

TPI INN S DIE



IT'S A THREE-PEAT!

TPI Hospitality is chosen as Minnesota's best place to work for an unprecedented third year in a row

A culture worth celebrating

You are the Best of the Best

As we wrap up another remarkable year, I want to take a moment to share my appreciation for each of you. For the third consecutive year our organization has been recognized as Minnesota's Best Place to Work, an achievement that belongs to every associate across our hotels, restaurants, and support staff. This honor reflects not only the strength of our culture, but also the dedication, kindness, and excellence you each bring to every interaction with your guests and co-workers. Being chosen as a Best Place to Work is not about the condition or location of our hotels and restaurants, it's a recognition of the people who work day in and day out to assure they create win-win outcomes...that's you! Thank you for making TPI Hospitality a place where people truly thrive because of their care for others.



Empowering Performance Through Technology

Our commitment to innovation continues to drive how we operate and serve. As hospitality evolves, we're investing in technology that enhances both the guest experience and our associate's success. From mobile guest check-in systems to real-time service recovery tools, these advancements are helping us anticipate guest needs and respond faster than ever before.

In addition to guest-related technology, we're very excited to introduce UKG, our new Human Capital Management System (HCMS). UKG's transformational design will simplify scheduling, streamline performance feedback, and make career development more accessible. The platform will allow clearer communication, improved efficiency, and more robust tools that will allow each of us to learn, plan, and grow together. This project has been two years in the making. It has now gone live, and as we master its potential it will transform what we do and how we do it.

Growth and Development: Investing in You

People remain our greatest investment. Through our leadership development tracks, cross-functional learning opportunities, and mentorship programs, we're cultivating talent from within and building future leaders who will continue to shape the TPI brand for years to come. We are all challenged to continue to learn and grow, and I encourage everyone to take advantage of these opportunities, ask questions, pursue training, and connect with mentors to guide your next steps.

Looking Ahead

Our current momentum and continued high performance stems from one shared purpose: our ability to deliver exceptional experiences for our guests and co-workers while supporting each other every day. One person cannot create individual success or group success without working hand-in-hand with the team. We may not always agree, but when we act with Humility, Empathy and Accountability, we always land in a good place.

With gratitude for what we have achieved and excitement for what lies ahead, I want to thank each of you for your dedication, professionalism, and heart. Together, we're not just a best place to work, we're a best team to belong to!

STAY SHARP!

Robert Kisabeth

ROBERT KISABETH

Chief Operations Officer

IT'S HERE!



Beginning on December 14th, TPI Hospitality's new Human Capital Management System, UKG, went live with our associates punching into the UKG platform. We anticipate experiencing many highs and lows during the initial go-live process, but the incredible potential of this new tool is off the charts. Over time, the TPI team will continue to learn and grow, and we will introduce many new features and capabilities. Here are just a few of the future elements you can plan to experience as we continue to roll out UKG.

Eventually, you will have the ability to use your smart device to:

- punch in and out in a geo-fenced environment
- see your schedule
- swap shifts
- request PTO
- update personal information
- review pay stubs
- receive W-2 forms
- choose open enrollment benefits
- receive companywide communications
- make an associate rate reservation at a TPI location

You will also have the ability to:

- receive a notification when it's almost time for your performance appraisal
- execute annual performance appraisals electronically
- avoid printing and scanning while still connecting in person with your direct supervisor
- submit property-specific guest and associate incident reports
- participate in companywide training
- participate in companywide surveys

These are just a few of the elements available to us in the UKG platform. There are also many behind the scenes efficiencies with reporting, forecasting, and compliance. Kudos to the TPI implementation team of Ben Coady, Sheryl Walton, Marlene Kubasch, Jason Hall, Sheri Villani, Katie Kampe, and many others. This team has done a phenomenal job over the past year preparing TPI for success with the UKG rollout. We can never predict the future with 100% certainty, but based on our initial UKG experience, the future looks very bright!

MINNEAPOLIS/ST. PAUL BUSINESS JOURNAL

Thursday, August 21, 2025



Image Credit: ACBJ Illustration; Getty Images

MSPBJ's 2025 Best Places to Work ranked by employee surveys



This is the third year in a row Willmar-based TPI Hospitality has topped the extra large company category list in the Minneapolis/St. Paul Business Journal's Best Places to Work awards. The 14-time honoree offers its team members personal time off and volunteer time off; a matching 401(k) program; and Cadre, a social app customized for the TPI family to promote better mental health.

For more about why TPI Hospitality is a Best Place to Work, we asked Pete Bromelkamp, TPI's Chief Human Resources Officer:

What is one employee benefit, amenity or company policy you have launched in the past 12 months? We recently customized our associate social media app, Cadre, to introduce a TPI-only space that allows our associates to communicate internally and share life experiences. Life happens, and this tool provides a safe place for our associates to support each other and move from surviving to thriving.

How do you celebrate success? We celebrate our successes via multiple avenues, including daily on-property recognition, a bi-annual newsletter, regular companywide e-mails, and

our annual TPI Leadership Conference. In April of this year, over 150 leaders from the TPI family gathered for two days of training, team building and celebration.

How does your leadership team provide motivation when difficult challenges arise? TPI has a long history of promoting autonomy. We believe deeply that the key to our success is hiring great people, giving them the tools they need to be successful, then getting out of their way. It's amazing how challenges are overcome because the TPI team understands that they're empowered.

Ready, set, grow!



AC MARRIOTT / ELEMENT MANKATO, MN



SILVER SANDS RESORT FORT MYERS BEACH, FL

TPI is currently developing an AC Marriott/Element project in Mankato, Minnesota. We are currently in the final stages of bidding out the project with an anticipated groundbreaking in early 2026. Construction will take about 18 months. The hotel complex will include 151 rooms under the AC Marriott brand and 129 rooms under the Element by Marriott brand. Other amenities include a shared fitness center, pool, front desk, laundry and meeting space. In addition, there will be a rooftop destination restaurant and underground heated parking. TPI is excited to enter the Mankato market for the first time as the developer and partial equity investor in this incredible project.

