person was happy, engaged, and incredibly helpful. If I needed anything they responded quickly and with a smile. Even more important, they responded with what I call "a servant's heart" meaning they truly wanted to help. In short, they were amazing, ALL of them! So often we hear about the negative things that happen in the service industry. This time, I wanted to be sure to take time to PRAISE the work being done at the Courtyard in Roseville. Whatever you are doing to hire and train, keep doing it because it is working. Please make sure to show the team this e-mail. They should all be proud of their hard work and know that it does matter, and it is recognized!*

## **A guest comment received at Holiday Inn Express Willmar**

*I have been a regular resident of one of your properties since Labor Day weekend of 2024. My name is Brian Callaghan, and my son Aidan played a year in Willmar as a junior hockey player. I drove Aidan to Willmar and dropped him off in Willmar and was instantly introduced to your employee, **Simon Glinsek**. Simon was exceptional as the first person I had met. His personality was evident, he was an extremely hospitable, energetic, and knowledgeable greeter. Simon's banter about current events and Minnesota hockey talk was very welcoming and made me think that although my son would not stay at your hotel for the entire duration, he would be in a good, safe location if most of the Willmar residents interacted as Simon had. In subsequent visits I was always recognized by Simon and hockey talk ensued. He is a true Gopher fan, and his ND (North Dakota) dislike is unlike my love of ND (Notre Dame). I have gone back to watch the Hawks several times, and it has always been a stay in the Willmar Holiday Inn Express. The reason being employees such as Simon, who is an ENORMOUS asset at your Willmar location. He can and will continue to succeed in the hospitality business. All the other employees were professional as well. The woman in charge of the breakfast was a true professional. Every stay was enjoyable for me.*

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

*We stayed at Staybridge Suites this weekend and wanted to write about our experience. We were there with a larger basketball group, which can be very overwhelming. The staff was incredible! One person we encountered multiple times was an associate named **Conlan Chastain**. This person was nonstop busy! I walked around the hotel picking up after my kids and watching groups of kids in the pool, and Conlan was everywhere taking care of everything from the front desk, pool towels, extra garbage help, and so much more. He was always kind and treated our families so well. This was an amazing weekend for us all and I think our families would agree that he was such an amazing worker and that we appreciated all he did. Thank you!*

## **A guest comment received at Holiday Inn & Suites Arbor Lakes**

*We had the most wonderful stay and birthday party at the Holiday Inn this weekend. Customer service exceeded my expectations in every way. From our first call to figure out party logistics and order pizzas and a cake, everyone was incredibly helpful and kind. I especially would like to let you know that **Matt Munoz**, who provided the restaurant service for us during our party, was outstanding. He communicated well and was very, very busy but made sure he understood what we wanted our little event to look like and he made it happen. I worked in the service industry for decades and was very impressed. He deserves recognition. We also had an injury with my son (nothing serious) and looked for help at the front desk. **Stefani Baird** at the front desk was the cherry on top of all the great service we had. She was kind, helpful, and efficient. I work in an industry where we work hard and get more complaints than thanks, and I'm guessing yours is similar. Please, share my email with your staff. They exceeded expectations and we had an amazing weekend celebrating Franklin's 7th birthday!*

## **A guest comment received at Home2 Suites Roseville**

*I am writing to express my sincere appreciation for the outstanding service provided by **Bobbie Thomas** during my extended stay on business over the past three months. From the moment I arrived she has consistently demonstrated kindness, attentiveness, and a genuine dedication to ensuring a positive guest experience. Ms. Bobbie is an absolute asset to this location and the Hilton brand. Her friendly demeanor and commitment to excellence are evident in every interaction. She goes above and beyond to ensure that all needs are met promptly and efficiently, always maintaining a positive attitude and a welcoming presence. What sets her apart is her remarkable ability to make guests feel valued. She has taken the time to get to know me by name and never fails to greet me warmly each time I walk through the doors. Her professionalism and attention to detail contribute significantly to the overall guest experience, and I truly believe that employees like Ms. Bobbie embody the high standards that Hilton is known for. I hope that her exceptional service are recognized, as she truly deserves it.*

