

Summer 2026

TPI INSIDE

YOU'RE NOT "JUST" ANYTHING!

**TPI Leadership Conference keynote speaker
Jon Petz reminds us that we all matter,
and we all make a difference**

Our future is bright!

As we reach the midpoint of the year, I want to express my gratitude to each of you. After being recognized as Minnesota's Best Place to Work for the past three years, it is an honor to share that we are again a finalist this year, with this year's results to be announced in August. Recognition like this reflects the dedication, teamwork, and commitment to excellence that you bring to our organization every day. Thank you for all you do.

The beginning of this year brought unexpected challenges, particularly across Minnesota, where federal enforcement activity created uncertainty for many of our associates, impacted our communities, and disrupted hotel operations. Even through those circumstances, our leaders and teams demonstrated remarkable resilience by supporting one another, adapting quickly, and continuing to care for our guests and each other.

We also continue to build momentum through thoughtful growth, including expanded third-party opportunities and strategic partnerships. A major milestone is our first third-party management assignment with the redevelopment of the Holiday Inn & Suites in Brookland Park, an exciting step forward in our growth strategy. Additional details on this project are included later in this newsletter from Chris Flagg.

Our investment in technology remains an important part of how we strengthen operations and support our teams. The ongoing adoption of UKG is helping us improve scheduling, communication, and workforce management, while experiencing benefits such as flexible scheduling, mobile access, and streamlined associate communications.

At the same time, our focus on the fundamentals must remain strong. Guest first impressions matter, and curb appeal, cleanliness, and a welcoming arrival experience all help set the tone for every stay. Just as important is associate engagement in creating memorable guest experiences that inspire loyalty and drive return visits.

Artificial intelligence is also beginning to move more visibly into the hotel industry. Across hospitality, AI tools are being used to support scheduling, workforce planning, hiring, and operational decision making, with providers such as UKG emphasizing that these systems are intended to help teams work more efficiently while keeping people focused on the guest experience.

Most importantly, our success continues to be powered by our people. Through leadership development, cross-training, and ongoing growth opportunities, we remain committed to investing in our associates and preparing for the future together. STAY SHARP!



ROBERT KISABETH
Chief Operations Officer

Robert Kisabeth

AND THE WINNER IS...



On June 11th, Hilton announced the winners of the Americas Franchise Owner Performance Awards, an event recognizing Hilton owners that have demonstrated their commitment to delivering outstanding hospitality. TPI Hospitality was the recipient of the Commercial Excellence award, one of the highest honors possible for recognition of sales, marketing, and revenue management professionals within the worldwide Hilton network. It recognizes excellence, innovation, and leadership while driving top-tier business results.

"These awards celebrate the owners who bring Hilton's incredible hospitality to life every day, creating memorable stays and exceptional experiences across our brands," said Danny Hughes, Hilton's President of the Americas. *"We know that the work doesn't stop after a hotel has opened. In fact, delivering outstanding service is what keeps guests coming back, powering strong hotel performance over time."*

Congratulations to the entire TPI Hospitality family. This distinguished award is only made possible by the TPI team's never-ending drive to live our core values, vision, and purpose. When we are aligned with these three tools...we are unstoppable! Thanks for all you do to make recognition like this possible.

PROPERTY OF THE YEAR AWARD

HAMPTON INN
ARBOR LAKES

CORE VALUE AWARD

HOMEWOOD SUITES
NEW BRIGHTON

GUEST SERVICE AWARD

HAMPTON INN
SPICER

TOP GUN AWARD

HILTON GARDEN INN
EAGAN

SALES ACHIEVEMENT AWARD

HAMPTON INN
ARBOR LAKES

TEAMWORK AWARD

RESIDENCE INN
ROSEVILLE

FIRST IMPRESSION AWARD

MARGARITAVILLE
FORT MYERS BEACH

F&B EXCELLENCE AWARD

JWB - MARGARITAVILLE
FORT MYERS BEACH

SAFETY FIRST AWARD

HOLIDAY INN & SUITES
ARBOR

We're not "just" anything

TPI CELEBRATES KENTUCKY DERBY STYLE

CLICK HERE

To see fun videos created by
Leadership Conference attendees



The 2026 TPI Leadership Conference will be remembered for not only the unique atmosphere created by the Kentucky Derby theme, but by the bonding that took place throughout the day. After a powerful keynote address by hall of fame speaker and master magician, Jon Petz, the team continued to learn and grow through a series of enlightening breakout sessions. The afternoon provided a fun atmosphere to meet TPI business partners and participate in a pull tab fundraising event that generated over \$6,000 for the TPI PEACE Fund.

As evening set in, the team changed into their best Kentucky Derby themed attire and enjoyed a social hour, dinner, and annual awards ceremony. There were many laughs, a few tears, but most importantly, incredible bonding. As Mr. Petz reminded us, we're not "*just*" anything. *We are TPI!*

Team TPI is running for the roses!



2026 TPI
Leadership Conference



Margaritaville stands alone

The Fort Myers Beach F&B department and General Manager recognized as the best of the best



As of July 1st, the TPI Hospitality PEACE Fund (**P**assionate **E**mergency **A**ssistance & **C**risis **E**ffort) has distributed well over \$260,000 to 164 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 via automatic payroll contributions. 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 financial 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 crisis situation 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. The fund provides critical financial assistance to TPI associates when they need it the most.

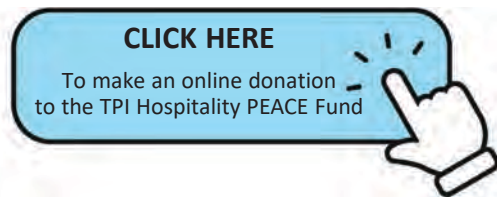
How can an associate apply for assistance?

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

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. 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 if any 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 your current payroll contribution. You can also use the "Click Here" button on the next page to make an easy one-time donation. Remember, *we serve others to create win-win outcomes!*





Gift Commitment Form



GIFT AMOUNT	☐ \$25.00 ☐ \$50.00 ☐ \$100.00 ☐ Other (please specify): \$ _____
GIFT PAYMENT PLAN	☐ My check is enclosed (payable to SWIF – TPI Hospitality PEACE Fund).
	☐ I authorize an ongoing payroll deduction of \$ _____ per paycheck. ☐ I authorize a one-time payroll deduction of \$ _____ from my next paycheck. Signature _____
	☐ 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 ☐ to remain anonymous.