Silver Sands Resort is a proposed TPI project on Fort Myers Beach. Located across the street from Fins Up! Beach Club, the resort is situated one block south of the Bridge to Paradise at Margaritaville Beach Resort Fort Myers Beach. Silver Sands Resort will feature 46 all-suite guest rooms with kitchenettes and in-room laundry. The resort will also incorporate a rooftop pool and ground floor retail space. TPI has submitted conceptual plans to the Town of Fort Myers Beach for design review and approval, which is the first step in the entitlement process. We hope to be under construction in 2027 and open sometime in late 2029 or early 2030.



Since its inception, the TPI Hospitality PEACE Fund (Passionate Employee Assistance & Crisis Effort) 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.

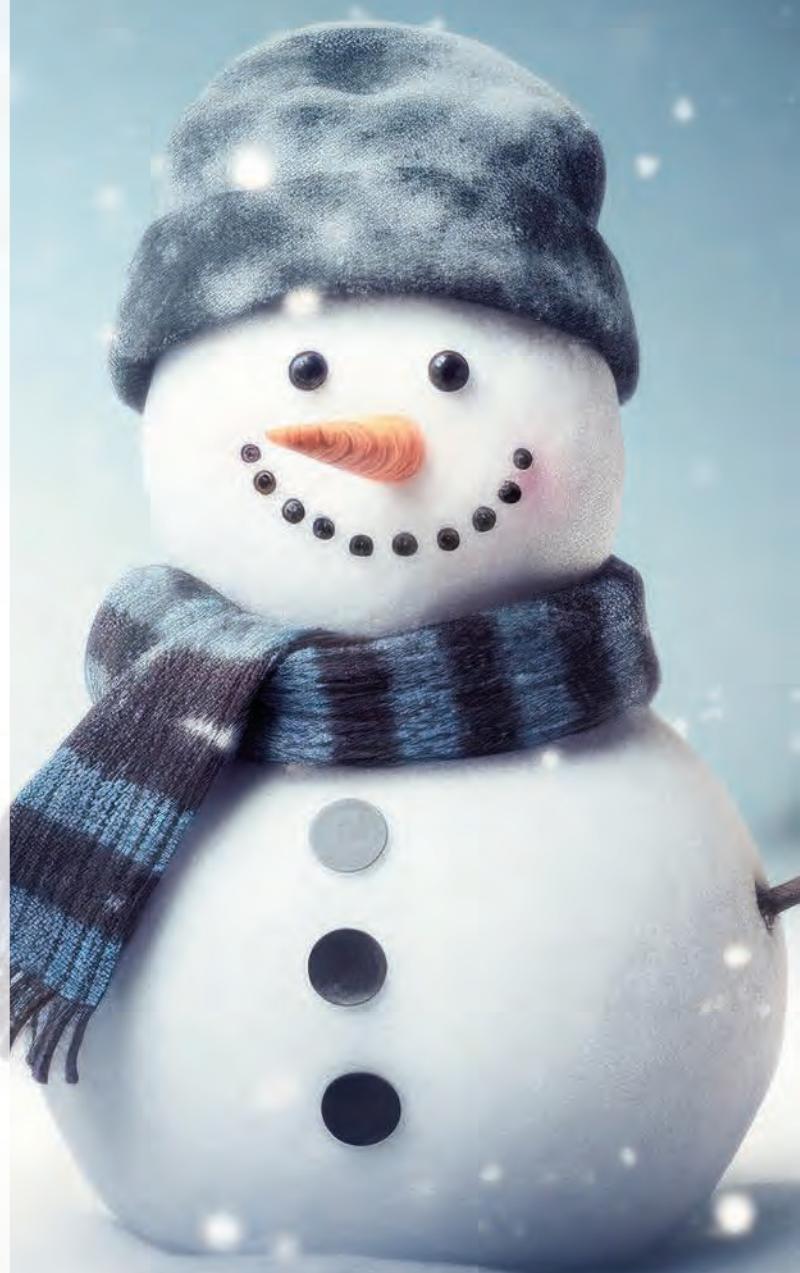
If the application and supporting documents are approved by SWIF, every effort will be made to distribute the funds by check within five business days. SWIF will work to distribute funds faster in emergency situations when so notified by TPI Hospitality. The approval process may be delayed if there are any questions about the application or 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 contribution. You can also use the "Click Here" button to make an easy one-time donation. Remember, we serve others to create win-win outcomes!



CLICK HERE

To learn more about
the TPI Hospitality PEACE Fund



CLICK HERE

To make an online donation
to the TPI Hospitality PEACE Fund

Gift Commitment Form



GIFT AMOUNT	<input type="checkbox"/> \$25.00 <input type="checkbox"/> \$50.00 <input type="checkbox"/> \$100.00 <input type="checkbox"/> Other (please specify): \$_____
GIFT PAYMENT PLAN	<input type="checkbox"/> My check is enclosed (payable to SWIF – TPI Hospitality PEACE Fund). <hr/> <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 _____
	 <hr/>
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GIFT RECOGNITION	 Please recognize this gift as being from: <hr/> Or, check this box <input type="checkbox"/> to remain anonymous.

Name: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

Telephone: _____ Cell: _____

E-mail Address: _____

Signature: _____ Date: _____

Return completed form and payment to:

**TPI Hospitality
103 15th Ave NW Suite 200
Willmar MN 56201
Or email to peace@tpihospitality.com**

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

CLICK HERE

To see the full version
of this newsletter



Innside TPI, 28 years ago...

This was the cover page from Innside TPI for winter 1997

INNside Torgerson PROPERTIES

WINTER/SPRING 1997



TPI Develops High Visibility Interchange

One of four interstate highway interchanges accessing the greater Minneapolis-St. Paul highway loop system occurs in the rapidly growing suburb of Maple Grove. At this location I-94 intercepts both I-494 and I-694. At the apex of this interchange, and towering over it, TPI (along with Forstrom & Torgerson, LLP) is developing a 120 unit, four story Hampton Inn opening May 1st.

