

# INSIDE

# Torgerson

# PROPERTIES

www.torgersonproperties.com

SUMMER 1999

## TPI Goes Through Operational Change

By TPI VP's Mitch Peterson, Kirk Schultz and Brett Erdmann

The word "change" appears to be so simple and innocent. However, when one reads Webster's definition of the word, its meaning may help to clarify and understand why so many people feel uncomfortable with what it can represent. Human beings are generally creatures of habit. Most of us find security in things being consistent. We seek comfort in having familiarity. Many times when change occurs in an organization, there can be an automatic negative connotation associated with it. In fact, even when the intentions of change are pure and the goal is the overall betterment to the employees in the organization, there still exists the perceptive risk that all change creates fear, poor morale and pessimism. Many employees assume that if there has been change in their business, it will send out poor images to the public, customers, and staff. This may be true in some circumstances. Even so, when poor images are prevalent as a by-product of change, it is more than likely the result of the leaders of the organization not communicating the reasons for the change effectively and efficiently. Employees in an organization such as TPI deserve the opportunity to understand why change has and will occur.

It is imperative that employees whom will be effected by change at their properties must be clear of the purpose and its significance. Of course, there will be instances when it may be tough, uncomfortable or even impossible for supervisors and managers to fully express to their team why some changes occur due to honoring confidentiality and professionalism standards. Keep in mind, it can be dangerous to underestimate the power of honesty and openness when appropriate. It is vital for the respective leaders of our businesses to communicate to their team

that change should be understood. It may not always be good for every individual, but it should always be for the benefit and improvement of the organization as a whole. Change, for the sake of change, may create undesirable consequences. But, change with a purpose to achieve specific goals and visions for the future is healthy and will prove to be monumental to a growing TPI. For these reasons, TPI views change as a positive and necessary event in the progression of our success and to fulfill our goal as becoming the "Undisputed Champion" of management companies.

TPI has enormous pride and sense of gratitude for all the individuals that have starred in their roles in making the company what it is today. Acknowledging that change in our organization is healthy, by no means implies TPI hasn't been at the top of their game in the past. It actually means the contrary. If all of us aren't geared and ready to change for the future, we all run the risk of becoming a company of the past. In the last 7 months, TPI has experienced the most significant

change in its history. The human resources challenges of adding several new Managing Partners, a new Director of Operations, and the merger with New Ulm Enterprises are just some of the most recent changes. We are even on the verge of our largest development phase yet. TPI also has changed its culture by focusing on obtaining true leaders to run our businesses. We have raised the bar of expectations of all our leaders. We will continue to hire the best and expect the most. TPI believes this to be the essence of success. If change needs to occur in TPI's path to achieve our ultimate goals, it could never be perceived as anything but positive, especially when everyone understands the reasons for change.

### Change:

- a. to make different to some particular way
- b. to give a different position, course or direction
- c. to replace with another
- d. to undergo transformation, transition or substitution

"Change is inevitable, except when it comes to vending machines."



## A Message From Tom



Over the last seven months, TPI's Vice Presidents of Operations have taken command of all responsibilities related to running our businesses. I still meet with TPI's VP's on a monthly basis and at that time we review all matters that relate to satisfying our guests, growing our associates, and strengthening the financial health of TPI. I am happy to report that our VP's, **Brett Erdmann, Mitch Peterson, and Kirk Schultz**, along with all of the support from our associates, are doing a great job at advancing TPI. I clearly see TPI evolving to be a quality hospitality company recognized and held in high esteem within our industry. For this, I am very proud of all your work. What is truly unfolding is a better and more competitive TPI than I had ever envisioned. This will result in more opportunities for all the great associates that are the backbone of TPI.

All this change allows me to focus my energies toward the development and growth of TPI. Below is a summary of most of the projects we are working on or have just completed:

- The Super 8 Motel - Arden Hills, MN opened last December and is building nice momentum the first half of 1999.
- The Hilton Garden Inn - Shoreview, MN has just opened June 8<sup>th</sup>.
- The acquisition of the Holiday Inn - New Ulm, MN was completed early May and efforts to work together with the excellent team of associates TPI inherited there are progressing at this time.
- The construction of the Staybridge Suites - Eagan, MN began in mid-April. This will be TPI's first extended stay hotel with a planned opening to occur around December 1<sup>st</sup>.
- The Perkins - Red Wing, MN completed a full interior renovation in April. Sales following the renovation have been exceptional.
- The Fairfield Suites - Rochester, MN became the SpringHill Suites by Marriott on April 18<sup>th</sup>. With that significant interior and exterior improvements were made.
- The Days Inn - Austin, MN has completed an interior renovation and is in the midst of an exterior renovation.
- The Holiday Inn and Torge's Austin, MN are in the conceptual stages of a full exterior renovation scheduled for this summer. And yes, the blue is going!
- The Staybridge Suites Hotel-Maple Grove, MN is scheduled to begin construction in September with a spring 2000 opening planned. This will be a 123 suite upscale extended stay hotel.
- A Purchase Agreement for a 4.25 acre site in

