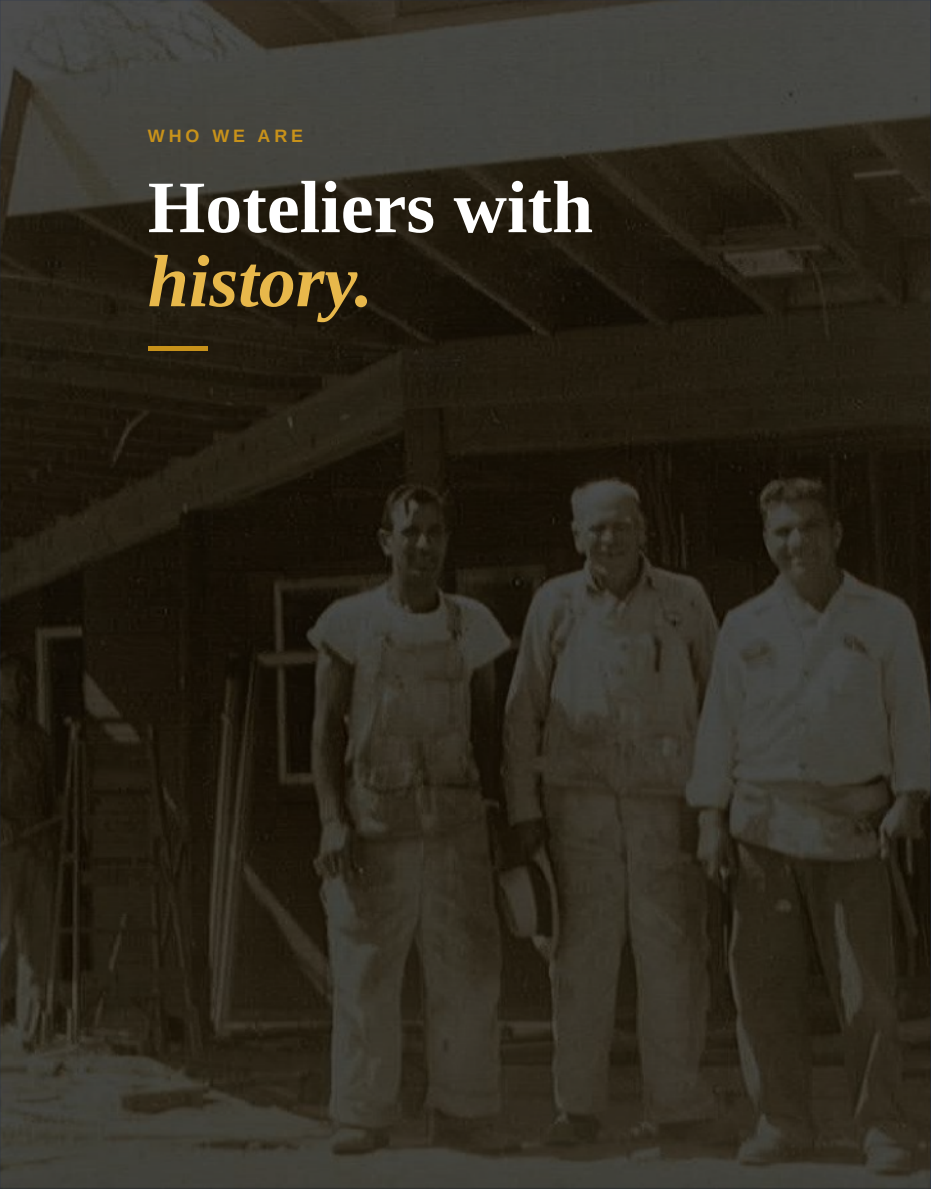
SCALZO
HOSPITALITY

OUR LEADERSHIP TEAM · 2026

SCALZO *Hospitality*

THIRD-GENERATION FAMILY HOSPITALITY

Introducing the people you'll be working with and the values and systems behind Remarkable Hospitality.



WHO WE ARE

Hoteliers with *history.*

70+	3rd	Local
YEARS OF OWNERSHIP	GENERATION	LEADERSHIP

> Scalzo Hospitality is a third-generation, family-owned hotel management company rooted in the entrepreneurial spirit of founder Carmen Scalzo, a first-generation Italian American who built his first hotels by hand and greeted every guest with a handshake.

Today, his spirit lives on. We blend Carmen's values and mindset with modern, process-driven leadership focused on our promise to you: Remarkable Hospitality. Seventy years of ownership have taught us something most management companies never learn: a property is much more than just an asset. That's why we manage every one as if it were our own.