The interchange boasts of some of the best retail and service offerings in the metropolitan area. Restaurants are also finding the address an exciting market place. In addition to the

traditional franchise operations are Champ's, Famous Dave's BBQ Shack and a yet to be announced upscale steakhouse from Dallas.

The "Hampton Inn Mpls. Northwest" will include amenities such as refrigerators, microwave ovens and coffee makers in ALL rooms. Additionally, all rooms will have computer hookups at desktop level, voice-mail and 25" TV's with nintendo and on-command pay-per-view movies. Several kitchenette suites and whirlpool suites are also offered.

The public spaces will provide guests with two elevators, pool, whirlpool, fitness center and a meeting

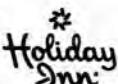
room for up to 30. The lobby has been enlarged and complimented with rich millwork, raised coffered ceilings, chandeliers, a unique fireplace all surrounded by floor to ceiling windows.

Dennis Wallenta, previously GM at Holiday Inn Express Mpls., has been promoted to General Manager of this exciting new property. Dennis is looking forward to the spring thaw when he can really see what the exterior of the hotel will look like. The snowy cold winter of '97 has presented many challenges for Tech Builders, General Contractor, in light of an all brick exterior and winter construction.

Business and Professional Women Name TPI Employer of the Year

TPI, Company Wide, was recognized by the Willmar BPW (TPI's Central Office is located in Willmar) as employer of the Year for 1996. At their Annual Banquet TPI was honored at which time a number of employees along with Tom Torgerson were present to accept the award.

TPI was nominated for the honor by Carol Halvorson, DOS Willmar Hotels. The nomination noted such points as 55 of the 102 TPI Managers are women (4 are general managers) and two women serve as TPI's Board of Directors. The plaque is proudly displayed at TPI's Central Office!





You Before Me

In November of 2024, Homewood Suites New Brighton's General Manager, Lea Iverson, demonstrated what *You Before Me* looks like at its very best. When her mother Anita's only kidney began to fail, life quickly became a daily struggle. Anita endured hours of dialysis every day and exhausting treatments that limited her ability to travel, drained her energy, and weighed heavily on her wellbeing. Lea stepped in to literally change her mother's life. A kidney donor must complete extensive medical and psychological evaluations and, above all, make a fully voluntary and informed decision. Lea embraced every step of the process with a steady, unhesitating commitment to helping her mom regain a quality of life by donating a kidney.

When the day of the transplant arrived, Lea's left kidney, affectionately nicknamed, "Lefty", immediately puffed up and responded well in Anita's body. For both mother and daughter, the road to recovery was long, but today they are thriving. Lea's selflessness is more than a touching story; it is a powerful example of living our core values. Her willingness to put someone else first in such a profound way inspires all of us and reminds us what it truly means to lead with compassion and treat others the way we would like to be treated. Lea doesn't just believe in *You Before Me*, she lives it. Because of her unselfish choice, Lea's mother now lives a more fulfilling life. What a great win-win outcome for all of us to follow.

- Melissa Gepp



We serve others,
to create win-win outcomes



It's amazing to be part of an organization and a team that values giving back to the community.

Recently, the Margaritaville Fort Myers Beach family had the privilege of feeding over 150 community members at the Fort Myers Community Cooperative, a reminder that what really matters is living "You Before Me."

*A special shout out to Margaritaville Chef **Kyle French-McShea**, whose inspiration made this possible, and to **Mariah Savard** for her dedication in organizing. Kudos to **Hafid Rkiki, Beth Ruiz, Karim Samara, Bethany McCullum, Greg Padilla, Yenier Marrero, Marin Asher** and all the team members that helped prep food for this event.*

Thank you, TPI Hospitality, for your very generous donation and for continuing to lead by example in putting people first.

In the future we are committed to having even more opportunities for team events that create win-win outcomes for the Fort Myers Beach community.

Sheri Villani



"We cannot always build the future for our youth, but we can build our youth for the future."

- Franklin D. Roosevelt



Leia Jean Young

June 22nd - 7lbs 9oz

Son of Lauren Young, TPI Area Sales Manager



Hadlich Herbert Lamb

October 21st - 6lbs 11oz

Son of Scott Lamb, Residence Inn Roseville



Mila Kucher

July 17th - 7lbs 6oz

Daughter of Igor Kucher, TPI IT Support Specialist



Valkrie Nova

October 15th - 7lbs 3oz

Granddaughter of Christy Matthews, CSN



Theo Aaron Haukos

November 18, 2025 - 8lbs 7oz

Son of Leonor Turrubiartes, Willmar Campus



Wellesley Jo Dale

July 24th - 6lbs 11oz

Daughter of Rebecca Dale, TPI Sales Team



Maison "Maisy" Coady

November 8th - 7lbs 7oz

Daughter of Ben Coady, Director of HR

Whatever it takes. You have the power!

A guest comment received at Compass Suites, Naples

My friends and I just visited the Compass Suites in Naples. The entire hotel was unbelievable from top to bottom. To top it off we had the cutest, sweetest, most energetic, most meant to please server I have ever had anywhere, and I've stayed at a lot of places. Hats off to **Ximena Navarro**, she was top notch. She made our stay unforgettable. She served us with extra special touches applied to everything we ordered. We had meals at other places in town, but we always came back to be entertained and catered to by Ximena. She served us the best chicken wings, cheese quesadilla, and the most tender juicy steak with a wonderful dipping sauce, as well as a large piece of chocolate cake with a candle and a huge pink flower for one of my friend's birthday. She was just amazing and sure did make our vacation very special because we were treated like queens. Thank you again Ximena. She sure loves her job at Compass Suites. If you ever get a chance to go to Naples, go to the Compass and be sure and ask for Ximena. She will treat you extra special and make you feel like you never want to go home!

