

# MCHG News

Driven by  
Positive Thinking

July /August 2010

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## Congratulations to the entire Team at Hampton Inn Bath on a successful Grand Opening and Ribbon Cutting—Bravo!!!

Over 100 people joined in the celebration held the evening of June 24. The official ceremony began with the presentation of the colors by the US Naval Cadet Color Guard of Bath. Kristen Kordo, Miss Maine's Outstanding Teen, 2009 sang the National Anthem.

The theme of the evening took on an air of excitement about the community. Arikka Knights, Miss Maine 2010 made her first public appearance and spoke of her platform which involves giving back to community. Bill Giroux, Bath City Manager expressed how pleased he was that the City and

owners worked so well together to produce this waterfront facility.

Karen Whitman, of Hilton Hotels announced that the **Hampton Inn Bath had won "The Outstanding Developer Award"** for this project. This award is given to an owner who achieved extraordinary accomplishments as it

relates to unique development. "This project took an area of town that had been dormant for years and revitalized the area. It took on characteristics of both historic Downtown and the residential area," explains Whitman.

**Notes from Jenn's Desk:** "Thank you to all the MCHG managers and

associates that worked with us to get the New Hampton Inn Bath open & looking amazing, we are so happy to be part of MCHG family! Thanks to the corp. office team for sharing their space & for their continued support of Bath Hampton Inn Team!"



US Naval Cadet Color Guard of Bath, ME



Picture Left to Right: **Jennifer Libby**, General Manager; **Senator Seth Goodall**; **Paul Lohnes**, Partner; **Peter Anastos**, Partner; **Bill Giroux**, City Manager; **Sean Riley**, COO MCHG.

Below: **Meghan Riley** & Mr. **George Anastos**



Above: Arikka Knights, Miss Maine 2010 with **Sean Riley**

Below: Bath Savings Bankers with **Paul Lohnes**, **Peter Anastos**, **Sean Riley** & **Jenn Libby**.



# MCHG In Our Communities

**Rob Lopez** organized a blood drive at the South Portland Courtyard this past month. The Blood Mobile left before dark, and there were no vampire sightings!



Serena Patterson extends a big shoutout to the **staff at TownePlace Suites Gilford** for kicking butt and taking names through Bike Week and Nascar. You Rock!



On May 1st, staff members of **FFIS Augusta** participated in the "Walk for Hunger" and raised over \$600.00 in sponsorships over 80 non perishable food items!



Pictured Above Left to Right: Rich Macdaid, Jerry Nault, Gregg French, Nikki Vigue, Angela Tracy, Karen Pendoley

Also they have used bottle redemption money to purchase a 16 x 35 community garden in Hallowell and participate in "Plant-A-Row" challenge through Univ. of Maine. All veggies will be donated to the local food bank!

The **FFIS Brunswick** raised hundreds of dollars for the Relay for life this year! **Robert, Krystle, Emily (& kids), Sue & Meghan** all walked the relay starting at 6pm and going until 10am the next day! They each raised money individually, but along with that money, the entire team donated items



for a yard sale held on the front lawn of the hotel which raised \$114.75!!



**Rob Lopez & Leslie Johnson of South Portland Courtyard** attended Maine Destination Day sponsored by the CVB. They joined other area businesses to show potential visitors what the Portland area has to offer. Thank you to **Shamus** for putting together the Presentation that ran on the screen. Lobsters were raffled off to entice people to the booth!



Pictured Above: **Leslie & Rob**

**FFIS Brunswick** hosted Freeport Chamber Business After Hours! We had a BBQ with burgers, hot dogs, salads, chips, veggies, wine, beer & punch!



**Emily Komiega & Meghan Riley** donated their time to the St. John's Bizarre this year where they helped "Spin the Wheel" and play "Lucky 7's" at the casino tent!

The **FFIS Brunswick** were awarded the Big Spirit award from Big Brothers Big Sisters at their annual banquet ceremony!! Gordon Clark accepted the award on behalf of the whole team.

**Rockport Inn and Suites** hosted the Crew Members for a movie that is being filmed in Rockport and Gloucester. We were able to have all 30 crew/cast members here during filming. The movie is called "Whats Your Number", starring Anna Faris, Chris Evans and Andy Samberg. Movie to be released summer 2011!