## **A guest comment received at Best Western Willmar**

*You are very lucky to have **Dave Feist** as General Manager because he obviously knows how to hire the right people. After a 3 week stay my girlfriend and I felt like we knew the entire staff as old friends. Props and praise to the phenomenal people working at Best Western, Green Mill, and Ruff's in Willmar. They were all more than exceptional.*



# Nadine Gatewood marks her 20th anniversary with TPI Hospitality

On March 28th, Nadine Gatewood marked her 20th anniversary with TPI Hospitality. On that fateful day in 2005, the TPI family welcomed Nadine and she has been a cornerstone of the Fairmont Green Mill team ever since. On her recent anniversary, the Fairmont team celebrated with Margaritas on the Green Mill patio under sunny skies. Perfect! Thanks for all you do, Nadine. Your calmness and warm smile continues to inspire us all.





# Bon Voyage!

## TPI's Elizabeth Vineyard travels to all 50 states

Elizabeth Vineyard, Director of Catering at TPI's Fairmont campus, recently reached a decades-long dream of visiting all 50 states. She was able to check her 50th state off the list when she traveled to Hawaii for her 50th birthday in November. Elizabeth said, *"We moved to Minnesota eighteen years ago and were only planning to stay for a year"*, as she laughed. She recalled a road trip with her children to visit family. *"We drove down to Texas and then to Florida to see my grandmother. Then we drove up to New York, stayed there for a while, and then drove back to Fairmont,"* She acknowledged that it was a lot of driving and realized after the trip that they had traveled through 25 states. That trip acted as the seed of Elizabeth's dream, but not the start of her checklist. She started making a conscience effort to visit all of the states about 10 years ago. *"To do my visits and check a state off the list, I have to see something cool or do something cool and have a picture,"* she explained.

There's a lot of prep work and planning that goes into starting one of her trips. When asked if she usually drives or flies, she explained that it's a mixture of both. Her favorite states include Hawaii and Alaska. She's not entirely sad to have checked off the 50th state and instead feels accomplished and proud. While she hasn't necessarily brought a souvenir home from every trip, she does always make sure to take photos. *"I have like 10,000 pictures on my phone and it's fun to scroll through them,"* she said. Below, Elizabeth displays a complete map of the United States that includes photos she has taken from each of the 50 states. When asked, *"Where to next?"*, Elizabeth said, *"I'm planning like five vacations right now, so I'm going to expand my horizons."* Congratulations on this major accomplishment, Elizabeth. Best wishes on your next adventure!





# THE BEST OF THE BEST!

Margaritaville Fort Myers Beach recognized for outstanding performance



In February, the Margaritaville brand recognized TPI's Margaritaville Fort Myers Beach with two distinguished awards. First, the resort was chosen as the Margaritaville brand's **Best Newcomer Property of the Year**. This award is a testament to the amazing efforts of the entire Margaritaville Fort Myers Beach family in opening and executing an environment of fun and escapism. With the second award, the resort was honored as the Margaritaville brand's **Best Food and Beverage Operation**. Wow! This prestigious award was only made possible because of the world class teams at License to Chill, Lah De Dah, JWB, 5 o'Clock Somewhere, Coconut Telegraph, and Salty Rim.

Congratulations to the entire Margaritaville Fort Myers Beach team for creating a paradise where time goes slower, food and drinks taste better, laughs are louder, and smiles are wider. Thanks for all you do for your guests, you co-workers, and your community. The entire TPI family is so proud of you incredible accomplishments!



"The family is where we are formed as people.  
Every family is a brick in the building of society."

- Pope Francis

# Family



Dmytro Kalashnyk, Staybridge Suites Arbor Lakes, and his wife Olga welcomed Debbie on November 14th.



Elijah Morinville, Home2 Suites Roseville, tied the knot with Kaitlyn Carlson on October 12th.