A guest comment received at Reveal Rooftop Bar in the AC Marriott St. Louis Park

I want to let you know about my exceptional experience at the Reveal Rooftop Bar. My sister, Barb, friend, Missy, and I celebrated Missy's birthday, and we felt like celebrities! **Brian Petersen** answered the phone last week when I called, and he couldn't have been more kind and welcoming over the phone. He made one heck of a first impression! When we arrived, we had a cabana, balloons, and a personalized sign made for Missy waiting for us. **Malcolm Evans** got our drinks ordered for us and then we continued to be pampered by Brian the rest of the night. Brian made us delicious drinks and kept checking on us and treated us with kindness, hospitality, and respect. We felt so special all day and kept gushing about how wonderful it was to have that kind of customer service. This was our first visit and now my sister and I want to celebrate our kids' 21st birthday's this summer at Reveal. Missy is recommending her out-of-state clients to Reveal as well. I know that most of the time people call or write to complain, but I wanted to take the time to compliment your staff for making our first visit to Reveal a terrific memory. We are so excited to have found our new 'hangout' and can't wait to visit again.

A guest comment received at Margaritaville Fort Myers Beach

Tanya Aldana at concierge desk saved our anniversary weekend getaway at FMB. Unfortunately, our original plans at a local hotel were ruined after their pool was shut down by the Health Dept. Tanya booked us into a spacious king room facing the beach. Diego [Baez or Castro Mendez?] in valet parking took good care of our vehicle needs. Long story short, he jumped our vehicle after we were notified our battery was dead. Ty Muselman at the pool bar took good care of our refreshers. Andrea Cabrera came through with a last-minute private cabana for us. Shoopbert McFensley was an awesome server at the License to Chill Restaurant. Tara Golub at the hotel store was amazingly great to us. She helped my hubby pick out a hat. Mike Cantrell was great getting our luggage to and from our vehicle. We enjoyed it so much we extended our stay, thanks to Mel Alonso, who booked us an additional night. I highly recommend Margaritaville Fort Myers Beach.

A guest comment received at the North Metro Campus

My name is Special Agent Kyle Carson with the United States Secret Service, Minneapolis Field Office. I would like to take a moment to share my experience working with your team over the last several months, specifically highlighting **Melissa Gepp**. The support and collaboration required for a protective visit is immense, especially one that extends for months during the Vice-Presidential campaign. Throughout this campaign, Melissa was simply outstanding. Melissa was my primary contact for all matters concerning Secret Service lodging, a role that requires continuous communication, last-minute changes, and other unique challenges presented by this agency. She made herself available for late calls or early text messages, going above and beyond to ensure my team always had a comfortable place to stay. Her professionalism and expertise within the industry was evident, as she was able to address any problem or concern immediately, directly contributing to the success of the visits. Furthermore, my interactions with the members of her team, **Rebecca Dale, Lea Iverson, and Brad Kusper** were all extremely positive, and each member was integral in making these visits a success. Their efforts and contributions are a direct reflection on the standards held by your leadership. Please, convey my sentiments of gratitude to Melissa for the job well done. It was a pleasure working with your team.

A guest comment received at SpringHill Suites/Residence Inn Arbor Lakes

I had trouble booking a guest at your property due to technical issues on our end. I called and spoke with **Yone Orozco**, who was not only able to secure the dates our guest needed through a split reservation between the SpringHill and Residence Inn sides, but he also ensured our IATA number and rate code were applied to both reservations which will go through February 7th of 2026. The service I received from Yone was exceptional, and on behalf of ALE Solutions I hope you pass along our thanks to him. Yone and **Kailee Labs** are consistently helpful, and outstanding people to work with. They always do everything they can to accommodate our many guests while also working at the front desk. Their skill and professionalism are truly unmatched across the country, and we at ALE Solutions sincerely appreciate both. Thank you for everything, we look forward to continuing to do business with TPI Hospitality.

Whatever it takes

A comment received by Dan Floistad, Assistant General Manager at Courtyard Arbor Lakes...

Holy freaking moly, Dan! I don't think my words can express how much gratitude Jared and I have for you and your team for making our wedding weekend exceed our wildest dreams. We were struggling so hard with finding a rehearsal dinner venue, it honestly was causing me to want to throw in the towel. Then Jared stumbled in and met you and you were our saving grace....and we mean that! You have been nothing but kind, accommodating, helpful, and just a blast to work with. We could tell from day one that you have a passion for hospitality, and you are in the perfect profession.

The room for the rehearsal dinner, setup, food, and bar service was so on point. Our guests raved about the setup, the location, the drinks, the atmosphere, the staff, the ambiance, the rooms, the service, literally everything!

Your thoughtfulness was unmatched; you moved our sign so it wouldn't get broken, you created signage for the bar, you concocted an amazingly tasty beverage, you set up the TV with a gaming system for the kids, you opened your arms for us to come over unplanned on Thursday, you made me the most tasty mac and cheese bites I have ever had, and you accommodated Jared's drink of choice with no hesitation. You literally thought of everything! You wholeheartedly are a gem of a human being, and I hope you feel appreciated every day. We could not have ever imagined our weekend being any better, and you played a huge part in that. I could go on and on but will leave it here and say that we will be back for more of Alexandra's apple pie and hot honey mac & cheese bites after we return from our honeymoon. Please forward on our praise and thanks to all your staff who created a stellar weekend for us. Thank you to the moon and back, see you soon!

Alex and Jared

Whatever it takes

A comment received at Staybridge Suites Arbor Lakes...