WHO YOU'RE WORKING WITH

Remarkable people delivering *remarkable results.*

We bring years of experience to your property—a team of owner-operators who understand what's at stake and take responsibility for outcomes.



Ryan Haas

PRESIDENT

Leadership & Strategy | People & Performance | EOS Integration | Operational Traction

> In eleven years at Scalzo, Ryan has held five roles—F&B, sales, GM, COO, and now President. He is the rare hotel executive who has personally done nearly every job he now oversees.

My love of hospitality started around the table long before I had a word for it. My mom was a food scientist and my dad sold gourmet foods, so gathering people around great food was simply how I grew up. I've now spent 25 years turning that into a career, and I joined Scalzo in 2015 as Director of Food & Beverage. Since then I've served as Director of Sales, General Manager, and COO before stepping into my current role as President.

As President, my job is to ask the right questions and stimulate the strategy that keeps us moving forward. I try to stay curious and bring that energy to everything I do.

Outside of work, I'm a musician and an avid skier. My wife Jesse and I are raising twin boys, Teddy and Patrick, who are musicians in their own right too. Some of our favorite trips together have taken us to Iceland, Medellín, the Virgin Islands, and South Africa.

ON THIS TEAM

Ryan sets strategy and holds the standard. He has sat in every seat, so no one gets to tell him a problem isn't solvable.

Financial Planning & Analysis | Reporting & Accountability | Concept Design | F&B Optimization

> Chris runs the financials for a portfolio spanning two hotels, two restaurant concepts, and a franchise operation, and he came to the numbers the long way—through the kitchens that generate them.

I began my hospitality career at 15 in a small-town Minnesota kitchen. After culinary school in Chicago and a degree from UNLV, I spent a decade on the Las Vegas Strip before joining Scalzo in 2017. I helped open Twin Cities 400 Tavern and Delta Hotels by Marriott Minneapolis Northeast before moving into corporate leadership.

Today, as CFO, I oversee budgeting, forecasting, capital planning, and financial reporting across the portfolio. I learned hotels from the line up, not the P&L down. That operational background helps me look beyond the numbers, understand what's driving performance, and turn financial insight into action.

I bring a direct, crisp style and high standards to everything I do. When I'm not crunching numbers, I am spending time with my wife Chelsey and my kids Tommy and Vivian and our Russian tortoise named Catfish.

ON THIS TEAM

On this team, Chris is the reality check. Every plan runs through his numbers before it reaches an owner, and he'd rather kill a good idea early than explain a bad quarter late.



Chris Bennett

CHIEF FINANCIAL OFFICER



Lindsey Lundgren

DIRECTOR OF OPERATIONS

Remarkable Operations | Guest Experience | People-First Leadership | Team Development

> Lindsey has run front office, housekeeping, food and beverage, and full hotel operations across Marriott and IHG properties, and she started at the front desk. Nobody on her team does a job she hasn't done herself.

I began my career checking in guests, and I worked through nearly every area of hotel operations from there. Learning the business from the ground up gave me a deep appreciation for both our guests and the teams that make every stay memorable. Today I'm responsible for multiple departments and hundreds of team members and for the results that come out of them—guest satisfaction scores, flow-through, and staffing stability.

Here's what I've learned: guest experience is a staffing outcome. You cannot buy your way to a good review with amenities if the person at the desk is on their third double this week and doesn't feel seen. So I lead the other direction—invest in the team, hold a clear standard, and the scores follow.

The most rewarding part of my job is watching people grow. I'm passionate about mentoring, celebrating people's wins, and building a culture where our teams feel valued and empowered to do their best work. Outside of work, I am a competitive athlete in multiple club sports in the Twin Cities and recently got to compete at the National Football Hall of Fame in Canton, Ohio.

ON THIS TEAM

On this team, Lindsey is where strategy meets the floor. Plans that survive her scrutiny are the ones that actually work at 11pm on a sold-out Saturday.

Hotel Development | Guest Experience Design | Franchise Partnerships | Brand Compliance

> Brian leads Scalzo Hospitality's design and development initiatives, bringing an operator's perspective to how properties are planned, renovated, and repositioned. He has led multiple renovations and refreshes for Scalzo since 2010 and oversees the company's West Coast operations from Anaheim.

I came to development through hotel operations, which isn't the usual path, and it's why I approach projects differently. A hotel can be beautiful and still be difficult to run.

I've stood behind a front desk designed by someone who had never worked one, and I've seen how something as simple as a poorly placed linen closet can create inefficiencies every day. So when I'm reviewing drawings, I'm not only asking whether a project meets brand standards and looks the way it should. I'm asking what it will cost to operate on a Tuesday in year seven.