Isla Jaclyn Milligan, daughter of Deven Milligan, Hampton Inn Arbor Lakes, born December 25.



Kaleo Adolfo Gaitan-Rodriguez, son of Destiny Rodriguez, Best Western Willmar, born February 20th



# When co-workers become friends...



Since 1984, thousands of hearty Minnesotans have ventured to Lake Minnetonka for the Chili Open, a unique frozen golf event to celebrate our “chilly” winter season. Volunteers carve out four 9-hole courses right out on the ice. Each year, over 2,000 golfers come from all around with their golf clubs and hockey sticks to putt with tennis balls around Wayzata Bay. In addition to the golf tournament, there are several other “chilly” activities including the Friday night Pre Par-Tee, the Chili Cook-off, Snowga, Snowkiting, and more! Here, TPI associates Dee Anne Osborne, Gina Miller, Beth Anderson, Brad Kusper, and Emily Osborne enjoy a break from the activities. As Beth Anderson said, *“The Chili Open, where your co-workers become your friends. That’s a win-win outcome!”* Well said, Beth. We always love a good win-win outcome.



# Inn the news at TPI Hospitality



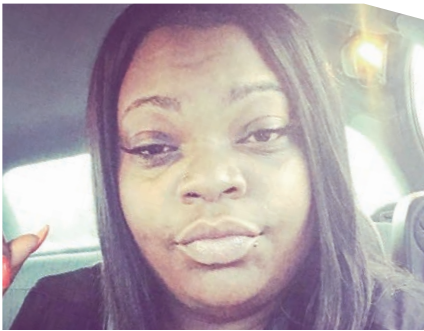
Please welcome **Annisa Wilke** as the new Assistant General Manager at Homewood Suites in New Brighton. Originally from Richmond, MN, Annisa recently graduated from MSU Moorhead with an International Business degree. During that time, she worked in a self-made internship at a boutique hotel in Cold Spring, MN. Various positions in retail, hospitality, and higher education helped shape her work ethic and she's excited to continue to grow with TPI and learn from amazing leaders! Annisa's hobbies include pickleball, taekwondo, studying Korean, and traveling. Her ultimate goal is to own her own bed and breakfast in Ireland one day.



**Nicole Bonilla** started at Green Mill Fairmont about four years ago as a bartender and server, and recently accepted the position of Food and Beverage Manager. Nicole has always had a passion for the food industry, where she has enjoyed creating many memorable dining experiences. Outside of work, she loves riding on the back of her motorcycle, traveling to new places, and spending quality time with friends, family, and their English Mastiff, Mowgli. She believes that life is about balancing work with fun, and she is grateful for the opportunity to do what she loves while also enjoying the simple pleasures that life offers.



**Becky Klesk** is now the General Manager Staybridge Suites Arbor Lakes. Becky started her journey with TPI back in August of 2016 as a Guest Service Representative at Holiday Inn Express Golden Valley, and has been the General Manager there for the past three years. Due to the sale of the Express, Becky was a natural fit to move into the same role at the Staybridge, especially with her strong TPI, IHG and leadership background. Outside of work, Becky enjoys spending time with her wonderful son, Dylan. Congratulations, Becky.



**Natasha Parker**, recently joined the front desk team at Courtyard Roseville. General Manager, Amber Clayton said, *"Natasha has been a solid performer in activating Marriott Bonvoy enrollments and is the topic of many top guest reviews!"* Natasha is a Michigan native and in her free time she enjoys working, playing bingo, shopping, and cooking. She is also a licensed cosmetology instructor. Nearly four years ago, Natasha came to Minnesota to visit her sister, and she never left! Welcome to the TPI Roseville family, Natasha.



**Cassie Pollio** was recently promoted to Dining Room Manager at Compass Suites Naples. Cassie joined the TPI Hospitality family as a bartender at 5 o' Clock Somewhere Bar & Grill as part of the Compass Suites Margaritaville opening team in February 2024. Cassie was born and raised in Naples and knows the area very well. When she's not working, Cassie loves to spend time with her husband and children to create memorable experiences together as a family. She has said on numerous occasions, *"I love my job!"*, and it shows! Please congratulate Cassie on her new role.