*When a powerful storm hit the Twin Cities, our home lost power in the middle of a record-breaking heatwave. With elderly pets, a failing sump pump, and no way to keep the house safe or cool, we were desperate. Staybridge Suites in Maple Grove became our unexpected sanctuary. From the moment we arrived at 3am, the staff went above and beyond to make our stay amazing. **Jason Holt** kindly checked us in, gave us a quick orientation, and made sure we had everything we needed without overwhelming us. The room was spacious, clean, and impressively well equipped. From a full-size refrigerator and cooktop to a comfortable layout that gave us room to breathe, it was absolutely perfect.*

*The kindness didn't stop there. Housekeeping offered thoughtful support, and when our power came back earlier than expected, **Dmytro Kalashnyk** showed sincere compassion by adjusting our stay without hesitation. It was a gesture of understanding we'll never forget. **Desiree Davis-Riopel** followed up with warmth and care, helping us make sure the team received the appreciation they deserved. This experience turned a stressful situation into one filled with comfort and grace. We're already planning to return for a proper staycation and have recommended the Maple Grove Staybridge to friends and family. Thank you for being the calm in our storm.*

Inn the news at TPI Hospitality



Bridget Buckmeier is the new Assistant Hotel Manager at Best Western Fairmont. Bridget recently moved to Fairmont from Fort Meyers, Florida. Her grandfather is from Fairmont, and her dad grew up in Fairmont. She is excited to live in her grandfather's home on George Lake. Bridget has worked in Best Westerns and Homewood Suites hotels and managed Rue 21 retail stores. Bridget and her boyfriend, Kenneth, have one dog and three cats. She enjoys crime shows and eating out and is a Detroit Lions and Miami Dolphins fan. She said, *"I'm looking forward to meeting new people and learning new things"*. Welcome!



The Roseville team would like to introduce **Scott Lamb** as the Assistant General Manager at Residence Inn Roseville. Scott joined the TPI family in April, but has been a hospitality industry professional for over 10 years with experience across multiple branded properties ranging from select service to luxury hotels. Scott's management experience was broadened while spending five years in homeowners association property management in both the high-rise downtown condo and suburban townhome/single-family home markets. Welcome to the team, Scott.



Long-time housekeeping associate, **Quan Nguyen**, has been promoted to Executive Housekeeper at Hilton Garden Inn Eagan. Quan has been part of the Garden Inn housekeeping team for almost ten years. In 2019 Quan was recognized with the TPI Hospitality Heart & Soul Award, recognizing outstanding performance while truly living TPI's core values, vision statement, and purpose. He has proven himself time and time again as a hard worker and leader of the Eagan housekeeping team. Assistant General Manager Heidi Rieger said, *"We couldn't think of anyone more worthy of the role than Quan"*. Congratulations on your new role, Quan.



The Margaritaville Fort Myers Beach team is excited to welcome **Jodi Richhart** back as their new Talent Acquisition Specialist. Jodi was part of the resort's opening team, supporting the HR team with onboarding over 500 associates. She was later promoted to Sales & Catering Manager. Before she joined the Margaritaville team, Jodi had a fascinating career in law enforcement and served as a Police Academy Director, inspired by her childhood dream of being a police officer. Outside of work, Jodi is married and enjoys spending time with her family, including her two sons, daughter-in-law, and her sweet two-year-old granddaughter.



Zaque Medard has accepted a position as a Task Force Manager. Zaque has worked in hospitality since 2012, and spent the past 6 years working at Hilton Garden Inn Eagan. Originally from the Dutch Caribbean, Zaque says that the climate change was a shock at first, but the people are very nice which makes up for the cold. Zaque says, *"I love 'Minnesota nice' and St. Maarten is the friendly Caribbean island, so we have that in common"*. He does miss the Caribbean beaches, but enjoys biking here in Minnesota in his spare time. Zaque also loves sports; basketball, baseball, and football, all in that order! Best wishes in your new role, Zaque.



Gary Vincent is the new Beach Operations Manager at Margaritaville Fort Myers Beach. Gary grew up reeling in fish from the canals of Cape Coral, camping out on Cayo Costa with his family, and even got scuba certified at 12 years old. His love for the water naturally led him to Fort Myers Beach where he's been part of the island community since 2008. Gary met his wife Michelle here, and they're raising three kids who share their love for sun, sand, and fishing. Gary is excited to bring his passion and expertise to Margaritaville, and we're thrilled to have him on board, helping us create unforgettable beach experiences in our little slice of paradise.

Inn the news at TPI Hospitality



Ashma Paudel was recently promoted to Front Office Manager at Holiday Inn Arbor Lakes. She previously worked at Residence Inn Arbor Lakes as a Guest Service Representative. Ashma said, *"It's been an amazing experience growing within the TPI family. I'm grateful for the support and opportunities I've received along the way, and I'm looking forward to contributing to my new role and continuing to grow in this next chapter."* Congratulations, Ashma, and best wishes in your new role.



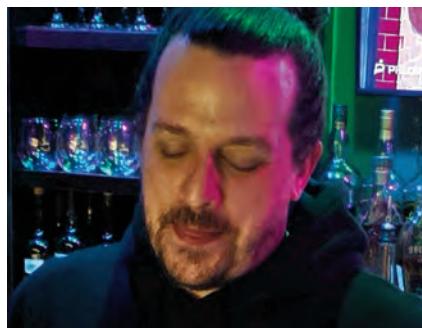
Marcus Green has transferred from his role as a TPI Task Force Manager to the Front Desk Manager at AC St. Louis Park. After working in hospitality for nearly 12 years, Marcus moved from Texas in 2023 and joined the TPI Task Force team in May of this year. While meeting Marcus during his time on task force, the AC St. Louis Park team felt he would be a perfect fit for their open position. And they were right! A recent returning guest commented that Marcus was incredibly helpful, stating, *"Marcus was professional and made quick work with his magic wand to save our day."* Congratulations on your new role, Marcus.



Rosa Gonzales was recently promoted to Executive Housekeeper at Staybridge Suites Arbor Lakes. Rosa joined the TPI Hospitality family in 2023 as a Room Attendant at Hampton Inn Minnetonka. She came to the Staybridge as a Housekeeping Supervisor in November of 2024. General Manager Becky Klesk said, *"We admire her leadership skills and attention to detail and know she will do an amazing job in this new role."* Outside of work, Rosa is strongly family oriented and is kept busy with her beautiful daughter, Maite. Congratulations on your new role, Rosa!