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Cell: _____

E-mail Address: _____

Signature: _____ Date: _____

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

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

CLICK HERE

To see the full edition of
Inside TPI - Summer 1996



Inside TPI 30 years ago - the Summer of 1996

There are two associates from this page who still work at TPI! Can you name them?
(see the answers on the side of this page)

Employee Honor Roll

Employees of the Month



Lisa Pavek
Hampton Inn North
July 1996



Erika Suter
Holiday Inn Austin
February 1996



Bill Hodges
Holiday Inn Austin
March 1996



Kristine Ellingson
Torge's Austin
April 1996



Ha Bui
Torge's Austin
May 1996



Melonie Boschart
Holiday Inn Fairmont
February & June 1996



James Kokoruda
TP Fairmont
February 1996



Rosemary Schmidt
Holiday Inn Fairmont
April 1996



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



Betty Lothert
Torge's Willmar
January 1996



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



Needie Beuning
Torge's Willmar
March 1996



Stacey Ziehl
Holiday Inn Willmar
April 1996



Sadie Nordstrom
Holiday Inn/Comfort Inn Willmar
June 1996



Sandy DeVaan
Torge's Willmar
July 1996



Nick Harbo
Perkins Fairmont
February 1996



Eileen Grefe
Perkins Fairmont
March 1996



Cassie Connelly
Perkins Fairmont
April 1996



Jon Hoffmeyer
Perkins Fairmont
May 1996



Bobbi Engman
Perkins Fairmont
July 1996

A photograph of a multi-story Hampton Inn hotel at night. The building has a modern design with brick and stone accents. A large "Hampton Inn" sign is visible on the upper part of the building. A "welcome" sign is illuminated above the entrance. A water tower in the background is labeled "EDEN PRAIRIE".

The best of the best

HAMPTON INN EDEN PRAIRIE

Award of Excellence - the top 5% of hotels ranked in Total Quality

A photograph of a Hampton Inn hotel at night. The building is a multi-story structure with a prominent entrance canopy. The "Hampton Inn" sign is illuminated in red. A large American flag flies on a tall pole in front of the building. The number "100" is visible on a pillar near the entrance.

Hampton Inn

HAMPTON INN FAIRMONT

Make it Right Award - the top 1% of hotels for Service, Cleanliness, Hilton Honors, and Guest Resolution

A photograph of a Hampton Inn hotel at night. The building features a mix of stone and brickwork. The "Hampton Inn" sign is illuminated in red. A large American flag flies on a tall pole in front of the building. A water tower in the background is labeled "EDEN PRAIRIE".

Hampton Inn

HAMPTON INN SPICER

Make it Right Hotel of the Year - the #1 hotel for Service, Cleanliness, Hilton Honors, and Guest Resolution

The future is now

Third party management strategy is pursued to leverage TPI's talented team

TPI recently signed its first third-party hotel management agreement; a new Holiday Inn Express in Brooklyn Park, Minnesota. It's a milestone worth explaining, because "third-party management" is a term you'll be hearing more often around here, and it changes some things about how we work while leaving the most important things exactly as they were.

What is third party management? For the past 54 years, TPI has been an owner/operator. We would buy or build the hotel, put our own capital at risk, and run it ourselves. When the roof needed replacing or the lobby needed a refresh, we made that call, we wrote that check, and we lived with the consequences either way. Under a third-party arrangement, the hotel belongs to someone else. The owner hires TPI to operate it, and we earn a management fee for doing so. Our capital isn't in the deal. Our name, our people, and our reputation are.

What stays the same? Almost everything that matters day to day. The hotel is staffed by TPI associates, operated with TPI standards, and held to the same brand and guest expectations as every property we currently operate. A guest checking in will never know the difference, and they shouldn't. The Room Attendant, Guest Service Representative, Maintenance Engineer, General Manager, and so on all do the same jobs to the same standard whether TPI owns the building or not.

What changes? The biggest shift is behind the scenes, and it comes down to one word: capital. As an owner, when we believe a hotel needs new mattresses, a boiler replacement, or a full renovation, we make that decision and we fund it. As a third-party manager, we don't. We identify the need, we build the case, and we bring a recommendation to the owner with the numbers to support it. Then the owner decides what to do because it's the owner's money. Sometimes the answer is yes, and our job is to execute that investment on time, on budget, with minimal disruption to guests and revenue. Sometimes the answer is no, or not yet. That's the owner's right, and it doesn't change our obligation. When a request is denied, we don't let the property slide. We find a solution. We determine the best operational workaround, we extend the life of what we have, we protect the guest experience with the resources we're given, and we come back with a sharper case when the timing is better. Good managers don't just spend money well, they perform without it when necessary.



FAIRFIELD CRYSTAL RIVER, FL

Third party management is a big responsibility, and it's important to understand that we are stewards of someone else's property and investment. That carries a fiduciary commitment that is different, and in some ways more challenging, than managing our own assets. Every dollar of that hotel's revenue and every dollar of its expenses is the owner's, not ours. We are obligated to treat it with the same care that we would treat our own, to report honestly and completely, and to always act in the owner's best interest, even when it isn't the easiest path for us. Owning a hotel means answering to yourself. Managing a hotel means proving yourself every day to a client who chose us and can choose otherwise. That accountability is healthy. It sharpens everything we do, including how we run the hotels we own.

Why has TPI chosen to embrace third party management? It allows TPI to grow without deploying capital on every deal. It creates new career paths for our associates and puts an operating platform that has been built over decades to work on a bigger stage. Holiday Inn Express Brooklyn Park is the first. If we do what we already know how to do, and treat every owner's property like it's our own, it won't be the last. In fact, below are the potential future opportunities TPI is currently pursuing with projected opening/transition dates. In a few of these projects TPI is an investor, while others are strictly a third party management arrangement. Some may come to fruition, others may not, but this is what we are pursuing today.