*continued on page 8*

*Introducing...*

## TPI Partners

- **Grant Christianson** and his brother **John** - Holiday Inn Express Golden Valley and future Hilton Garden Inn Golden Valley
- **Phil Forstrom**, and his brothers **Paul, Perry, and John** - Hampton Inn Maple Grove, Hampton Inn Shoreview, Green Mill Shoreview, Hilton Garden Inn Shoreview, Super 8 Arden Hills, and future Staybridge Suites Maple Grove
- **Jeff Greischar** and his brother **Dave** - Comfort Inn Fairmont & Perkins Red Wing.
- **Emmett Erpelding** and **Jerry Dannheim** - Holiday Inn Express Hinckley, Holiday Inn Express Eagan, Green Mill Eagan, Hilton Garden Inn Eagan, Holiday Inn New Ulm, and Staybridge Suites Eagan
- **Marc Carpenter** - SpringHill Suites Rochester
- **Dick Tittle** - Perkins Red Wing

## Partner Biographies

### GRANT J. CHRISTIANSON

Grant has been a part of his family farm operation near Willmar since he was ten years old. They have a cash crop farm corporation raising corn and soybeans.

Grant attended Willmar High School where Tom T. and he were good friends. He is thrilled with the friendship, which now includes a common business interest.

The partnership which includes the Holiday Inn Express Golden Valley, looks to finesse new growth and opportunities in the lodging business.

Grant graduated from the U of M with an Agricultural Business degree. He has always enjoyed the markets and trading commodities. This interest led to the purchase of a Cargill Grain facility, Allied Grain Co., in 1986. This is where Grant now merchandises corn and beans.

Grant's wife, Joan, is a chiropractor in Willmar. They have three children: Ali (9), Grant (6), Kai (3). In his spare time he enjoys traveling, skiing, and spending time at the lake with family and friends.



### JEFF GREISCHAR

Jeff and his brother, Dave, started TECH Builders, a construction company in 1976. The two started out building homes and developing residential real estate in Fairmont, MN. Jeff and Dave met Tom Torgerson in the early 1980's. Tom had moved to Fairmont to manage the Holiday Inn. It wasn't long after Tom moved to Fairmont that new development projects were on the drawing board. The first project the brothers built

## ...More Partner Biographies

for Torgerson Properties was the Perkins Fairmont in 1984. From there they went on to build projects in Willmar, Austin, Redwing, Rochester and in recent years several Twin City locations. Jeff feels that working with Tom has been great. He knows that when Tom comes with a project it's real and it will happen.

Jeff and his wife, Sue, have three girls: Vana, Laurel, and Shauna. The family lives on acreage with a horse and a yellow lab. They enjoy snowmobiling in the winter, lakes and their pool in the summer. Jeff has never had an interest in golf or tennis, but when he hit the mid-life crisis in the his early 40's, he started to build and race stock cars. Mr. Petty (oops), we mean, Mr. Greischar, is in his fifth season racing 1/2 mile dirt tracks at the Fairmont and Jackson Speedways. His pit crew consists of daughters, Vana and Laurel.



Jeff Greischar and his children

### EMMETT ERPELDING

Emmett was born and raised in Blackduck, MN. He is a 1963 graduate of the University of Minnesota with a B.S. in business. Emmett's professional career has included working for International Harvester for five years. There has always been an entrepreneurial side to Emmett as he founded and managed Brown County Farm Implement from 1968-1981. When Emmett sold the Implement he partnered with Jerry Dannheim and Maynard Mogler to build the Holiday Inn - New Ulm. Emmett became the manager and held that responsibility for over 18 years until April 1, 1999. Emmett purchased Maynard's interest in their partnership in 1987. Emmett and Jerry's partnership with TPI first started seven years ago with the building of the Holiday Inn Express Hinckley. Since that time the partnership has grown to include the Holiday Inn Express Eagan, Green Mill Eagan, and the Hilton Garden Inn Eagan. TPI and New Ulm Enterprises (NUE) have recently began development on their newest venture together, Staybridge Suites Eagan. Emmett and his wife, Karen, divide their time between a home in Naples, FL., and a houseboat moored on the St. Croix River in Hudson, WI.

### JERRY DANNHEIM

Some of Jerry's story was eluded to in Emmett's bio. However, the rest of Jerry's professional history consisted of



Pictured left to right: Emmett Erpelding, Karen Erpelding, Charlene Dannheim, and Jerry Dannheim

starting a GM dealership and developing a 56-unit apartment complex in New Ulm in the 1970's. Of course, his partner on these ventures was his buddy Emmett Erpelding. Few people in New Ulm thought it would be possible for Jerry and Emmett to be successful with a Holiday Inn franchise in a town of only 12,000 which is about 45 miles from the closest interstate highway. Well, we all know the rest is history. Jerry had also partnered with another company that developed Super 8 Motels in southern Minnesota and Iowa for eight years. Jerry continues to live in New Ulm with his wife, Charlene. Jerry has enjoyed the relationship with Tom Torgerson and his associates at TPI and looks forward to contributing to Torgerson Properties in the future.