Brianna Steffen was recently promoted to Housekeeping Supervisor at Holiday Inn & Suites Arbor Lakes. Brianna had previously worked at TPI's Country Inn & Suites in Willmar in 2017 and joined the Arbor Lakes team in May. Outside of work she enjoys spending time with family and friends, going to concerts, and playing video games. Brianna said, *"I am grateful for the opportunity to be a part of the Holiday Inn Arbor Lakes team and appreciate the amazing support I have received from my teammates!"* Best of luck in your new role, Brianna.



Please welcome **Matthew Rollinson** to the AC Marriott St. Louis Park team as the new Bar Manager. Matthew said, *"In building my career in the hospitality industry, I bring a very strong focus on creating a welcoming and energetic environment for guests. Outside of work, I'm a very competitive person. I enjoy playing basketball and staying active in sports, as well as testing video games in my free time."* Matthew loves live music and the energy it brings and carries that same enthusiasm with his guests and coworkers. We are excited to have Matthew join the TPI AC Marriott team.



Above is the Beach Operations team at Margaritaville Fort Myers Beach. The resort previously had a third-party vendor that managed the beach chairs and umbrellas but now has brought this amenity in-house to provide the ultimate beach experience for beach goers on the island. Beach Operations Manager Gary Vincent has a team of 8-10 beach attendants to assure that visitors to the Margaritaville beach area are provided with a memorable experience of fun and escapism.



A HUGE thank you to everyone who helped organize and execute the 2025 TPI garage sale. From the 5th grade teacher getting items for her classroom, to a mom and dad about to have four kids under four years old getting a trunk load of goods, it was an amazing day!

We ended up raising \$705 for the TPI Hospitality PEACE Fund and were left with only two trunk loads of things that were donated to Sharing and Caring Hands of Minneapolis. Kudos to Emily Osborne and Emily Greydanus for organizing this event and to the many people who helped execute it. Supporting the TPI PEACE Fund creates another win-win outcome!



Santa Clause made a special visit to Staybridge Suites Arbor Lakes to spread some holiday cheer. Rumor has it that every associate on the Staybridge team was recognized as being on Santa's "Nice" list (we'll have to debate that information at another time!) To the left, Assistant General Manager Dmytro Kalashnyk and Janitor Greg Klock sit with Santa (aka, Chief Maintenance Engineer Nick Griffy) to communicate their Christmas wish list. I'm sure high on their list is a continuation of the momentum the Staybridge team has experienced in 2025. Here's to an amazing 2026!

Project ADAM Heart Safe Resort Designation

Presented to:

Margaritaville – Fort Myers Beach

For outstanding efforts in preparing and protecting guests, staff, and visitors during cardiac emergencies.

SOUTHWEST FLORIDA
Project ADAM
SAVES LIVES

MARGARITAVILLE
Beach Resort
FORT MYERS BEACH, FL

Golisano Children's Hospital | LEE HEALTH

Margaritaville successfully completed becoming a heart safe resort as part of Project Adam. Golisano Hospital helped the team get to the finish line. What this means is that we have a percentage of our staff now CPR trained to bridge the gap until EMS arrives on property. We have an AED placed in an area providing a two-minute "brisk walk" response time to a cardiac event. Margaritaville is believed to be the first resort on the island to receive this designation. We will continue to maintain this designation by having quarterly drills and maintaining staff CPR training. The team is becoming comfortable with the training, with a real life incident occurring where teamwork resulted in quickly getting an EMS on-site to evaluate a medical emergency.



Leah Sturm, Front Desk Supervisor at Homewood Suites St. Louis Park, and her husband Cody generously hosted a cookout for the entire Homewood Suites team. Leah has been with TPI for over four years and joined the Homewood Suites team last year after serving at Holiday Inn Express Golden Valley. This thoughtful gesture by Leah and Cody was a wonderful way to bring the team together and is a great example of the TPI culture in action, demonstrating kindness, teamwork, and a strong sense of community. The entire Homewood Suites team truly appreciates their generosity and the positive impact they continue to make!



Margaritaville Fort Myers Beach announced that October's ParrotPHest Trop Rock Weekend raised \$7,000 for the Alzheimer's Association. "While we all had an amazing time at ParrotPHest listening to great music by the beach, being able to raise money for the Alzheimer's Association is a true privilege" said Yenier Marrero, General Manager of Margaritaville Fort Myers Beach. Marrero added, "Supporting such an important cause while bringing the Parrot Head community together to celebrate the Margaritaville lifestyle is what we're all about". Plans for the second annual ParrotPHest to return to Fort Myers Beach in October 2026 are already underway.

Hospitality's very best...

The TPI Hospitality housekeeping teams have a long history of incredible execution and, well, just having fun. In recognition of our best of the best teams, properties companywide celebrated International Housekeeping Week in fun and unique ways. The fun included lunches, breakfasts, morning lattes, gift bags, games, and even some pie-throwing! We are incredibly thankful and appreciative of all our housekeeping teams and know that they certainly *Set the Example for Others to Follow!* Thank you for all you do, we are truly blessed.