Holiday Inn & Suites Brooklyn Park, MN	122 rooms	Spring 2027 opening
Compass by Margaritaville Resort Nassau Bay, TX	229 rooms	Fall 2027 opening
Margaritaville Resort Crystal River, FL	183 rooms	Spring 2027 opening
Fairfield Crystal River, FL	85 rooms	Spring 2027 opening
Paddletail Lodge, by Wyndham, Crystal River, FL	113 rooms	Spring 2027 transition
AC & Element Downtown Mankato, MN	280 rooms	Mid 2028 opening
Margaritaville Beach House Ocean City, MD	152 rooms	2029 opening
Compass by Margaritaville Sarasota, FL	120 rooms	2028 opening
TBD branded hotel in downtown Omaha, NE	160 rooms	2030 opening
3 TBD branded hotels in Shakopee, MN	400 rooms	2028-2030 openings

Ultimately, third party management provides an incredible opportunity for the entire TPI team. We remain focused on our core values, vision, and purpose, while seeing this amazing team continue to learn and grow. It's exciting to know that by leveraging a third part management strategy we will continue to serve others to create win-win outcomes!

Chris Flagg





Ruby Jo Melstrom
 April 9, 2026 - 7lbs 8oz
 Daughter of John Melstrom, Hilton Garden Inn Shoreview



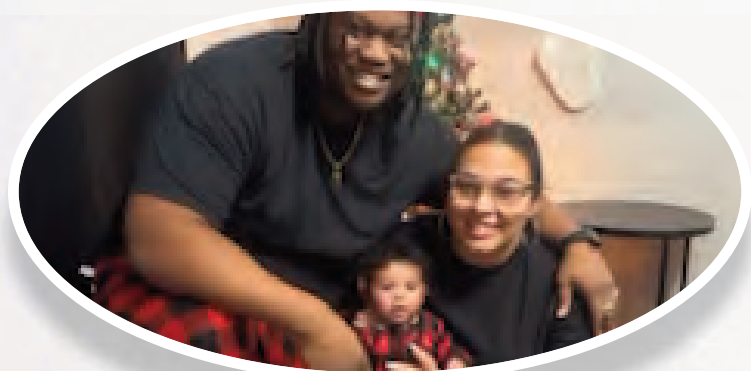
Lily Alisyd Solorio Ruiz
 January 31, 2026 - 6lbs 3oz
 Daughter of Bianca Ruiz, Compass Suites Naples



Baker Hayes Kampe
 March 3, 2026 - 8lbs 11oz
 Son of Katie Kampe, TPI Recruitment Team



Mustafa Rogers
 March 15th - 4lbs 0oz
 Daughter of Miriam Rogers, Courtyard Roseville



Tavayee Sims, Jr.
 October 2, 2025 - 8lbs 8oz
 Son of Rasheia Brown, Courtyard Roseville



Lucas Bradley Mercord
 January 4, 2026 - 7lbs 3oz
 Grandson of Jason Mercord, Hilton Garden Inn Eagan



Hiram Michael Beaudet
 December 30, 2025 - 8lbs 0oz
 Son of Cody Beaudet, Homewood Suites New Brighton



Ace Richard Lee Cook
 April 30, 2026 - 9lbs 0oz
 Son of Marlene Cook, Residence Inn Roseville

Whatever it takes. You have the power!

A Google guest comment received at Home2 Suites Roseville

The staff at Home2 Suites Roseville is what makes the property special. GM, **Brittany Stoika**, AGM **Bobbie Thomas**, and the entire front desk and housekeeping staff, everything about this hotel is on point, efficient and incredibly guest-focused. The environment created by their guest friendly attitude has created loyalty for me to not only want to stay at this property, but also loyalty to the Home2 brand. The rooms are spacious and well arranged. The culture created by the management team has built a staff that treats you like extended family and does many little things to enhance your stay. Any requests are promptly attended to, and the overall property is kept in very clean and updated condition. No tasks are "somebody else's job." When you need something, it gets done. If it means management doing after hours housekeeping, or taking time to look for an amenity, everyone is solution-oriented and tries to find a way to "yes." I am a Diamond member because of the goodwill they have created, grown and maintained over my many visits. If you want the consistency of Hilton, but also caring, personal, and attentive service, book a stay with Brittany and Bobbie and you will be very pleased.

A Google guest comment received at Courtyard Inn Arbor Lakes

On my most recent visit, I put a note in my reservation that it was my wife's birthday and asked the staff to tell her Happy Birthday when we checked in. The lady who checked us in was so pleasant and made my wife's night by telling her Happy Birthday. But, when we got to the room, there was a Happy Birthday card and a bag of snacks put in the room. You never know how far something will go! This made her night, which made my night. Thank you, guys!

A guest comment received by Amanda Westholter, recognizing the AC St. Louis Park team

Words cannot express how much I appreciate you and the team at the AC Hotel in St. Louis Park. Y'all showed up and showed out for us in every possible way, and our sorority has not stopped talking about how impressed they were with the entire weekend. From start to finish, everything reflected excellence, care, and professionalism. The food was absolutely wonderful, the service was attentive and consistent, and the accommodations exceeded our expectations. What stood out the most was how intentional and supportive the team was. Every detail felt like it mattered, and that made a lasting impact on all of us. Please extend my gratitude to everyone involved. It takes a strong team to deliver that level of experience, and it did not go unnoticed. I would love to continue working together. Please let me know a good time for us to connect and discuss upcoming room bookings and future opportunities to partner again. Thank you again for everything, the AC Hotel crew helped make this milestone celebration truly unforgettable.

A guest comment received Hampton Inn Fairmont

We are long-time Hilton Honors Diamond members and stayed in Fairmont in June. We believe in commending anyone whose done a great job and your facility and staff warrant recognition. Each time we've stayed there over the years it has been a very positive experience. November especially stood out; your recent remodeling provided a very comfortable stay, and staff were professional, responsive, and polite above expectations. We felt it worthy of telling you directly. Thank you for your consistency. We've noticed some slippage in the Hampton Inn experiences around the country since the pandemic; inconsistent facility facelifts/updates and loss of professionalism in staff. We had always been able to count on a great experience in a Hampton Inn. Your facility has maintained excellent service and staff professionalism.

A guest comment received at Residence Inn Roseville

Some people come into our lives and quickly go. Some stay for a while, leave footprints on our hearts, and we are never the same. We cannot thank you enough for making our stay so comfortable. Your thoughtfulness is very appreciated!