That operational perspective shapes how I approach every project. Design decisions are operating decisions, and the best time to get them right is before they're built.

When I'm not working, I enjoy getting out on the slopes and playing guitar. Snowboarding and music have always been two of my favorite ways to unwind.

ON THIS TEAM

On this team, Brian is the one who makes sure a property is built to perform, not just built to open.



Brian DeRose

DIRECTOR OF DESIGN & DEVELOPMENT



Alex Miller

DIRECTOR OF BUSINESS DEVELOPMENT

Strategic Partnerships | Business Development | Market Analysis | Real Estate

> Alex is the first of the fourth generation of his family to join Scalzo. He came up through engineering and real estate before coming home to the family business, and today he is usually the first person an owner talks to. Seventy years in, the family still answers the phone.

I came to Scalzo the long way around—engineering taught me to think in systems, and a decade in technical sales taught me how to read a P&L and keep a relationship going past the first hard conversation. What pulled me home was purpose: three generations of my family poured their lives into this company, and I'd rather carry that weight for them than for anyone else.

What we actually sell is our people and 70+ years of refined process. Owning and operating hotels builds relationships you can't hire overnight—our brands, lenders, builders, and many of our GMs have been with us for decades. That's a way of working that holds up when nothing goes to plan, and it can't be put together in a hurry.

Home is Hudson, Wisconsin, where I'm active in our church. Outside of work I train Jiu Jitsu, coach my kids' teams, and get them out on the golf course. Come fall, you'll find me in the mountains with a bow.

ON THIS TEAM

On this team, Alex is the front door. He is the one who tells an owner honestly whether Scalzo is the right fit, including when the answer is no.

OUR CORE VALUES

PEOPLE FIRST
always

Remarkable Hospitality begins with the guests who experience it and the people who deliver it. By leading with respect, honesty, and accountability, we put their well-being and satisfaction first to create a place where our guests and our teams feel the difference.

OWNERSHIP
mindset

We combine an owner's understanding of accountability with an entrepreneur's instinct for what's possible. We take personal responsibility for our roles and invest in our success—protecting value, managing risk, and delivering results.

PRIDE
in every detail

We're proud to be hoteliers with family roots, and that pride shows up every day in our work. It's a dedication to doing things right and doing them well—the details that make guests feel valued and cared for.

TRANSFORMATIVE
through traction

Growth doesn't happen by accident. We embrace innovation and look for opportunities in every challenge. That makes our business stronger and creates real impact for our guests, our teams, and our communities.

CONSISTENCY
by design

Consistency is the foundation of Remarkable Hospitality—and the value the other four are built to produce. Through disciplined systems, clear processes, and attention to detail, we deliver experiences guests return for and results owners can count on.



OUR PORTFOLIO

Remarkable range. *Remarkable results.*

What's so remarkable about our portfolio? Range. From a full-service branded Marriott to an independent boutique to a one-of-a-kind local dining experience—no two properties are alike. Our portfolio is proof that depth and breadth don't require scale.

HOTELS

Two properties. *One standard.*



The Park Vue Inn

When Walt Disney opened the gates to Disneyland, there was hardly a hotel in sight. Carmen Scalzo built one. Over sixty years later, the Park Vue Inn has been modernized many times but is still the same independent, family-owned boutique he envisioned—and a quiet refuge steps from the Happiest Place on Earth, guests come back to again and again.



Delta by Marriott Minneapolis Northeast

Acquired as a Ramada Plaza, we didn't just change flags, we remodeled from the inside out—an entire property reimagined in partnership with Marriott International. Today, we deliver Delta's "Simple Made Perfect" promise, Scalzo style, by putting the right people in the right seats to run this full-service hotel with a restaurant and banquet facilities in a competitive urban hospitality market.

FOOD & BEVERAGE

Concepts guests *come back for.*



Twin Cities 400 Tavern

A concept that doesn't survive market scrutiny is really just an expensive idea. We designed the Twin Cities 400 Tavern to showcase the unique hospitality and sociability Minnesota is known for. It's a come-as-you-are place that feels like the city we call home.



Cold Stone Creamery

Directly across from Disneyland, with the Park Vue Inn next door, the market was clear, but how exactly to capture it was not. We partnered with Cold Stone Creamery to design a shop for volume and consistency while maintaining the brand's high standards. It became one of the top-performing Cold Stone franchises in the country.