**Tammy Pralicz, of Scarborough Homewood Suites**, lead her Team Cosmo in the American Heart Association's Heart Walk in May in support of her son Cosmo who lost his battle with Congenital Heart Defects. This fundraiser is held yearly and supported by local businesses such as Hannaford Brothers, WPOR, Subway and Green Mountain Coffee to bring awareness and support the American Heart Association...For info: [www.southernmaineheartwalk.com](http://www.southernmaineheartwalk.com)



## Hanover Hotel Chooses Top Leader: Welcome Don Bruce!!!

Hanover, NH— June 11, 2010, Sean Riley, recently announced the selection of **Don Bruce** as the General Manager of the new Six South Street Hotel in Hanover, NH. Most recently, Mr. Bruce was with Hart hotels where he opened and operated the Hawthorne Suites Burlington, VT. This 25-year hospitality veteran has worked in

various Sales and Management positions including leading brands such as Hilton Hotels as well as independent hotels. Riley explains, "Don is the perfect candidate for Six South Street Hotel. He is a seasoned veteran who has proven himself as a great leader with his associates and within the communities in which he has

worked." The Six South Street Hotel is expected to open late this year.

**Congratulations & a Big MCHG Welcome to Don Bruce!**





# Congratulations are in order!



Congratulations to **Misty Fitzgerald of Muddy Rudder Brewer** and husband Jason! It's a boy! Jack FitzGerald was born May 10th at 9:22am . . 8lbs. 12oz and 22.5 inches long!!!



**Lisa Sirignano, a Bangor Courtyard** housekeeping and laundry associate, welcomed a healthy, new baby boy, Connor Joseph Pelletier on June 14<sup>th</sup>---weighing in at 8lbs. 7oz. and 21 inches. Connor has a big sister Kaydence, age 4. Congratulations Lisa!



**Kaycie Clark** (daughter of Carol & Gordon Clark) who works at **FFIS Augusta** hotel as a front desk clerk, just got her Junior Year report card for High School... and she got High Honors! She was able to get high honors in school while taking part as a Varsity Lacrosse and Varsity Soccer player for Mount Ararat High School... all this and she was also employed part time! Congratulations!

Congratulations to **Kate Kindred**, breakfast associate at **Hampton Inn Bath**, who has recently become engaged while on a mini vacation in Boston!!!



**Hampton Inn & Suites Rockland** are celebrating their 4th year anniversary and handing out our 4 year service pins. 6 in a row Outstanding QA Score...96% Rating Perfect Signature Scores for the months of April and June at 100%. Perfect Score for the internal audit too.

Congratulations to **Alaina Peterson of Rockport Inn & Suites** (part time front desk) is newly engaged to Chris Bouchie (part time houseman), and they soon will be parents to a MCHG baby (due September 8)!!



**Doti Acres, of TownePlace Suites Gilford**, and husband are patiently waiting for the birth of their first child, **Amber**, due date July 10! Our Best Wishes & Congratulations in advance to them!



Congratulations to our recent High School Graduates

**Michael Pratt and David Pratt of Fairfield Inn & Suites Exeter!** We are proud of you both!

Three Cheers to **Liz O'Connell**, our own "off-broadway" star at **Fairfield Inn & Suites Exeter!** She recently has starred in local theater performance of "Two Rooms". The play explores two main conflicts. One is the conflict created by the generation gap. The other is a conflict of gender roles. The two rooms create a contrast that speaks to us all

because we, at one time or another in our own lives, have either observed it or lived through it.



**Congratulations Liz!** We are very proud of your accomplishments and look forward to more of your theatrical work in the future!

## MCHG Associates in Action!

**Bangor Courtyard** celebrated Marriott Associate Appreciation Week May 17<sup>th</sup>-21<sup>st</sup>, kicking it off on Monday with an Ice Cream Social & Mocktails and finished it with a blazin' BBQ on Friday! The week was filled with games, activities and prizes and a great time was had by all! (Pictured: **Anita Phillips, Heather Murray & Kaitlin Smith**)



Mother & Daughter Team Keeping it Green! Housekeeping Supervisor, **Kathy Kingman** and daughter, Front Desk Associate, **Sarah Kingman**, demonstrated their green thumb skills by planning and planting the landscaping at **Bangor Courtyard**—mulch, flowers and all! It was a great use of inside talent, our landscaping has never looked better! Thank you Kathy, Sarah and the many associates that helped beautify our grounds!