A Google guest comment received at Holiday Inn Arbor Lakes

My family booked several rooms here for a family event in June. I booked with Priceline and had many issues with changes that I had to make, but the Holiday Inn staff handled everything that Priceline couldn't. I would like to give a special shout-out to **Maisy Turnberg** and **Tina O'Connor**, who were extremely helpful, kind, and efficient. From now on, I will book directly with this Holiday Inn and not go through any 3rd party booking agent. The rooms were clean and comfortable, especially the beds. Housekeeping was efficient and on top of everything. We mostly chose to eat at the hotel during our three-day stay, and the food, price point, and service were excellent. Because of the location, food options are endless and many in our party took advantage of that. There are many wonderful restaurants nearby for eat in or take out. I highly recommend this Holiday Inn.

A guest comment received at Hilton Garden Inn Eagan

Ricardo Terán, our shuttle driver, is the absolute best ever. After two days of travel, it was such a lovely gift to have Ricardo help me by loading and hauling all our bags and giving us so many options for food and fun around the hotel AND putting my tired toddler in such a happy mood. **Heidi Rieger** at the front desk was such a joy and helped me navigate everything. They both went so above and beyond. This hotel staff is the absolute best I have ever encountered and this is my new go to when I'm in Eagan. Thank you so much!

Alfred King

Alfred King has been a cornerstone at Green Mill Willmar since March of 2006. Through all the changes and advancements at the Willmar property, Alfred has been the model of stability. A few comments on his most recent performance appraisal include, *"Is willing to accept change and develop his skill"* and, *"Is willing to give feedback and is honest and straightforward"* and, *"He adapts to change very well and is willing to pick up shifts and stay later when necessary"*.

Alfred has set the example for others to follow, and we are proud and appreciative of his contributions over the past 20 years. Thank you, Alfred, for being an important part of the TPI family.

Gayle Dean

The Hampton Inn Spicer proudly recognizes breakfast attendant Gayle Dean as our Heart & Soul. Gayle has become the Heart & Soul of our hotel and a true ambassador for our community.

Gayle's impact is best understood through a comparison: while other Hampton Inns serve the exact same menu with average results, Gayle's personality has driven our breakfast scores to an impressive 88.9%. Like the famous "Delores of 7-Eleven" who drew customers in through pure connection, our guests don't just come for the food; they come for "Gayle's Kitchen." Her connection with our guests is unmatched. In 2025, Gayle was mentioned by name in 20% of all guest surveys, the highest of any team member.

With her quick wit and "Small Town America" charm, she makes every guest feel at home, often remembering where they are from and what brought them to town. Her reputation precedes her; during local interviews, it is common for community members to recognize and praise her work.

I had my 7-Eleven CEO moment and realized our scores were not high because of the food or variety we served, it was because of Gayle. Gayle is the essence of the TPI Heart & Soul award. She proves that hospitality isn't just about the service provided, but rather, the person providing it. Congratulations, Gayle, for being our Heart & Soul!

John Rivera

Inn the news at TPI Hospitality



After a 25-year career in insurance and financial services, **Tim Trainer** altered his career path by accepting the position of Waterpark Manager at Holiday Inn & Suites Maple Grove. Tim began his new position in December. Outside of work, Tim said he enjoys traveling, golfing, boating, and spending time with his family. He lives in Lakeville with his wife, Samantha, and two sons, Vincent and Victor. Tim said, *"I am excited for the opportunity to lead the Water Park team at Holiday Inn Maple Grove and grateful for the support and culture that is evident here."* Welcome to TPI, Tim!



Hannah Peterson is the new Front Desk Supervisor at Hilton Garden Inn Eagan. Hannah joined the Eagan team in June of 2025, after previously working at LaQuinta Inn & Suites in Woodbury where she was a Front Desk Agent and Housekeeping Supervisor. Hannah has become a favorite among guests and frequently gets mentioned in online reviews. She is a great representative of TPI and is always willing to learn and take on more. She has far exceeded expectations when challenged, making her a great fit for her new position. The Eagan team is excited to see Hannah continue to learn and grow.



We would like to welcome **Katelyn Heuer** to TPI! Katelyn joined the TPI team in April as a Task Force Manager. She graduated from Bemidji State University in 2024, and has worked in hospitality for the last four years in a variety of roles. When Katelyn is not working she enjoys spending time with her friends (and her cat, Pepper), reading, and photography. Welcome Katelyn, and best wishes in your new Task Force position.



Audrey Clarke has recently been promoted to Assistant General Manager at Hampton Inn Roseville. Audrey joined the TPI family in September of 2021 as a Guest Service Representative and was later promoted to the position of Executive Housekeeper. When she has free time, Audrey enjoys baking, finding new coffee shops, and spending time with friends and family. Congratulations on your new role, Audrey. We love seeing you grow!



Brittany Stoika started her journey with TPI as a Room Attendant in 2010, and after a fifteen-year journey through almost every position in the hotel, she is continuing to reinvent her tenure with TPI while accepting a promotion to General Manager at Home2 Suites Roseville, a goal she has worked hard to achieve and is looking to master. Brittany said, "I'm excited for this new role and feel very fortunate to have such an amazing team to work alongside. Congratulations on a well-deserved promotion, Brittany!"



Nathan Luhmann at the Staybridge Suites in Maple Grove was recently promoted to Front Office Manager. Nathan has been with TPI since May 2021 when he was hired at Holiday Inn Express Golden Valley as a Guest Service Representative, and he most recently worked at Holiday Inn Arbor Lakes. Nathan said, *"My favorite thing about hospitality is making our guests feel welcome!"* Congratulations in your new role, Nathan!

Inn the news at TPI Hospitality



Zaque Medard joined the team at Courtyard Roseville as their Assistant General Manager. He came to the United States in 2019 and joined TPI at Hilton Garden Inn Eagan. Prior to that he was a Guest Service Representative at the Flamingo Beach Resort in St. Maarten and worked his way to Front Desk Manager at the sister property, Royal Palm Beach Resort. Shortly after hurricane Irma, Zaque moved to Curacao where he worked in food and beverage before becoming the Front Desk Supervisor at the Acoya Curacao resort. In his spare time he likes to watch basketball and baseball (collegiate and the pros), Jehovah, and bike riding.