### MARC CARPENTER

A native of St. Paul, Minnesota, Marc attended St. Thomas University at which time he was called into military service for training as a naval aviator at Corpus Christi, Texas flight school.

As a member of VPB Squadron 71, Marc flew a total of 74 combat missions, five battles and later commanded VPB Squadron 814. After a second tour in the Korean War, Marc retired from Naval aviation with the rank of "Commander".

As president of Marlen Investment Company, Marc specializes in lodging and commercial property investments. He partners with TPI in the SpringHill Suites Rochester.

His community interest include past Chairman of United Way, President of downtown Kiwanis, President of Community College Foundation, member of Lourdes Foundation, Vice President of Rochester Golf and Country Club, and a member of the Rochester Symphony Orchestra.

Marc and his wife Helen have two sons, two daughters and eight grand children.



Marc Carpenter

## Welcome "New" TPI Managing Partners Tell Us Your Biographies

**TROY THOMPSON**  
GENERAL MANAGER  
(TORGE'S - AUSTIN)



Troy was named General Manager of Torge's Austin on March 21<sup>st</sup>, 1999. Troy has been with TPI for 3 years working in Torge's Live as a beverage supervisor and manager before taking on the GM position.

Troy grew up in the St. Paul area before moving to Rochester, MN. He worked for a variety of hotels and food & beverage outlets, (including managing Baihly's Nightclub), before moving to Austin to join TPI. He will be married this October and recently celebrated the first birthday of his daughter in April. His interests include all summer-time outdoor recreational activities (a native Minnesotan who still can't get used to the cold) & playing music.

**RANDY BURICH**  
GENERAL MANAGER  
(HOLIDAY INN EXPRESS  
GOLDEN VALLEY)



Randy's "Married with Children", 3 boys and currently resides in Newport, MN. He grew up in Rochester, MN

*The manager administers, the leader innovates.  
The manager maintains, the leader develops.  
The manager relies on systems, the leader relies on people. The manager counts on controls, the leader counts on trust. The manager does things right, the leader does the right thing.*

-Fortune Magazine

and is a graduate of the University of Minnesota. Randy has been in the hospitality business for 20 years and has held a variety of positions. He enjoys golfing and working around the house.

**BRIAN JENSEN**  
GENERAL MANAGER  
(WILLMAR HOTELS)



Brian Jensen brings 23 years of experience in the hospitality industry to his new position as GM of the Willmar hotel properties. He started his career as a bartender in 1976 at the Antique Lounge in East Grand Forks, MN while attending the University of North Dakota. It was there that he discovered the two great passions of his young adult life - Bars and Fighting Sioux Hockey!

He has worked in hotels in Grand Forks, Vail, Salt Lake City, Minnetonka, and Shakopee. Brian has been GM at hotels in Lead, SD, Bismarck, Rochester, and Hibbing. He is bringing his wife, Joan, and son Nicholas to Willmar to live in their

newly purchased home.

Brian is looking forward to the Willmar properties hosting the TPI Golf Tournament in August and challenges anyone to lose more balls in a round of golf! He looks forward to getting established in Willmar and loves the location because the Sioux play within 2 hours of Willmar 3 times a year!

**CAREY PETERSON**  
GENERAL MANAGER  
(GREEN MILL-WILLMAR)



Carey Peterson is married and has a 6-year-old son. A new baby will be arriving probably about the time this newsletter comes out in July. She started her venture with Torgerson Properties in '97. Carey began her new position of GM of the Green Mill Willmar in January this year. Prior to Torgerson Properties, she worked for Grand Casino Inc. A portion of her tenure was spent being a part of the opening management team of the largest dockside Casino in the world, located in Tunica, Mississippi. Since joining Torgerson Properties, her greatest aspiration has

been accomplished (becoming GM). She would like to thank her excellent staff and the wonderful community of Willmar.

**PETE BROMELKAMP**  
GENERAL MANAGER  
(PERKINS RED WING)



Pete is a native of Rochester, MN and is a 1984 Graduate of Winona State University. He worked with Perkins Restaurants in Rochester from 1978 - 1992. Pete switched from the family style restaurant of Perkins, to the fast food concept as he was a District Manager for Hardee's from 1992-1998. Since joining TPI on January 1, 1999, Pete and his family have made plans to relocate to Zumbrota, MN. His hobbies include playing softball and basketball. Pete and his wife, Sue, enjoy camping with their three children; Jessica, Nicole and Shawn.

**KEVIN RENNER**  
GENERAL MANAGER  
(HILTON GARDEN INN  
EAGAN)



Kevin became the new GM

at the Hilton Garden Inn Eagan on March 18, 1999. He has over 7 years of hospitality management experience with the Radisson Hotels, St. Paul. He has a Business Administration degree and minor in Industrial Psychology from Mankato State University. During college, Kevin also was selected for an internship with Walt Disney World in Orlando, FL.

Kevin grew up in Aitkin, MN and now lives in the Eagan area. Growing up in northern Minnesota has made Kevin an outdoor enthusiast. He enjoys hunting, fishing, and boating. He is also involved in league softball and sand volleyball. Whenever possible, Kevin enjoys swinging the golf clubs too. Kevin is engaged to be married in September.