Home2 Suites
Roseville



Margaritaville
Fort Myers Beach



Residence Inn/SpringHill Suites
Arbor Lakes



Compass Suites
Naples



Courtyard
Roseville



Moving us from Surviving to Thriving

We live in challenging times, and simply trying to navigate the normal stresses of life can be difficult. It's hard, exhausting, and often, it feels like you're alone. The Cadre app is available at no cost to all TPI associates and can help us live a better life or find support fueled by the power of community. Using the app, we can share our experiences in a unique, safe, and private environment. **Click on the video below**, and if you think Cadre might help you move from surviving to thriving, scan the QR code and use the TPI Hospitality code: TCSOLBKWK

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Gone, but never forgotten



The TPI Hospitality family recently lost a cornerstone of the company's early success. In October, Rita Senkyr, formerly Rita Lunz, passed away at the age of 69. Rita, in the white shirt towards the back of this picture, was TPI Chief Financial Officer Sheryl Walton's right hand at the TPI Administrative office when it was located in Fairmont. In 1999 the Administrative office moved to Willmar and Rita transitioned her talents to hospitality, serving in various management positions at all of the Fairmont hotels. Pictured here from August, 2021 are many current and former TPI co-workers who came together for an extended family reunion. Rest in peace, Rita, your legacy lives on.

Rock Star!



Tracy Benesh is an associate that truly embodies TPI's core values of *Set the Example for Others to Follow, You Before Me, and Service & Guest Satisfaction*. Most associates recognize him as the knowledgeable and helpful Director of Revenue Management for our Bloomington, Eden Prairie, Willmar, and Fairmont hotels. Others have come to know him as a savvy and insightful IT Support Specialist. But he is so much more than those titles convey. As a Director of Revenue Management, he does it all with a mix of strategy, positivity, and humor. He's the go-to guy for helping sales, marketing, and operations understand the numbers, guiding us all toward smart decisions, and keeping our properties profitable - without ever making it feel overwhelming. Tracy has a way of breaking things down, so they make sense, while always keeping the bigger picture in mind. As an IT Support Specialist, he is incredibly knowledgeable with vast expertise in both hardware and software. He is amazingly responsive and will usually have a solution in the time it takes to write "Thank you". Whenever you see Tracy assigned to your ticket, you know it will be resolved quickly, but what really sets Tracy apart is his energy, willingness to pitch in, and his adaptability. On multiple occasions, Tracy has solved problems in areas way outside his assigned responsibilities and always does so with a willing attitude and a smile. Whether lending support, investigating new solutions, or providing detailed reports, Tracy is always eager to help with anything with a can-do spirit while reminding us not to take ourselves too seriously. If you ever find yourself in need of a good laugh, just ask; he always has a joke up his sleeve! Thank you, Tracy, for all you do to keep TPI advancing in both IT and revenue management. You are very much appreciated!



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Pictured: Jason Subbert, Scott Eisenach, Trista Vogelpohl, John Dammermann, and Nadine Gatewood (inset)

On December 4th, four members of the TPI family were recognized as finalists for the prestigious Hospitality Minnesota Stars of the Industry Awards. These awards recognize the exceptional individuals who exemplify dedication, leadership, and operational excellence across Minnesota's restaurant, lodging, resort, and campground sectors. With almost 300,000 people working in Minnesota's hospitality industry, these four individuals truly represent the best of the best.

Hotelier of the Year - John Dammermann, TPI Hospitality
Restaurant Employee of the Year - Nadine Gatewood, Green Mill Fairmont
Restaurateur of the Year - Trista Vogelpohl, Green Mill Willmar
Hotel Employee of the Year - Scott Eisenach, Hampton Inn Eden Prairie

In addition to these finalists, Jason Subbert, General Manager of TPI's Fairmont Hotels, was inducted into the Hospitality Minnesota Hall of Fame for his remarkable 40-year career dedicated to the hospitality industry. Jason's contributions are truly legendary.

Congratulations to each of these incredible people for your never-ending commitment to creating win-win outcomes while your guests, your communities, and your co-workers. We are inspired by the example you set for all of us. We are TPI!