Samantha Baker was promoted to Assistant General Manager at Hampton Inn Spicer. Samantha started as a Room Attendant in 2023 at 16 years old, then branched out to roles as a Guest Service Representative and Breakfast Attendant. Then, Samantha became the Hampton's Housekeeping Supervisor and lead the department during the hotel's historic run of being named as Hilton's 2025 Make It Right Hotel of The Year. Samantha's determination, passion, and ability to lead a team made her an easy choice. Samantha is the youngest AGM in TPI history! In her free time, she loves to do paintings and spend time with her family and her boyfriend, Lucas.



Luis Illa recently joined the Compass Suites Naples team as the Kitchen Manager at the 5'0clock Somewhere Bar and Grill. Luis started his career as a line cook at Universal Studios in Orlando. In 2021 he moved to Naples and continued his career in food and beverage from line cook, to key lead, then Sous Chef. He came on board right in the middle of our peak season and has continued to build a strong kitchen team. Luis is a big collector of Pokemon cards and loves computer games. His nick name here at Compass is "Mario", like in the Mario brothers. Please join us in welcoming Luis to the TPI Family!



Bobbie Thomas joined the TPI family in December 2021. She was quickly promoted to Front Desk Supervisor and was recently named Assistant General Manager. Bobbie is highly guest-focused and eager to learn, making her a great fit for the Home2 Roseville team. Outside of work, Bobbie enjoys spending time with her sisters. She has one son and is excited to become a grandmother in early 2027. Congratulations on your promotion, Bobbie!



John Calo joined the Margaritaville Fort Myers Beach team in June as the Director of Restaurant Operations. Throughout his career, John has been dedicated to developing leadership teams at all organizational levels. His coaching style blends accountability, learning, and fun; grounded in the belief that people are the number one asset of any business. Outside of work, John is passionate about cycling, running, hiking, and healthy living. Twice a month, he and his best friend Tank, a German Shepherd therapy dog, volunteer at the Boys & Girls Club, bringing emotional support and joy to children in need. Best wishes in your new role, John.

WE SERVE
OTHERS TO
CREATE
WIN-WIN
OUTCOMES



The Home2 Suites Roseville team really dressed for the part as they prepared to host guests attending the MSRA Back to the 50's Car Show June 19-21. Thousands of street rods, customs, classics, and restored vehicles, 1964 and older, converged for the annual Back to the 50's Weekend. Cars blanketed the streets of the State Fairgrounds with color and chrome for this three-day event. The weekend was filled with tons of automobiles, fun, music and more for all ages. This is one of the busiest weekends of the year in the Roseville area, and the Home2 Suites Roseville team once again delivered a memorable experience for their guests. As the Fonz would say, "Ayyyyy!"



Sylvalyn Falany-Arnold, Assistant General Manager at Holiday Inn & Suites Maple Grove, stepped up to be the "face" of Venetian Waterpark for their live taping of *Twin Cities Live* on Thursday, March 12th. She did a fantastic job at not only representing the Venetian Waterpark and the Holiday Inn, but also as a TPI team member, answering the call to help us showcase our property and amenities in such a professional and fun manner. General Manager Emmett Lincoln and the Holiday Inn team had fun after the taping of the show and surprised her with her very own Emmy Award for outstanding performance. Well done, Sylvalyn, we can't wait to see you on the big screen!



Staybridge Suites Maple Grove was recently recognized with the IHG Target Triumph Award. This award is an annual, prestigious recognition given to top-performing IHG properties. To qualify, hotels must hit 100% of their annual metric targets, achieving top scores across guest experience (Guest Love), service quality, cleanliness, loyalty engagement, and operational performance. Being a leader in the extended stay market requires incredible coordination, passion, and teamwork, and the Staybridge Suites Maple Grove team delivers it every day. Congratulations to General Manager Becky Klesk and the entire team for making this recognition possible. You ROCK!



Hailey Matthews, Barista at Courtyard Roseville, graduated in June from Center School in Minneapolis. Rooted in Indigenous education, the Center School provides transformative, student-centered education that nurtures cultural identity, personal growth, and a lifelong love of learning. The school strives for excellence in education and in the empowerment of the students and community. Students often choose Center School because they value the close relationships with teachers, the focus on Indigenous education, and enrichment opportunities. Congratulations, Hailey, we're proud of your accomplishments.



Recently, Drew Lynch and Melissa Gepp, joined fellow board members from Visit Roseville for their first-ever Board Volunteer Day at Bridging MN. Bridging MN provides donated furniture and household goods to families and individuals transitioning into stable housing throughout the Twin Cities. Since 1987, the organization has helped nearly 115,000 households and diverts millions of pounds from landfills each year through the power of community donations and volunteers. We're especially proud that both Drew and Melissa serve on the Visit Roseville Board of Directors and took part in this meaningful opportunity to give back alongside fellow community leaders.



The Hampton Inn Spicer recently had a team outing on Green Lake Cruises to celebrate the hotel winning Hilton's 2025 Make It Right Hotel of The Year. The Hampton Inn Spicer ranked #1 for Hampton Inns in the United States and Canada in the combined metric of Overall Cleanliness, Overall Service, Problem Resolution, and HHonors Appreciation. The hotel also celebrated winning TPI's Outrageous Guest Service Award during April's TPI Conference. Congratulations to the entire Hampton Inn Spicer team for setting the example for others to follow. Well done!



It was a busy spring in the Staybridge Suites Maple Grove courtyard! Not only did they have a beautiful Mallard mama who nested with her babies in the shrubbery(left), but the team also discovered a mama robin with two adorable babies in the same courtyard. The area was blocked off to avoid any close interaction until the babies were able to join the world around them. It turned out to be quite an attraction for the hotel's guests and associates.