**GARY HIGHLAND  
GENERAL MANAGER  
(SPRINGHILL SUITES  
ROCHESTER)**



Gary was raised in Fairmont, MN and received his hospitality training in Florida. He lived in Orlando and was employed at the Walt Disney World Swan, Sheraton Plaza and Radisson Inn. Gary also worked at hotels in Cocoa Beach and Key West. Before moving to

*There is no future  
in any job.  
The future lies in the  
person who holds the job.  
- Gov. Jesse Ventura*

Florida, Gary completed 4 years in the Navy and worked in downtown Minneapolis as a furnishing and sportswear buyer at a men's store. Gary now lives in Rochester with his 15-year-old son, Cory, who attends Mayo Sr. High School.

*Excellence is never  
an accident.*

*-H. Jackson Brown*

**VINCE GARNESS  
GENERAL MANAGER  
(PERKINS AUSTIN)**



Vince is happy to have joined the team of Torgerson Properties. He feels everyone is helpful and friendly. Prior to becoming GM of Perkins Austin, Vince worked at the Red Lobster in Rochester where he was a manager for 6 1/2 years. He loves being back in his home town of Austin and is proud of the staff at Perkins.

**JOHN BESTENIEHNER  
GENERAL MANAGER  
(GREEN MILL-EAGAN)**



John comes to TPI with 21 years of restaurant experience. He has worked in Concept Corporate Restaurants as well as other

private enterprises. John has 12 years experience in the kitchen under his belt, including 4 years as an Executive Chef. He also has 9 years Front of the House experience and 8 years as a GM. His most recent job was as a corporate sales representative for Orlando, FL based La Romagnona. John and his wife, Jennifer, reside in Burnsville and have two children, Morgan (9) and Gunnar (5). He enjoys golfing and is an avid skier.

**JENNY ECKSTEIN  
GENERAL MANAGER  
(HOLIDAY INN  
NEW ULM)**



Jenny started with the Holiday Inn New Ulm in September '93 as Guest Service Relations and Sales Secretary. She moved up the ranks to Assistant Caterer, Director of Sales & Catering, Administrative Assistant, Food & Beverage Manager and just recently became the General Manager.

**DAVE ANDERSON  
GENERAL MANAGER  
(AUSTIN HOTELS)**



Dave Anderson has over 20 years in the hospitality and travel industry. He

started with American Airlines in the late '70's. In 1985, he left to form his own travel industry consulting company, working with companies such as Pan Am World Airways, Southwest Airlines, Adventure Tours, Apple Vacations, ITT Sheraton, Harvey Hotels, DoubleTree Hotels, the Bahamas Tourist Board, and the Bahamas Out-Island Promotion Board. Also Dave donated his time in the not-for-profit industries, working with the American Cancer Society, the Red Cross, United Way and Junior Achievement. Dave is on the board of the Haitian-American Children's Foundation, the Austin Public Education Foundation and the Austin Area Arts Foundation. Raised in Frost, MN, just outside of Blue Earth, he has spent the last 20 years roaming the South. Dave, his wife Kerri, and daughter Amanda, are enjoying being back and plan to settle down in Southern Minnesota.

**CATHI MEYER  
GENERAL MANAGER  
(FAIRMONT HOTELS)**



Cathi was raised near Lester, IA. She is the fourth child in a family of eight. Cathi attended Iowa Lakes Community College in Emmetsburg, IA specializing in Hotel/Motel Restaurant Management. Her hospitality career started with Tharaldson Enterprises out of Fargo, ND back in the early 90's. She held several

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# How's this for news?

## PROPERTY NEWS

### TORGE'S GRILLE - AUSTIN LAUNCHES NEW MENU IN JUNE

Torge's Grille launched their new menu in June. TPI is very excited about the cuisine that their new kitchen manager, **Ric Einck**, has created! Highlights include a campfire prime rib, served on a flaming cedar and grilled salmon rattatouille pasta. The new menu will be complemented by seasonal events such as a limited time "Minnesota Wild" Promo in the fall featuring pheasant, trout, ostrich, venison, and other wild game dishes. They also have a new "Baby Menu" for all the little ones.

### TORGE'S LIVE CHANGES NAME (KIND OF)

"Southwestern Minnesota's Hottest Hang-out," Torge's Live, launched its new format on May 12<sup>th</sup>. Live diversified it's previous 6-night live entertainment format by adding a DJ sound and light show to its entertainment mix. The new format was promoted as a new nightclub coming to town called "Bump City". Torge's Live will continue to be "Live" when featuring live music 4-nights a week and will operate as "Bump City" on evenings when it is a "Dance Club" complete with corresponding uniforms, napkins, matchbooks, etc. TPI is excited about the diversity and flexibility that this new format affords them. Visit them soon!

### CONGRATULATIONS - HILTON GARDEN INN SHOREVIEW

Congratulations to the whole team at the Hilton Garden Inn Shoreview on your June 8<sup>th</sup> opening. The fun has begun with the new faces and surroundings. The Management Staff formed has some faces/ names that are familiar, with a few "new kids" on the block. If ever in the neighborhood, please stop by for a nickel tour!