The **Holiday Inn Arbor Lakes** team would like to congratulate Chevy Applewhite on her promotion to Front Office Manager. Chevy has been part of the TPI Hospitality team since 2021. She says, *"I have been progressing with the team for four years and my new role as Front Office Manager is great. The culture here is very welcoming, and I'm amazed to be surrounded by so many people assisting me with my growth."* Congratulations, Chevy, and good luck in your new position.



# Inn the news at TPI Hospitality



Please welcome **Drew Lynch** as General Manager at Residence Inn Roseville. Drew started his hospitality journey with Extended Stay America and Country Inn & Suites, then advanced to a multi property role as Regional Director of Operations for National Hospitality Services. During this time, he found his passion for training and development and helping others reach their goals. He followed that passion as he stepped into a Talent Development role with Hotel Equities. Drew said, *"I'm excited to continue helping others grow while taking care of the guests and associates of Residence Inn Roseville."* Welcome to the TPI family, Drew.



**Jason Cross** recently joined the Holiday Inn Arbor Lakes team as Kitchen Manager. Jason was born in Iowa but was raised in Minnesota. He possesses over 35 years of experience in the restaurant industry, with five of those years as a sales rep for US Foods in south central Alaska. He also served as a Flight Coordinator in Alaska for a small commuter airline servicing villages that were not accessible by roads. Jason returned to Minnesota in October 2024. Welcome to the TPI family, Jason.



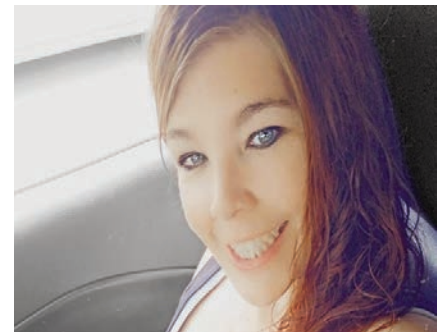
In August, **Joey Petersen** will have his 15 year anniversary with TPI Hospitality. He started in the banquet set up role at Green Mill Fairmont and worked in almost every position in the restaurant. Joey's hard work was rewarded as he was recently promoted to General Manager. Outside of work he enjoys spending time with family, golfing as much as possible, and relaxing with friends. The experience and knowledge that he has learned in the restaurant and service industry is something he will carry with him for the rest of his life. Joey said, *"I am grateful to be a part of such a great company!"* Congratulations, Joey!



**Leah Asmus** was recently promoted to Assistant General Manager at Green Mill Fairmont. Leah joined the TPI family as a hostess at the age of 14. She loves spending time outdoors, whether it's riding motorcycles, camping, or soaking in nature. When she isn't outside, she enjoys reading, traveling, and making memories with her husband and their German Shepherd, Milo. An extensive background in childcare has developed Leah's passion for working with kids and making a positive impact on their lives. She's always looking for new ways to learn and grow, whether through travel, new experiences, or spending quality time with those she loves.



The Margaritaville Fort Myers beach team is excited to introduce **Caidyn Griffith** as Lah De Dah's Assistant Restaurant Manager. Caidyn brings over ten years of experience in the food & beverage industry, having previously served as F&B Pools Manager at Sunseeker Resort and F&B Manager at Mira Vista Country Club. Originally from Texas, Caidyn moved to Florida in 2023, drawn by her love for the ocean. In her free time you will likely find her cheering for her Dallas Cowboys or planning her next getaway - she loves traveling to the Dominican Republic or spending time with her dog, Colt, or her cat, Stormi. Welcome, Caidyn!