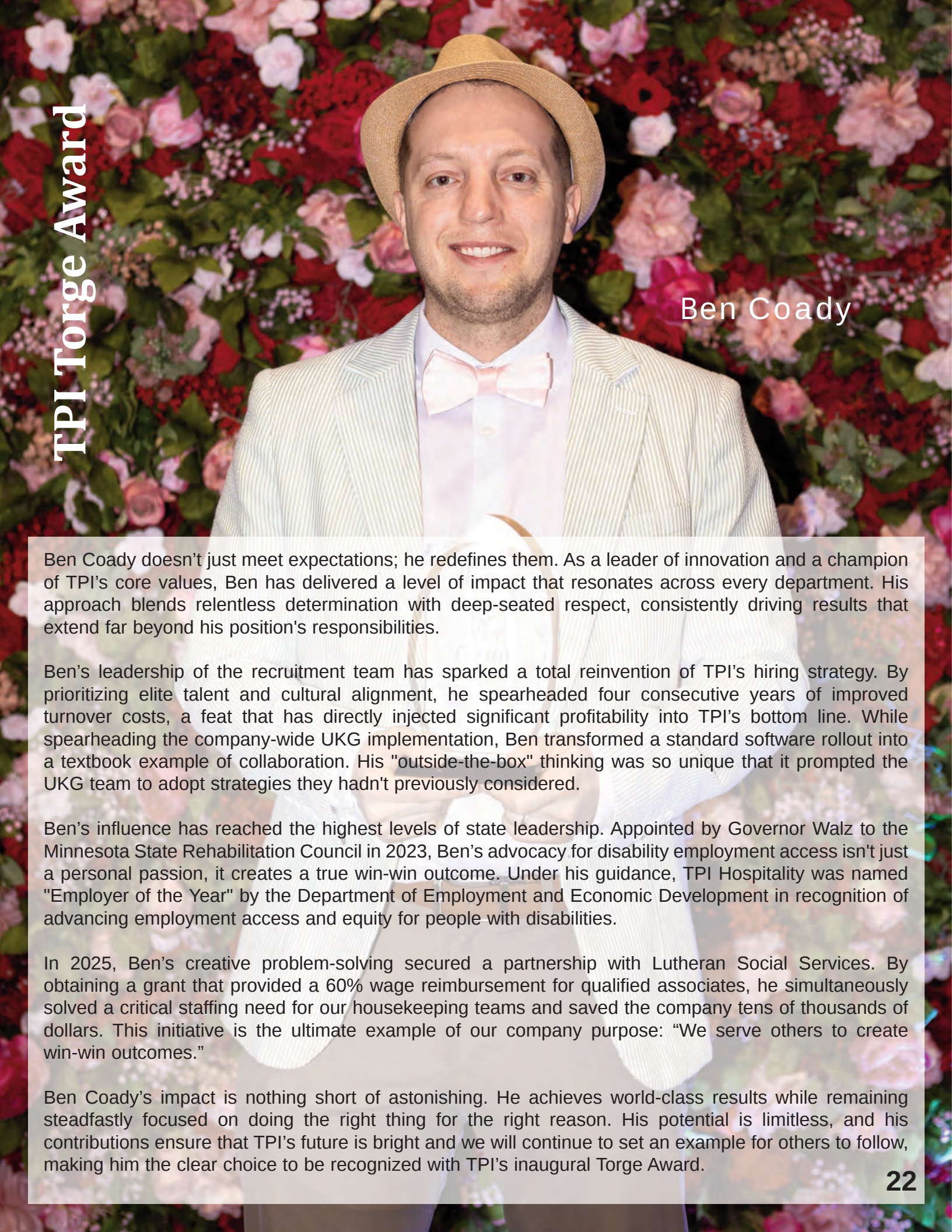
On April 22nd, General Manager Drew Lynch and some of the Residence Inn Roseville team participated in the Roseville Hospitality Gives Back Earth Day Clean Up Event. The Roseville hospitality community volunteered to clean up around area hotels. Thank you to everyone who showed up and helped make Roseville a little greener. The Roseville team certainly set the example for other to follow!



In April, members of the TPI Leadership team had the opportunity to attend the Hospitality Minnesota 2026 Day at the Capitol, a powerful day dedicated to advocating for the hospitality industry and the people behind it. Held at the Minnesota State Capitol, the event brought together hospitality leaders from across the state to connect with legislators, share real stories from our industry, and discuss the issues that matter most to our teams and our guests. From engaging conversations with policymakers to collaborating with fellow industry professionals, it was a meaningful reminder of the impact our collective voice can have in shaping the future of hospitality in Minnesota.



New puppy alert! Remy "the Gremlin" Iverson joins big brother Opie as co-greeting officers when they stop by Homewood Suites New Brighton. Mamma, General Manager Lea Iverson, says they love socks, ants, and dust-ing under the furniture. Too cute!

A portrait of Ben Coady, a man with a light beard and mustache, wearing a straw hat, a light blue shirt, a pink bow tie, and a light-colored pinstriped blazer. He is smiling and holding a white envelope. The background is a dense wall of red and pink roses.

TPI Torge Award

Ben Coady

Ben Coady doesn't just meet expectations; he redefines them. As a leader of innovation and a champion of TPI's core values, Ben has delivered a level of impact that resonates across every department. His approach blends relentless determination with deep-seated respect, consistently driving results that extend far beyond his position's responsibilities.

Ben's leadership of the recruitment team has sparked a total reinvention of TPI's hiring strategy. By prioritizing elite talent and cultural alignment, he spearheaded four consecutive years of improved turnover costs, a feat that has directly injected significant profitability into TPI's bottom line. While spearheading the company-wide UKG implementation, Ben transformed a standard software rollout into a textbook example of collaboration. His "outside-the-box" thinking was so unique that it prompted the UKG team to adopt strategies they hadn't previously considered.

Ben's influence has reached the highest levels of state leadership. Appointed by Governor Walz to the Minnesota State Rehabilitation Council in 2023, Ben's advocacy for disability employment access isn't just a personal passion, it creates a true win-win outcome. Under his guidance, TPI Hospitality was named "Employer of the Year" by the Department of Employment and Economic Development in recognition of advancing employment access and equity for people with disabilities.

In 2025, Ben's creative problem-solving secured a partnership with Lutheran Social Services. By obtaining a grant that provided a 60% wage reimbursement for qualified associates, he simultaneously solved a critical staffing need for our housekeeping teams and saved the company tens of thousands of dollars. This initiative is the ultimate example of our company purpose: "We serve others to create win-win outcomes."

Ben Coady's impact is nothing short of astonishing. He achieves world-class results while remaining steadfastly focused on doing the right thing for the right reason. His potential is limitless, and his contributions ensure that TPI's future is bright and we will continue to set an example for others to follow, making him the clear choice to be recognized with TPI's inaugural Torge Award.