**Todd Roy** - General Manager. Todd recently was the GM at the Holiday Inn Express Golden Valley.  
**Peter Clysdale** - Director of Sales. Pete will oversee the three Shoreview properties and sell, sell, sell.

**Julie Stice** - Assistant General Manager. Julie recently came from the Hilton Garden Inn Las Colinas (Dallas, TX area)

**Midge Parcels** - Executive Housekeeper. Midge recently came from the AmeriSuites Denver, CO.

**Michael Juergens** - Chief Maintenance Engineer. Mike recently was the Assistant Chief Engineer at the Hilton Garden Inn Eagan.

**Michael Glaeser** - Food & Beverage Manager. Mike recently came from the Nicollet Island Inn.

### VOGLER AND CARNEY EXPAND JOB DESCRIPTIONS

**Joel Vogler** (General Manager-Holiday Inn Express, Eagan) and **Karen Carney** (Director of Sales-

Holiday Inn Express, Eagan) have recently been promoted from their respective positions listed above to take on greater responsibilities. Joel has been named the "Campas Manager" of the three Eagan Hotel properties: Holiday Inn Express, Hilton Garden Inn, and the future Staybridge Suites. Joel will oversee the operations of the three properties under the direction of V.P. Mitch Peterson.

Karen has been appointed the "Director of Sales" of the three Eagan properties. She will be the leader in the efforts to grow their businesses and will be under the direction of Mr. Vogler. Congratulations to both Joel and Karen on their promotions. We look forward to your ongoing success with the new responsibilities you have acquired.

### CINDY BENTON EXCELS AT SUPER 8'S BED-MAKING COMPETITION

Aberdeen, SD — With speed, accuracy and tremendous grace under pressure, **Cindy Benton** of Truman, a room attendant at the Fairmont Super 8 Motel, triumphed in the Super 8 bedmaking contest.

In just 2 minutes and 43 seconds, she tossed and straightened two sheets, two pillow cases, a blanket and a bedspread, securing second place and a trip to the national finals.

The three fastest bed-makers in this Midwest Regional will compete with 36 others in the national finals at the Mall of America in Bloomington, MN. The grand prize winner will take home a \$25,000 1999 automobile. Second and third place prizes are \$1,888 and \$888 respectively.

This year marks the fifth national championship that Cindy ("Speedy Gonzales") has competed in.

### THINGS ARE CHANGING AT RED WING PERKINS

The Red Wing Perkins has changed its looks. The remodel went off without a hitch. After four long days and nights, we reopened for business on Thursday, April 22<sup>nd</sup>.

Names listed from left to right: **Pete Bromelkamp** (GM), **Adam Lillico** (AKM), **Kim Murphy** (AKM), **Mary Odman** (AM), **Tish English** (Supervisor), **Matt Stenzel** (AKM), **Bonnie Frickson** (FPM), **Kim Hermanson** (AM). We're all extremely proud of our new look.



## Whatever It Takes Stories

On Memorial Day Week-ends hotels are generally slow with business. However, that wasn't the case this year at the Holiday Inn Express Eagan. We were swamped with an unusually large number of walk-ins and were down to under 10 rooms left to sell on Saturday night. Unfortunately, we had several air conditioner units that decided they wanted the weekend off and yes, it was hot.

I had nearly exhausted all my options as our full-time maintenance person was out of town until Tuesday and the engineer at the Hilton Garden (across the street) was also unavailable. We called several people and resorted to other TPI hotels for help. I called **Scott Schmidt** at the Holiday Inn Express Golden Valley and told him our situation. He immediately took charge and gave me the cell phone number to their engineer. I called **Juan Calderon** and explained what was happening. Immediately he said, "Well, I live in Medicine Lake, so it will be about 45 minutes before I can get there. Can you give me the directions?" ABSOLUTELY!!! Juan came to our rescue and tried to fix about 10 HVAC units in our guest rooms. It was awesome that he was willing to drive all the way to Eagan to help us. KUDOS to Scott and Juan for being so incredibly helpful!

- Submitted by **Amanda**

**Singer** (Assistant General Manager - Holiday Inn Express Eagan)

**Adam Lillico**, Perkins Red Wing - Assistant Kitchen Manager, went above and beyond the call of duty. As Adam was leaving work, he noticed an older couple looking under the hood of their car. He became curious and went over to investigate. After discussing the problem with the owner of the car, Adam laid down on the wet, slush covered parking lot to check underneath the engine area. He quickly detected the problem and made the needed repairs. The car started perfectly! The couple was very grateful, and Adam even turned down a cash reward saying "It was no problem". This is truly an example of the attitude we want to show each and everyone of our guests.

**A Fish Story to Believe** It was the weekend of the fishing opener and Mr. Jones and his family were staying at the Holiday Inn Willmar. After a long day of fishing Mr. Jones returned to the hotel with an ample supply of fish. Some fish were worthy of telling stories about, however, the fish he was most proud of was the smallest caught—the one caught by his five year old son. Mr.