**Amanda Miller** recently transferred from the TPI Hospitality Task Force team to become Executive Housekeeper at Courtyard Roseville. Amanda has over 19 years of experience in the hospitality industry and is no stranger to TPI as she has been with us for 9 years serving in housekeeping roles. Amanda is from a small town in Kansas and likes to spend her free time outdoors fishing and hanging out with her family and her two dogs. Oh, and she's a Kansas City Chiefs fan! Thanks for being part of the TPI family, Amanda, and best wishes in your new position.



# Inn the news at TPI Hospitality



Courtyard Roseville is very excited to welcome **Isabelle Heinen** as their new Assistant General Manager. Since discovering her passion in hospitality, Isabelle has enjoyed taking every possible opportunity available to learn and improve in her career. She recently moved to the Coon Rapids area to be closer to her sister and soon to be husband. In Isabelle's free time she enjoys various arts and crafts, spending time with family, and watching shows and movies while at home with her cat, Hazel. Welcome to the TPI Roseville family, Isabelle, and best of luck in your new position.



The Margaritaville Fort Myers Beach team would like to welcome **Ariam Torres** as the resort's new Assistant Housekeeping Manager. Ariam brings a wealth of experience in the hospitality industry. Starting as a houseman, he worked his way up to housekeeping supervisor, and most recently served as lead housekeeper. Before joining the Fort Myers Beach team he developed a strong eye for detail and a passion for maintaining high standards. When he is not ensuring cleanliness, Ariam loves to travel, with his favorite destination being Spain. Please join us in giving Ariam a warm welcome. We're thrilled to have him as part of the Margaritaville family.



WE SERVE OTHERS  
TO CREATE WIN-WIN OUTCOMES



# Whatever it takes...

*Last fall at the Willmar Conference Center, we experienced a few unexpected associate departures and General Manager Trista Vogelpohl had already been short staffed due to the seasonal impact in the Conference Center. Trista had a call out for help on this particular event, with a group of about 600 guests having dinner. We rounded up a few hotel staff that wanted to help out, and Trista pulled what she could from both Green Mill and Ruff's. Our fearless leader, Dennis Wallenta, also came in to help. This was just a true testament to our culture. Almost 600 people at this event, and the team crushed it! The hot and tasty food went out quickly, service was top notch, and the team even cleared most of the tables before the speaker started. Just wanted to share this because I think it's a great example of the reason that TPI is a Best Place to Work! #TPIproud*

*Dave Feist*

**WCC**  
WILLMAR CONFERENCE CENTER



# You before me...

## COURTYARD

On Earth Day, April 22nd, our teams in Roseville rolled up their sleeves and gave back to the community they love. TPI Hospitality associates from Hampton Inn, Home2 Suites, Courtyard, Residence Inn, and our TPI Sales & Marketing team proudly participated in Visit Roseville's Earth Day Clean-Up, working together to help keep their city beautiful. The teams are grateful to be part of a community that values sustainability and teamwork. A huge thank you to everyone from the Roseville campus who came out to make a difference. You are truly living, *You Before Me!* #TPIproud





*Set the example for others to follow...*



TPI's Holiday Inn Express Willmar and Holiday Inn Express Arbor Lakes were recently honored with the Target Triumph Award from InterContinental Hotels group (IHG). The Holiday Inn Express Target Triumph Award recognizes hotels that consistently achieve the highest levels of excellence across all aspects of their operations, including customer satisfaction, cleanliness, and loyalty engagement. Hotels must have a proven track record of exceeding all guest experience metric targets to be eligible. Congratulations to the Willmar and Arbor Lakes teams for setting the example for others to follow! #TPIproud