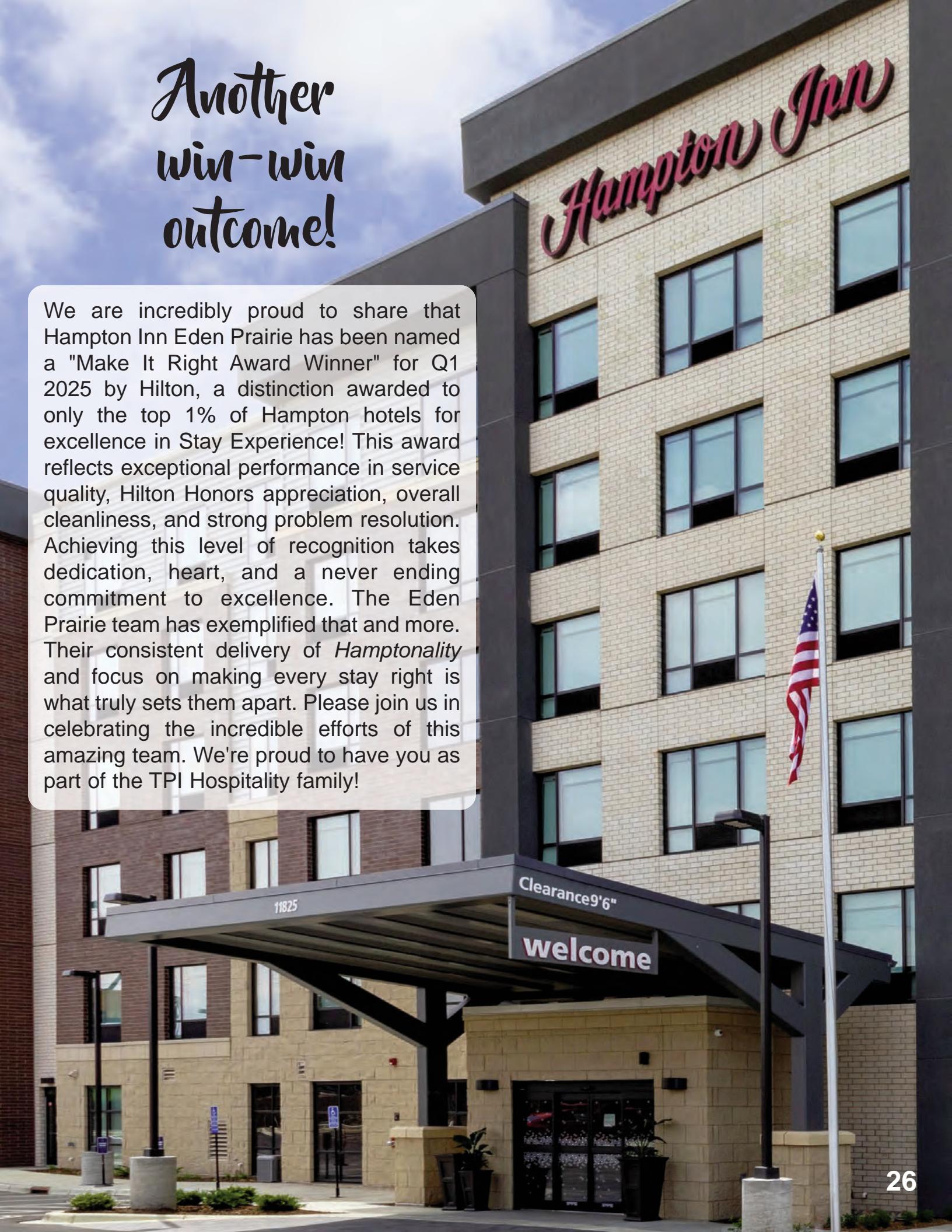


This past fall season was an incredibly stressful time for the Country Inn & Suites team. Our main commercial washing machine was on the fritz. It would wash through all the cycles but wouldn't do the final spin out. So, for the first few weeks, we would just take a quarter load from the big washer and use our small washing machine to spin out the water, then put it in the dryer. It was an incredibly time-consuming process. We had technicians out to try to fix it multiple times, but to no avail. As if that wasn't bad enough, we were trying to flip rooms for arrivals but had to wait on laundry. With no other alternatives, Dave Feist, General Manager of the Willmar hotels, arranged for our dirty laundry to get picked up daily and taken over to Best Western to have it washed, dried, and folded. The Best Western team was amazing! Between Dave and Nick Baker, Chief Engineer for the Willmar Campus, they picked up and dropped off every day for over a week. Finally, the decision was made that we needed a new washing machine. Because of Dave's persistence, it wasn't even a day later when that brand new machine showed up to get installed. That was a true testament of the TPI core values that we live and breathe every day. Everyone jumped in to make a crappy situation a little less crappy. I am proud to work for this company and am grateful every day for Dave and the rest of the Best Western team that took care of our laundry. Thank you to the Willmar engineering team, especially Nick, and the incredible associates here at Country Inn & Suites for banding together and truly working together to create a win-win outcome.

Kelly Schley

Another win-win outcome!

We are incredibly proud to share that Hampton Inn Eden Prairie has been named a "Make It Right Award Winner" for Q1 2025 by Hilton, a distinction awarded to only the top 1% of Hampton hotels for excellence in Stay Experience! This award reflects exceptional performance in service quality, Hilton Honors appreciation, overall cleanliness, and strong problem resolution. Achieving this level of recognition takes dedication, heart, and a never ending commitment to excellence. The Eden Prairie team has exemplified that and more. Their consistent delivery of *Hamptonality* and focus on making every stay right is what truly sets them apart. Please join us in celebrating the incredible efforts of this amazing team. We're proud to have you as part of the TPI Hospitality family!



One of the biggest challenges I was given when joining Margaritaville and TPI was to ensure that our guests had a great viewing experience when the football season started. The first Sunday of the NFL season brought challenges our vendors were unable to resolve. Even with a delay in getting the games tuned in, our management staff was outstanding. They all put their faith in my abilities and allowed me to do my job. It was nothing short of wonderful to have such support, but the story does not end there.

As we approached the second weekend, I made every effort to have everything ready well before Sunday. It turned out the TV system was not down, I was down instead. On Saturday night, while at a restaurant, I fainted and was taken to the hospital where I spent the night. My cardiologist deemed it a one-time fainting episode and said I'm perfectly healthy. While we're fortunate with that outcome, it was what took place while I was away that revealed the true TPI culture. Around 2:00 AM that night, I typed instructions on my phone on how to set up the system and emailed them to Ashlee Torgerson. Ashlee enlisted the help of Kyle Hollywood and they went to work. This process involved disconnecting our DirecTV system, connecting different equipment, and ensuring the games were loaded properly. Ashlee and Kyle were able to create the experience our guests expected.

The Margaritaville team picked me up when it was most needed. The situation reminds me of the saying, "*Teamwork Makes the Dream Work*," and I have never experienced this type of pick-me-up in over 40 years of work. This is not the only example I have observed since starting work with TPI. It seems like we face difficult challenges on a daily basis, and our team continues to stand strong and does not waver.

Leaders show specific traits such as empathy, integrity, and accountability, and must be self-aware and resilient. They empower others, build strong relationships, and consistently learn and adapt. Leaders are not born; leadership is a choice, and I am privileged to watch my colleagues CHOOSE to be a TEAM of leaders.

**Teamwork
makes
dreamwork**



Troy Young

Growing with TPI



11 years ago, TPI Fairmont Director of Catering, Liz Vineyard, dragged a young, timid little girl into work with her, threw her a work shirt and told former General Manager, Mike Christians, that she was the new “busboy”. Mike thought Liz was crazy, but boy did Destiny prove him wrong. She kept up with the boys and probably even outpaced a few of them! She has continued to prove herself, working her way through all bits and pieces of the kitchen, and doing it well. Not only is she a super hard worker, her positive energy and consistently good attitude have always been the perfect ingredients for our mixing bowl of craziness. We are fortunate to have someone like her on our team. With that being said, we are excited to announce that Destiny Hatfield will now be our new Assistant Kitchen Manager. So next time you see her, make sure to greet her with a big “Aloha!” and a much-deserved congratulations. Keep up the good work, Destiny, you are an inspiration!

Joey Petersen