Emily Greydanus

Since joining TPI Hospitality in 2013, Emily Greydanus has redefined what it means to be a 'Rising Star' through a rare blend of operational depth, intentional growth, and visionary leadership.

From her early days at the front desk to her current success as Sales Manager for the Maple Grove campus, Emily has mastered the business from every angle. Her journey hasn't been only about climbing the ladder; it has been about a deep-seated curiosity to understand how every role contributes to TPI's shared success.

Emily is a leader who runs toward challenges. During a critical transition at the Willmar Campus, she stepped into an unfamiliar conference center environment as part of a task force, providing steady, reliable sales support when it was needed most.

Her impact is felt far beyond her job description, whether she is lending her creativity to marketing initiatives, filming videos to tell our guest stories, or turning the 2025 TPI Garage Sale into a successful fundraiser for the Peace Fund.

Emily's influence is now felt on an industry-wide scale. A graduate of the TPI Mentorship and Elite programs, Emily's professional maturity earned her a nomination for Treasurer of the Minnesota GBTA. Her reputation preceded her, with Wendy Pool (President of GBTA MN and Travel Manager at Polaris) noting that Emily is admired for the *"strong character she shows both professionally and personally"*.

Emily doesn't just represent TPI's history; she is actively architecting its future. She leads with humility, fuels her work with curiosity, and embodies the spirit of 'Tenured Reinvented.' For her versatility, her unwavering commitment to growth, and the compassionate leadership she brings to every campus, Emily Greydanus is the definitive choice for the Rising Star Award.

A portrait of Emily Osborne, a woman with dark hair pulled back, smiling at the camera. She is wearing a light-colored blazer over a dark top and a thin gold necklace. The background is a textured, light-colored wall.

Marriott Rising Star

Emily Osborne

We're proud to celebrate Emily Osborne, Digital Marketing Specialist, on her Marketing Rising Star Award nomination through Marriott International's ELITE Awards. Emily's work has truly transformed TPI's social media into a revenue-driving channel, delivering standout growth in engagement, click-through rates, and overall performance across multiple properties. Her ability to blend creative, brand-aligned content with measurable results is what sets her apart. The nomination submitted by TPI read as follows.

"Emily led a transformative, brand-aligned social strategy that turned Facebook into a revenue engine for two Roseville hotels, growing engagement 949% (3,430 vs. 327), link clicks nearly 30x (924 vs. 30), and engagement rate per view to 5.2%, landing in the 85th percentile vs. network benchmarks. Her integrated paid/organic, video and event-driven content, highlighted by a Residence Inn post with 1,000 engagements and 467 link clicks, drove awareness and room night-focused offers while adhering to Marriott voice and visual standards."

Congratulations, Emily! We're so proud to see your talent recognized by Marriott. What an amazing achievement!

Eva Johnson



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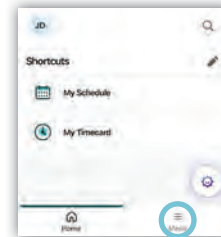
Enter in "TorgersonInc" for the Workspace access code and tap "Continue".



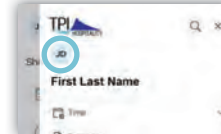
Enter your TPI or personal email for your username and date of birth for password (MMDDYYYY) and tap "Sign in".
You will need to change your password.



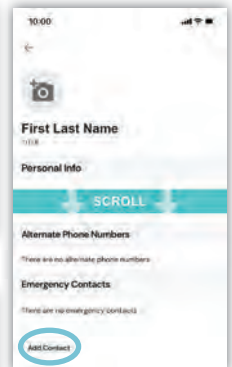
Review your contact information and tap "Continue".



Tap "Menu".



Tap on your profile pic or initials.



Scroll to the Emergency Contact, click "Add Contact", fill out info, and tap "Submit".

**FOLLOW THE STEPS ABOVE TO SET
UP YOUR ACCOUNT WITH UKG. THIS
WILL PROVIDE ACCESS TO YOUR
2026 W-2 FORM AND ALLOW YOU TO
PARTICIPATE IN TPI'S MANDATORY
SAFETY TRAINING IN FEBRUARY**

FOR TECHNICAL ASSISTANCE, CONTACT
UKGHELP@TPIHOSPITALITY.COM

AND A MEMBER OF THE TPI HELP TEAM
WILL BE ABLE TO ASSIST YOU

*"If you always do
what you've always
done, you'll always
get what you've
always got."*

Henry Ford

UKG continues to evolve and become an important part of TPI's ongoing growth. As you can see on page 13, the TPI family may grow significantly over the months and years ahead, and we need a reliable platform to provide the tools necessary to handle growth.

In the months ahead you will see multiple new advances on the UKG platform. In addition to Payroll, Performance Appraisals, Benefits and Schedules, the platform will soon host Manager on Duty training, Safety training, Orientation, and much, much more.

To learn more about UKG go to www.tpiconnects.com and click, "UKG" then click, "UKG for Associates". Here you will find information on the UKG app and the Open Enrollment process.

If you have questions about UKG or need technical assistance with the app, send a message to ukghelp@tpihospitality.com and a TPI representative can assist.

3:03

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Welcome, come on in!

*Don't wait to
set up your
personal UKG
account!*

Workspace

TORGERSONINC

CLICK HERE

To visit the UKG information
located on TPIconnects



 Sign in with Face ID

Sign in with Password

Support

Life doesn't come with a pause button

Hospitality workers constantly balance heavy workloads, family demands, and hidden anxieties. We often say we are "fine", but the truth is we are carrying a heavy load. When life adds a major challenge on top of daily stress, it can feel like there is no hope. If you are struggling, you are not alone. Anxiety often causes us to focus on negative thoughts and imagine worst-case scenarios. This can create a downward spiral and a sense of helplessness. To help break this cycle, consider this story:

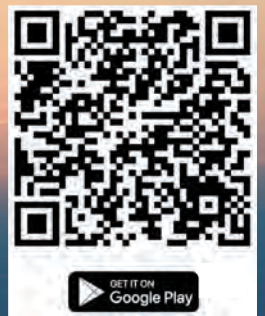
A man asked a wise monk, "How can I feel peace when the world is full of suffering?" The monk replied, "If your house was dark, would you refuse to light a candle just because the whole world is not bright? If you destroy your own peace, you just create one more hopeless person. A drowning person cannot save another drowning person." The monk pointed to a nearby pond. "When water is messy, it cannot reflect clearly. When it becomes still, everything is visible. The same is true for the mind. A peaceful mind responds with wisdom and clarity." The man whispered, "But the world still feels so heavy." "Yes," the monk nodded, "and that is why your peace matters even more. Do not carry the pain of the entire world in one heart. Be kind where you are. Help where you can. Protect your inner peace."

