

MCHG News

Driven by Positive Thinking

Join the Festivities!

January / February 2012

Volume I, Issue V

The Exeter Fairfield Inn & Suites Team decorated this tree for the Exeter Chamber of Commerce Children's Fund. The Fund provides winter clothing to those children who most need them. The "Mardi Gras" themed tree raised \$250!



Morgan Gavaletz LaMontagne (and Zoe), Jamie "Elf" Mulley, Nicole George.

Inside this issue:

| | |
|--|-----|
| Message from Sean Leaders Get Schooled | 2 |
| BFFIS Renovations Fixin's for Families EFFIS After Hours | 3 |
| AFFIS Honored in DC | 4 |
| Congratulations Ted | 4 |
| Farewell to Julia | 4 |
| Just 'Cuz | 5 |
| Birthdays | 6-7 |



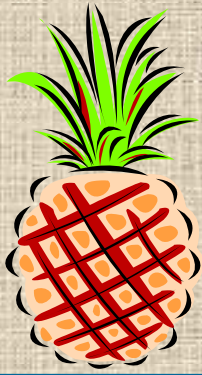
The Best Western Freeport Inn hosted an Angel Tree again this year! Angel Trees are hosted through the salvation army. The BW Freeport Inn purchased items for 20 kids! There was lots of help from the employees at the Inn, Cafe, Muddy Rudder & the corporate office. Night Auditor, Gail O'Neil, also made 20 blankets to go along with the presents!



Exeter Fairfield Inn & Suites celebrated the holiday season by joining in on the Exeter "Night of Lights" Annual Christmas Parade! 21 employees participated in the float: Robin Comeau & her husband Joe, their daughters Joey & Kaila & their donkey, Domenic! Joanne Souliere & her husband Don, her daughter Isabella. Tarina Nolan & her daughter Crystal. Stacy Carey & her daughters Mia, Kira, & Marissa. Nicole George & her daughter Jackie & a friend. Sherry Brownlie & her niece. George Hayes, Jamie Mulley (dressed as an elf!) and Morgan Gavaletz LaMontagne & her dog Zoe!



Joanne Souliere with her husband, Don, and her daughter Isabella.



Do you know why the Pineapple is the symbol of Hospitality?

A Year End Message from Sean

To my teammates....

Given this is the last newsletter of 2011, I want to take this opportunity to say thank you to our whole team.

MCHG and the hotel industry have had some very tough years recently but 2011 was the turning point. We had a good year and expect to repeat it in 2012.

Much of our success comes from your efforts. Every guest and every shift

makes a difference to the success of our company. I had the pleasure of hearing great guest service stories from your leaders at our conference last month.

They spoke of you all with such pride.

It reminds me of why I love my job, this business and MCHG!

Thank you on behalf of Peter, Paul and the MCHG leadership team.

Merry Christmas and Happy Holidays to all!

The pineapple has been a symbol of hospitality since the days of the early American colonies. The legend began with the sea captains of New England, who sailed among the Caribbean Islands and returned to the colonies bearing their cargo of fruits, spices and rum. According to the legend, the captain would spear a pineapple on a fence post outside his home to let his friends know of his safe return from sea. The pineapple was an invitation for them to visit, share his food and drink, and listen to tales of his voyage. As the tradition grew, colonial innkeepers added the pineapple to their signs and advertisements, and bedposts carved in the shape of a pineapple were a common sight at inns across New England. The legend has continued to the present, and frequently one sees the pineapple symbol in hotels and restaurants to signal the presence of hospitality.

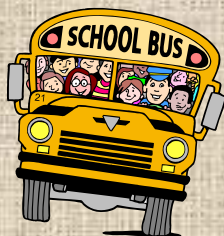
MCHG Leaders Get Schooled!

On November 30 all MCHG Leaders met up at the Rockport Inn & Suites for a 2-day Leadership Conference. Leaders attended many seminars including, Public Safety, Domestic Violence Awareness, Social Media for Dummies, CPOR and Personal Finance to name a few. Everyone agreed that the information presented would be useful in planning for a successful 2012!