Jones was glowing with excitement about his son's catch. When Mr. Jones was a child, he fished a lot with his father and when he caught his first fish, his father prepared it for him for dinner. Wanting to do the same for his son, Mr. Jones was put in an awkward position, as staying in a hotel makes it difficult to carry this through. Mr. Jones thought he would take a chance and ask the hotel staff for help. He knew they were busy and there was a 1 hour wait for a table in the dining room, but it was worth asking. Mr. Jones asked the Hotel MOD if there was any way we could make this special occasion possible. The MOD and the Sous Chef worked together to prepare and deliver this special meal to Mr. Jones's son with no waiting time at all. Mr. Jones was ecstatic with the outcome and praised the staff for their service. I'm sure we will be serving the Jones's for generations to come.

One evening in February, Willmar had freezing rain. The next morning the Hotels Maintenance Team bought 2 cases of windshield washer fluid and helped remove ice which was built up on all windows of cars. All the guests were very appreciative of what we did for them to get them on their way.

Comfort Inn Willmar recently had a couple staying at their hotel due to a fire that claimed their home. Everyone on the staff pitched in a brought them what they needed to be comfortable for their long stay. Maintenance people took it upon themselves to go over to the Days Inn to get extra lamps, chairs, a credenza and refrigerator, and set everything up. They were so impressed with the service, the couple mentioned the hotel in an editorial sent to the local newspaper.

### TPI VISION STATEMENT:

*"Whatever It Takes For  
Outrageous Guest Service.  
You Have The Power!!!"*

## Manager Biographies

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management positions with Tharaldson Enterprises which included: Traveling Manager for T.E.'s Midwest hotels; General Manager - Comfort Inn Topeka, KS; Campus Manager of the Fairfield Inn, Days Inn and Comfort Inn respectively, Topeka, KS; General Manager - Hampton Inn, St. Louis, MO. Cathi's most recent position was the General Manager of the Main Stay Suites - Sioux Falls. She is very excited to become part of the Torgerson Properties team and looks forward to the opportunities and challenges that this up and coming management company will provide.

**COLLEEN MATTKE  
GENERAL MANAGER  
(HEIDELBERG  
RESTAURANT-NEW ULM)**



Colleen has been in the restaurant business nearly all of her life. Her family owned and operated a bar and grill, cafe, and supper club when she was growing up. Colleen, over the years, has held just about every job possible in the restaurant business but she is especially proud of her newest position as GM of the Heidelberg in New Ulm.

In her spare time Colleen trains and breeds horses on acreage in the country where she resides with her husband and three children. She aspires to someday develop a therapeutic horse riding program for handicapped individuals. Colleen loves the joy and excitement when they ride one of her horses.

## Aamot Joins TPI as Administrative Assistant to the President

Before joining TPI, Kathy Aamot was the Secretary-Treasurer of Johnson Bros. Corporation in its corporate office in Litchfield, MN. Johnson Bros. Corporation is a high-way and heavy construction firm with regional offices located in Wayzata, MN, Orlando and Bartow, FL; Metairie, LA; Dallas, TX and Bettendorf, IA. A list of construction projects on which JBC has worked includes the new Islands of Adventure theme park at Universal Studios in



Orlando and the Hennepin Avenue Suspension Bridge in Minneapolis. During her 16 years at JBC, Kathy's responsibilities grew to include financial accounting, maintenance of corporate records, cash mangement and shareholder relations.

Kathy is a Willmar native, who lives in town with her husband, Brett and their two girls, Bria - age 10 and Mariel - age 7. In the summer, they enjoy life at their cabin on Green Lake.

## Message from Tom

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Bloomington along the I-494 strip was signed. We intend to develop a 120 unit Staybridge Suites by Holiday Inn in conjunction with a free standing full service restaurant and bar concept (linked to the hotel via an enclosed breeze way).

- We have two sites in Florida along Hwy. 41 corridor between Naples and Ft. Meyers that RET Hospitality is in the early stages of developing as upscale extended stay suite hotels. RET Hospitality is one third owned by **TPI, Ray DeAngillis** and **Emmett Erpelding**. TPI will enter its traditional management agreement to manage the hotels that RET Hospitality develops.
- We are progressing towards the development of a Hilton Garden Inn in Golden Valley. This project is in a redevelopment area and Duke Realty is the dedicated master developer of the area. If the redevelopment continues on schedule, we anticipate a spring 2000 ground breaking on this project.
- The Holiday Inn Express in Golden Valley will begin Phase 1 preparations July 1st which will accommodate a future 18 suite addition to this hotel. Upon completion, the hotel will have 44 suites and 83 standard guest rooms.

TPI works on and considers many projects prior to committing to any particular one. Therefore, the projects mentioned above are what appear to be the survivors in the development process at this time. TPI passes on various projects usually resulting from the conceptual project not meeting TPI's long term and short term financial objectives. TPI is very careful and discriminate in this process.