True happiness is not about ignoring suffering. It is about staying compassionate and not allowing the weight of the world to destroy your spirit. Mental health care looks different for everyone. Listen to your mind and choose the path that feels right for you. Talk to loved ones by sharing your feelings with trusted friends, relatives, or partners. Seek medical care with doctors or professionals for clinical support. Practice self-care by leveraging exercise, meditation, or engaging in hobbies.

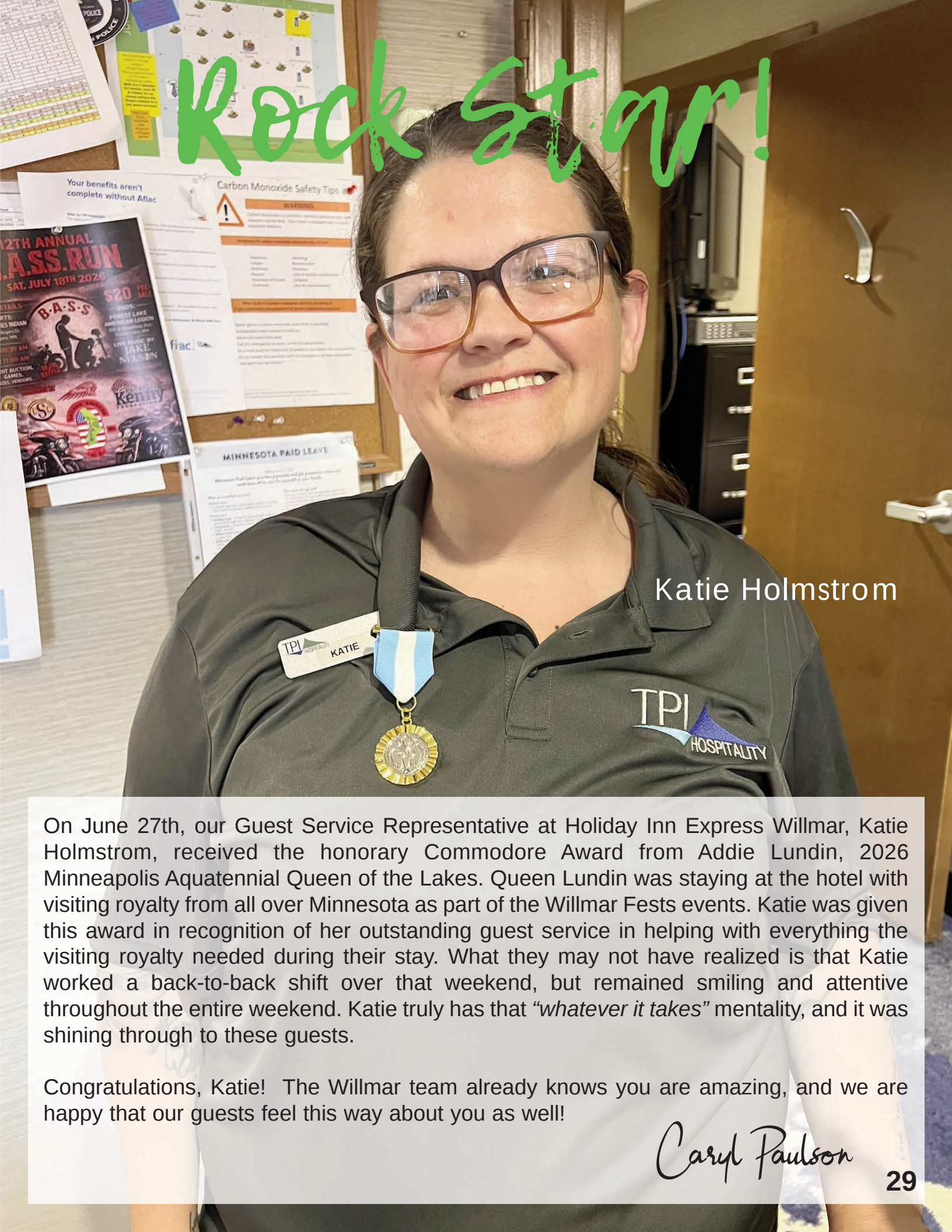
TPI Hospitality associates have free access to Cadre, a social platform that supports better mental health. Cadre connects you with peers and professionals through helpful content, community support, and one-on-one services. The app is available on the Apple App Store and Google Play Store using the access code, TCSOLBKW.

Troy Young

CLICK ON THE CADRE LOGO TO LEARN MORE



Rock Star!



Katie Holmstrom

On June 27th, our Guest Service Representative at Holiday Inn Express Willmar, Katie Holmstrom, received the honorary Commodore Award from Addie Lundin, 2026 Minneapolis Aquatennial Queen of the Lakes. Queen Lundin was staying at the hotel with visiting royalty from all over Minnesota as part of the Willmar Fests events. Katie was given this award in recognition of her outstanding guest service in helping with everything the visiting royalty needed during their stay. What they may not have realized is that Katie worked a back-to-back shift over that weekend, but remained smiling and attentive throughout the entire weekend. Katie truly has that *"whatever it takes"* mentality, and it was shining through to these guests.

Congratulations, Katie! The Willmar team already knows you are amazing, and we are happy that our guests feel this way about you as well!

Caryl Paulson

Another win-win outcome...

Country Inn & Suites Willmar recently purchased new pillows, which left the team with more old pillows than they knew what to do with. They couldn't find it in their hearts to just throw them away, so they reached out to multiple organizations in Willmar hoping that they could use the gently used pillows. One organization, the Willmar CommUNITY Closet, rents the basement in a church and take donations to provide any kind of clothing and household needs for men, women and children at no cost. What an amazing organization! The Country Inn & Suites team was thrilled to find this partner and know that their pillows were going to individuals and families that really needed them, creating another win-win outcome.