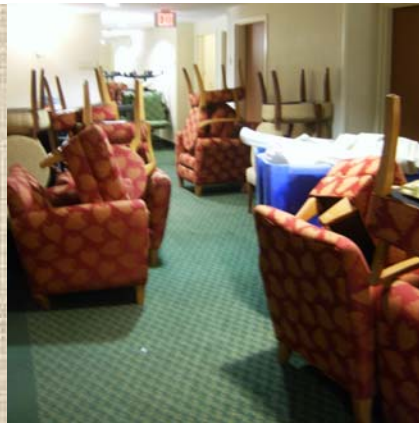
Pseudo cowboys Les, Alissa, Matt & Sean getting ready for the line dancing class.

Gary gets his swerve on during the line dancing class at the MGMT Conference.



The FFIS Brunswick is right in the middle of renovations!

The lobby & breakfast room furniture is in and the rooms are being stripped & painted. We're enjoying the daily excitement of all the new things arriving & can't wait to see the finished product!



Fixin's for Families, was a huge success!

Fixin's for Families raised over 500 food items, 27 toiletry items, and \$160 in checks and grocery gift cards!

"A BIG thank you to everyone who contributed and a BIG thank you Andrew Hanscom for helping organize the drive! In such difficult times it's really great to see what can be done if we all chip in just a little bit and do what we can for those less fortunate. I

hope everyone has a wonderful, safe Thanksgiving holiday and we all take a moment to appreciate what gifts we are given everyday, big and small" ☺
Shana McConnell

MCHG Corp Office, Best Western Freeport Inn and South Portland Courtyard all contributed to this food drive that was organized by Shana McConnell of Best Western Freeport Inn!

Congratulations on
a successful event!

FFIS Exeter hosts Business After Hours

Exeter Fairfield Inn & Suites hosted another successful Chamber of Commerce event. Over 100 community members gathered at the hotel on December 15 for the event!

Tours Anyone?!

Pictured Left to Right, Back Row:
Morgan Gavaletz LaMontagne, Stacy Carey, Tarina Nolan & George Hayes.
Middle Row: Heather Lochiatto, Sherry Brownlie & Shelly Gould.
Front Row: Joanne Souliere, Nicole George, Jamie Mulley.



Augusta Fairfield Inn & Suites honored in DC!

Business Leaders from across the United States were honored in our nation's Capitol on Wednesday, November 16th for opening their workplaces to adults and young adults who are working to recover from mental illness.

Governor Paul LePage:

"I am happy to present this award to the Fairfield Inn & Suites of Augusta Maine and Karen Pendoley, General Manager, on behalf of Capitol Clubhouse and the National Employment Expansion Project. Since

2009, you have been hiring people working to recover from the effects of mental illness. I understand that you currently employ 2 Clubhouse members in your Housekeeping Department. I know personally that hiring Clubhouse members is a good business decision. In addition, you are setting an example as an excellent community partner and helping people with psychiatric disabilities to build their confidence and work experience. I know these jobs can transform people's lives. It is a pleasure to honor the Fairfield Inn & Suites for your

ongoing commitment to the members of Capitol Clubhouse and for giving people who have a disability the opportunity to return to work. Thank you and Congratulations!"



Congratulations to Ted Lakeman on his engagement!

Ted Lakeman of MCHG Corporate office will be planning a Fall 2012 wedding with new fiancé Sarah Nichols!



So Long, Farewell, Aufwiedersehn, Goodbye Dear Julia 🎵

By Sean Riley:

Please join me in wishing Julia well in her new Career at a local Technology company. Julia has been a friend and coworker to so many of us. She has kept us all straight and always had the employee's best interest at heart. We all have our funny Julia stories, too many to repeat here. But one of my fondest memories of her will be our road trips to all locations every March.



I truly got to know her and respect her for her knowledge and ability to handle many projects. She truly loved visiting with all of you and I am sure we will all miss those visits.