THE SCALZO DIFFERENCE

A proven system. *Applied to hospitality.*

How we work matters as much as what we deliver. That's why we run every property on EOS. The process component of any business is often the most neglected—but we've learned that when process becomes culture, performance follows.

EOS MASTERY

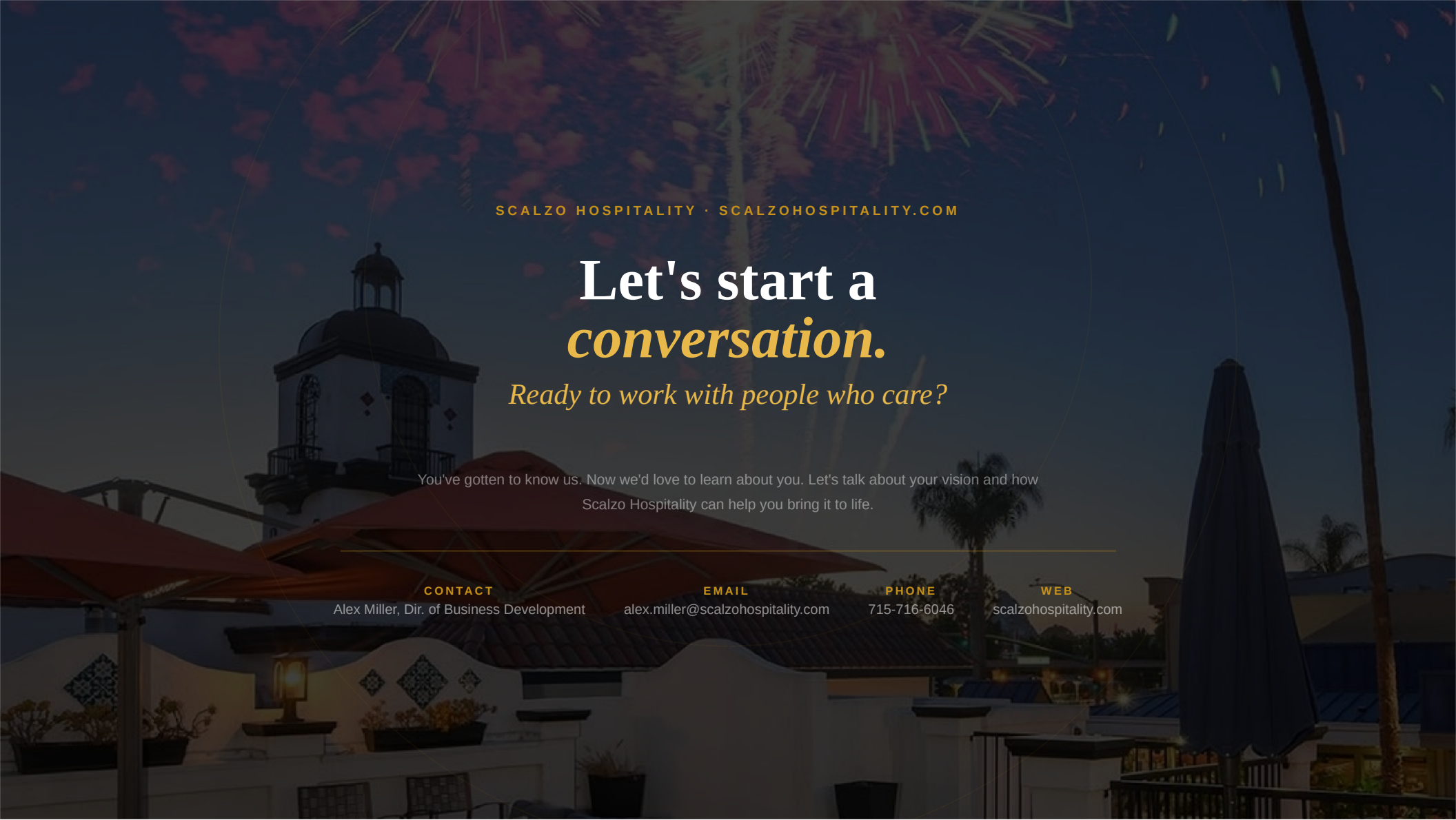
The same underlying system at every property

CONSISTENCY

The foundation of Remarkable Hospitality

ACCOUNTABILITY

The visibility and performance owners can count on



SCALZO HOSPITALITY · SCALZOHOSPITALITY.COM

Let's start a *conversation.*

Ready to work with people who care?

You've gotten to know us. Now we'd love to learn about you. Let's talk about your vision and how Scalzo Hospitality can help you bring it to life.

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