At TPI's corporate office in Willmar, changes are occurring as well. **Sheryl Walton**, TPI's Comptroller, has been upgrading hardware and software systems. She has also expanded her team of associates by recruiting two recent graduates from Willmar's business college program. We are very pleased to have with us **Wendy Peerboom** and **Marlene Erickson**. On June 21<sup>st</sup>, **Kathy Aamot** joined the TPI corporate office as my "Administrative Assistant". Kathy comes to us from the Johnson Bros. Engineering firm in Litchfield, MN. When you get a chance to interact with these fine ladies, please give them a warm welcome to our team.

TPI has also committed to build a new corporate office in Willmar. This office will provide more space for the growing needs of TPI's corporate office staff. The new office will be co-habitated with our architects, Johnson Sheldon Sorenson and Hafner.

All-in-all, this is a great company on the come. It is one that I am very proud to be a part of and very enthusiastic about its future. I personally enjoy every day on the job and feel that each day just keeps getting better. It's the associates at TPI that motivate me and create this progressive work environment.

# Welcome to the Decade Club!

Torgerson Properties has roughly 1,700 employees in its organization. The company is very proud of all the individuals that represent TPI. Torgerson Properties feels that every person, nomatter what their position in the company is, plays a vital part in the overall

success of TPI. There is no question that the success of an organization such as TPI is a reflection of the employees that make up the company.

With this in mind, Torgerson Properties would like to honor the individuals whom have been a part of

the TPI or NUE family for more than 10 years. To honor these individuals for showing incredible loyalty, committment, and dedica-tion, they will be perma-nently enshrined to the Torgerson Properties "DECADE CLUB", which will be included in future editions

of the TPI Newsletter.

On behalf of the rest of the Torgerson Properties team that are not yet among this newsletter's inductees, we all congratulate and give praise to the following very special individuals.



**LUELLA GUNDERSON**  
Holiday Inn Willmar  
(25 years)



**ALICE JENSEN**  
Holiday Inn Fairmont  
(22 years)



**JACKIE AUGUSTSON**  
Holiday Inn Willmar  
(20 years)



**CINDY BENTON**  
Holiday Inn Fairmont  
(19 years)



**CINDY SCHNOBRICH**  
Holiday New Ulm  
(18 years)



**PAT STADICH**  
Holiday Inn New Ulm  
(18 years)



**INGE WILSON**  
Green Mill Willmar  
(17 years)



**BRENDA MULLER**  
Green Mill Willmar  
(16 years)



**LYNETTE ELLMAN**  
Perkins Fairmont  
(16 years)



**EILEEN GREFE**  
Perkins Fairmont  
(16 years)



**BETTY LOTHERT**  
Green Mill Willmar  
(15 years)



**MARY THOMPSON**  
Comfort Inn Fairmont  
(15 years)



**LINDA GRONEWOLD**  
Torge's Fairmont  
(14 years)



**KELLY SANDMAN**  
Holiday Inn New Ulm  
(14 years)



**GENA GEERDES**  
Perkins Fairmont  
(14 years)

# The Decade Club



**MARK NEUBAUER**  
Torge's Fairmont  
(14 years)



**ALAN SHOEN**  
Holiday Inn Fairmont  
(14 years)



**CHERRI HOLTZ**  
Torge's Fairmont  
(13 years)



**STEVEN FAUSCH**  
Torge's Fairmont  
(13 years)



**ALI FARROW**  
Torge's Fairmont  
(12 years)



**SCOTT WEST**  
Green Mill Willmar  
(12 years)



**DAVE ZELLMER**  
Holiday Inn Fairmont  
(12 years)



**SUE PEDERSON**  
Holiday Inn New Ulm  
(11 years)



**BRUCE THOMPSON**  
Perkins Fairmont  
(11 years)



**PAT VOIGHT**  
Holiday Inn Fairmont  
(11 years)



**CINDY WALDEN**  
Holiday Inn New Ulm  
(11 years)



**RONALD DEBOER**  
Torge's Fairmont  
(11 years)



**MITCH PETERSON**  
VP TPI  
(11 years)



**DAVE BROWN**  
Green Mill Willmar  
(11 years)



**VICKI WEHNER**  
Holiday Inn Fairmont  
(11 years)



**JEROME GOBLIRSCH**  
Torge's Fairmont  
(11 years)



**KIRK SCHULTZ**  
VP TPI  
(11 years)



**Tammy Suess**  
Heidelberg New Ulm  
(11 years)



**NEEDIE BEUNING**  
Green Mill Willmar  
(10 years)



**BARB VERMEER**  
Holiday Inn Willmar  
(10 years)

# The Decade Club



**DIANN IRMITER**  
Holiday Inn Fairmont  
(10 years)



**ROBIN HINZ**  
Torge's Fairmont  
(10 years)



**PEGGY FRIETAG**  
Torge's Austin  
(10 years)



**TERRY COLEMAN**  
Torge's Austin  
(10 years)



**THOMAS SCHLENK**  
Torge's Austin  
(10 years)



**KIM KLAPPERICH**  
Torge's Austin  
(10 years)



**BILL SCHMIDT**  
Torge's Austin  
(10 years)



**JUNICE SCHUHMACHER**  
Torge's Austin  
(10 years)



**JANET OMAN**  
Torge's Austin  
(10 years)



**MIKE HINES**  
Holiday Inn Austin  
(10 years)

## Decade Club Members not pictured:

(some photos too dark)