# Rock Star!



Over the past nine years at TPI Hospitality, **Chandler Boehm** has truly lived TPI's vision statement, *"Whatever it takes. You have the power!"* He has consistently gone above and beyond in his many roles. Starting in the sales department, Chandler demonstrated his flexibility and work ethic with the Bloomington/Eden Prairie hotels. In 2022, he displayed initiative and an overachieving spirit by volunteering to help out in the marketing department while still performing the responsibilities and duties of a full-time Area Sales Manager. Almost immediately, he established his technical aptitude and eagerness to learn. When given a project he was unfamiliar with, Chandler would dive in, learn everything he could about the subject, research many solutions, devise a plan that would lead to measurable results, and follow up after the project was completed. In 2025, when he transitioned over to the marketing department completely, he wasted no time in proving his capabilities as a seasoned marketer and thought leader. One of his first responsibilities was to devise a marketing plan for the Fairmont and Willmar properties. Whereas a different individual might have been intimidated by suggesting marketing campaigns to hotel leaders with decades of experience, Chandler demonstrated confidence and keen marketing insight by suggesting a multi-prong approach including social media, print, digital advertising, and community outreach, all while utilizing various marketing tools like QR codes, landing pages, and online forms. Throughout these ongoing changes, Chandler has always had a smile and positive attitude. Chandler has shown that he consistently operates above the line, taking responsibility and accountability while giving recognition to others. He is truly an invaluable member of the TPI marketing team.





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The Home2 Suites Roseville leadership team recently volunteered at Ronald McDonald house in Saint Paul, which provides a comfortable and caring home away from home that supports keeping families together and reduces stress during a child's serious illness. The house provides for the needs of these families in many ways. The Roseville team cooked the food and served the food to the families staying in the home. Assistant General Manager, Brittany Stoika said, "We had a blast!" What a great win-win outcome...helping others and having fun at the same time. Kudos to the Home2 Roseville team for choosing to make a difference in the lives of others.



The TPI Fairmont team has been donating their time to Kids Against Hunger for many years. Kids Against Hunger is a non-profit humanitarian organization with a mission to provide fully nutritious food to impoverished children and families around the world...and sometimes around the corner. 2025 marked the 11th consecutive year the team has gathered to help others. This year, the team helped the Fairmont site pack 120,000 meals. Amazing! It's incredibly heart-warming to know what a small gesture of kindness can do to help others in need. Kudos to the entire Fairmont team for choosing to make a difference.



On February 25th, TPI hosted 30 of our Ukrainian associates for lunch, safety training, and fellowship. The lunch took place at Holiday Inn Arbor Lakes. It was a great opportunity for this group to reconnect, ask questions, and learn more about TPI. We are incredibly proud of the strong contribution our Ukrainian co-workers continue to make every day. Thank you all for being part of the TPI Hospitality family, we love this valuable win-win relationship.



Recently, members of the Courtyard Roseville team spent time serving lunch at People Serving People in downtown Minneapolis. People Serving People is the largest and most comprehensive emergency shelter for families experiencing homelessness in Minnesota and is a dedicated leader in homelessness prevention. Their mission is to support families who are experiencing housing instability by providing shelter, early childhood education, housing stabilization, and systems change. Amber Clayton, Earth Matthews, Sherrell Peoples, and Eric Pressley created a win-win outcome by serving lunch, but even more importantly, they lived *You Before Me*. Thanks for choosing to make a difference.



On December 22nd, the Fairmont team hosted the first annual Fairmont Chili Cookoff. Twelve associates bravely chose to participate with hundreds of votes cast. The first place winner, Karl Niemann, won \$250 and bragging rights until next year. Second place was won by Travis Walker, with Jennifer Goodman taking third place. In a very close vote, Jay Junker took home fourth place recognition. Finally, Tena Shultz was the winner of the Chef's Choice award, taking home the Wooden Spoon and \$100. General Manager Jason Subbert said, "We had a lot of fun and watched the Vikings beat Seattle, so it was a great day!"



Part of the Compass Suites Naples family poses with a cake made by Basil, a guest who was fighting brain cancer and was staying at the resort during her treatments. After the team was presented with the cake, General Manager Tracy Neumeyer said to Basil, *"The Compass Suites Naples team would like to give a huge thank you to Basil! What a thoughtful and kind gift. Your cake was AMAZING! You have touched every one of our hearts and we want you to know how much we appreciate your kindness!"* What a great example of treating others the way we would like to be treated. The Naples team continues to serve others to create win-win outcomes. #TPIproud



*We serve others...*