I do, however, feel her time at MCHG prepared her for more challenges. (Shoot, anyone who can work with Gary and Sean for years can take on any challenge.) We are all excited for her but will miss her very much. Thanks Julia and good luck!



Just 'Cuz



Nicole George, Executive Housekeeper, Exeter FFIS. Nicole stalks her prey from the confines of the shower...that bathtub ring will never see her coming!



Don Bruce, Six South St Hotel's General Manager, performed in "The Christmas Revels" which have been presented at Dartmouth for 37 years. There are six sold-out shows each year in the Upper Valley with over 5000 people attending. Don's role was appropriately "the Lord of the Manor" in this Elizabethan play and musical celebration of the Winter Solstice. Don's wife Lisa also had a role in the chorus.




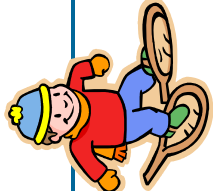
Sean's new promotion: CLO!
Chief Lobster Offerer



"In recent news, Kevin has graduated from tricycle to bicycle! While taking a celebratory ride around the office, he was heard screaming "SELL SELL SELL and a Happy New Year!"

January 2012



| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---|--|--|--|--|--|---|
| 1 Khadijo Adan—South Portland Courtyard | 2  | 3 | 7 | 5 | 6 Courtney Bills— Bangor Courtyard | 7 |
| 8 | 9 Estelle Mayo—Augusta Fairfield Carolyn Martin—Bath Hampton | 10 | 11 Kayla Testaverde— Rockport Inn Tim Kishkorn—Bath Hampton | 12 | 13 Maryann Goddard— BW Freeport Inn Kristal Lake— Scarborough Homewood Jennifer Carroll— Rockport Inn | 14 |
| 15 Gary Serino—MCHG | 16 | 17 | 18 | 19 | 20 Katherine Aparo— Rockport Inn | 21 Kim Dennis— Scarborough Homewood Amy Dwelley—Bangor Courtyard |
| 22 William Ziegler—Six South | 23 | 24 Thomas Cooper— Gilford TownePlace | 25 Lee Cutting—Six South | 26 Brittney McClure— South Portland Courtyard | 27 | 28 |
| 29 | 30 Erika Emond—Augusta Fairfield | 31 |  | | | |

February 2012



Sun

Mon

Tue

Wed

Thu

Fri

Sat



5
Krystle Tomlins—
 Brunswick Fairfield

6
Sandra Schaeffer—
 Rockland Hampton

7
Analyse Ciccarelli—
 BW Freeport Inn
Heather Lochiatto—
 Exeter Fairfield

8
Matt Butterfield—BW
 Freeport Inn
Meghan Riley—
 Brunswick Fairfield

9
Shelby Oakes—
 Rockland Hampton
Heather McGill—
 Bangor Courtyard

10
Karen Pendoley—
 Augusta Fairfield

11
Brandon Beckwith—
 BW Freeport Inn
Amanda Burns—
 Rockport Inn
Robin Barbin—Exeter

12

13
Mary Brooks—Bangor
 Courtyard
Larry Hahn—Gilford
 TownePlace

14

15
Amanda Torrick—BW
 Freeport Inn
Cecile Goodno—
 Augusta Fairfield

16
Candy Desorey—
 Scarborough
 Homewood
Carl Savinelli—Exeter
 Fairfield
Margaret Grace—Bath
 Hampton

17
Christopher Barker—
 Scarborough
 Homewood
Robert Robinson—
 Bangor Courtyard
Jennifer Goulart—
 Rockport Inn

18

19

Dorothy Jeffries—
 Rockport Inn

20

21
Matthew Goupil—
 Gilford TownePlace
Beverly Small—Exeter
 Fairfield

22
Melissa Stairs—Bangor
 Courtyard
Ashley Dumont—
 Gilford TownePlace
Stacy Carey—Exeter
 Fairfield

23

24
Chris Chaffee—Capri
 Apartments

25
Catherine Anderson—
 Six South

26



27
Gary Spiller—BW
 Freeport Inn
Scott Audet—Augusta
 Fairfield

29