Robert Wachsmuth	Green Mill Shoreview	14 years
Shirley Gold	Torge's Austin	10 years
Darryl Haack	Holiday Inn Austin	10 years
Terry Stade	Torge's Fairmont	12 years
Tena Schultz	Torge's Fairmont	10 years
Sheryl Walton	TPI Controller	19 years

*Let your policy be quality.*

*-H. Jackson Brown*

*Hold yourself responsible for a higher standard than anyone else expects of you. Never excuse yourself.*

*-Henry Ward Beecher*

## TPI V.P.'s Realign...

The V.P.'s of Operations for TPI changed their property responsibilities. For a quick reference, here is how they shape up:

### Brett Erdmann:

Holiday Inn - Willmar	Comfort Inn - Fairmont
Comfort Inn - Willmar	Super 8 - Fairmont
Days Inn - Willmar	Torge's - Fairmont
Green Mill - Willmar	Holiday Inn - Austin
Holiday Inn - Fairmont	Days Inn - Austin
Torge's - Austin	Holiday Inn - New Ulm
Heidelberg Restaurant - New Ulm	

### Kirk Schultz:

Hampton Inn - Shoreview	Hampton Inn - Maple Grove
Super 8 - Arden Hills	Hilton Garden Inn - Shoreview
Green Mill - Shoreview	Holiday Inn Express - Hinckley
Green Mill - Eagan	Staybridge Suites - Maple Grove

### Mitch Peterson:

Perkins Restaurant - Fairmont	Hilton Garden Inn - Eagan
Perkins Restaurant - Austin	Holiday Inn Express - Eagan
Perkins Restaurant - Redwing	Staybridge Suites - Eagan
SpringHill Suites by Marriott - Rochester	
Holiday Inn Express - Golden Valley	

# TORGERTSON Torgerson PROPERTIES

## TPI Annual Golf Tournament and All Managers Meeting

(Meeting Sunday mandatory for all TPI Management with Job Classification of 400 or more points)

### Sunday, 8/22/99

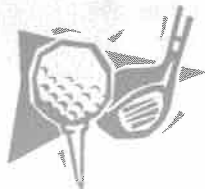
- 2:00pm - 3:30pm General Session
  - TPI update/company status
  - Recent/New initiatives
  - TPI "Awards" presentation
- 3:45pm - 5:30pm Breakout Sessions
  - Focus on "departmentalized" topics
  - Lead by MP's/VP's
- 5:30pm - 6:30pm TPI Social
  - Complimentary beverages
  - Light hors d' oeuvres
- 6:30pm Dinner Buffet
- 8:00pm Golf Team Drawing
- 10:00pm Overnight in Willmar  
(\$25.00 rate - DB to each property)

### Monday, 8/23/99 (Optional)

- 8:00am - 9:00am Continental Breakfast at Holiday Inn Willmar
- 10:00am TPI Golf Tournament begins (shotgun start)
  - Box lunches available at the turn
- 4:00pm Awards Presentation
- 5:00pm Depart Willmar

The short love story . . . about golf

I hate golf.  
I hate golf.  
I hate golf.  
"Nice shot!"  
I love golf.



## This Just In...

In follow up to the Cindy Benton (Super 8-Fairmont) article, we are pleased to note that Cindy represented Fairmont and TPI well in the regional finals of the Super 8 Bed Making Contest. Although Cindy did not win the championship, she came very close and will start focusing on next year's contest. Congratulations Cindy on a good run and we hope to see you in the contest again next year!

### ON CREATING A POSITIVE CULTURE

Ask frontline workers a few general questions about the company. If the answers you get back describe the company in terms like "they" and "them," then you know it's one kind of company. If the answers are put in terms like "we" or "us," you know it's a different kind of company.

**Visit Us On Our  
Awesome New  
Web Site!!!**  
[www.torgersonproperties.com](http://www.torgersonproperties.com)

**INSIDE Torgerson Properties** The success of TPI's Company Newsletter is largely dependent on the feedback, views, and ideas of all level of employees, please feel free to participate and offer your thoughts and suggestions at any time. This is a biannual publication.

Torgerson Properties, Inc.  
Brett Erdmann, Editor  
335 SW Benson Ave • P.O. Box 1020  
Willmar, MN 56201

#### Owners and Professional Managers of:

<b>HOLIDAY INN</b> Willmar Fairmont Austin Hinckley Eagan Golden Valley New Ulm	<b>HAMPTON INN</b> Shoreview Maple Grove	<b>TORGE'S</b> Fairmont Austin	<b>PERKINS</b> Fairmont Austin Red Wing
<b>COMFORT INN</b> Fairmont Willmar	<b>DAYS INN</b> Willmar Austin	<b>HILTON</b> Eagan Shoreview	<b>GREEN MILL</b> Shoreview Eagan Willmar
<b>SUPER 8</b> Fairmont Arden Hills	<b>SPRING HILL SUITES</b> Rochester	<b>HEIDELBERG RESTAURANT</b> New Ulm	<b>STAYBRIDGE SUITES</b> Eagan Maple Grove