**FFIS Brunswick** held their first Casino Night of the year! Casino chips are handed out to employees when they are caught doing something VERY RIGHT! A few times a year we get together and play black jack and poker with our earned chips for some GREAT prizes! Congrats to all our winners, and thanks to B.H.O.P. for hosting!



A few weeks ago **Hampton Inn Bath** Laundry attendant, **Andy Boubel**, had his bike destroyed (it got confused as trash during our weekly pick-up) so the staff



pitched in & surprised him with a brand new bike!

June 24<sup>th</sup> **Homewood Suites Portland** celebrated their 2<sup>nd</sup> Anniversary with an employee back yard BBQ! Staff members came in for Hamburgers and Hot Dogs and played Minute to Win It for cash prizes!!



The Dirty Sock Contest was back by popular demand during Assoc. Appreciation Week at **SPCY**. 5 minutes to dust any public space area, the dirtiest sock winner was **Megan Alexander**.



Pictured Above: **Shamus Riley, Megan Alexander, Gina Mencarini, and Leslie Johnson**

## Go Blog About It!

<http://blog.mchg.biz/>

<http://www.facebook.com/pages/Freeport-ME/Maine-Course-Hospitality-Group/180583651030?>



### Year to Date Results!!!

It's a tie at 94%! Well not really, but very close... Congrats!

Brunswick Fairfield Inn & Suites 94.8%  
Best Western Freeport Inn 94.7%  
Rockland Hampton Inn & Suites 94.7%  
Econo Lodge 84.7%  
Homewood Suites 79.3%  
Rockport Inn & Suites 76.2%

## MCHG Announces 2010 Scholarship Winners

### Employee Scholarship—\$400

**Heather Guernsey**—Freeport Café

Pursuing a Bachelor of Fine Arts in Ballet Performance at University of Cincinnati

**Samantha Gifford**—Freeport Café

Pursuing a Nursing Degree at Texas State University

**Heather Megill**—Bangor Courtyard

Pursuing a Communications Degree at New England School of Communications

**Brandon Mitchell**—Brunswick Fairfield Inn & Suites

Pursuing an Exercise Physiology Degree at University of Southern Maine

### Employee Reimbursement—\$150

**Howard Theberge**—Brunswick Fairfield Inn & Suites

Pursuing an Athletic Training Degree at University of New England

**Ethan Crosson**—Yarmouth Muddy Rudder

Pursuing a Marketing Degree at University of Tampa

### Employee's Child Scholarship—\$400

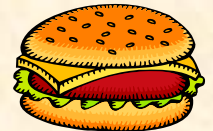
**Ryan Trefethen**—Son of Jim Trefethen at Hampton Inn & Suites Rockland

Pursuing an Environmental Resource Mgt. Degree at University of Maine

**Lee Kitchen**—Son of Jamey Kitchen at Hampton Inn & Suites Rockland

Pursuing a Business Degree at Ithaca College

## You've Got The Right Stuff!



Congratulations to **Lydia Morgan**, new HSKP Supervisor and **Serena Patterson** on promotion to Front Desk Supervisor of **TownePlace Suites Gilford**. Plus they had a QA score of 94%. Way to go you Rock!!!!!!!!

A HUGE pat on the back for a job well done for the entire staff at **Fairfield Inn & Suites Exeter**! Great score for their first QA at 91%! Way to go team!



### Words of Thanks!!!

"Thank you for reaching out, Jamie. We were absolutely thrilled with the hospitable service provided to us by Alissa and the entire staff at **Fairfield Inn & Suites Exeter** who greeted each guest professionally and cordially. I received many comments from our visitors about the cleanliness of the rooms and the added touch of having the hospitality suite available for their convenience. Thank you for going out of your way to accommodate our needs. We will definitely contact the Fairfield Inn in the future, as you have proven yourselves to be most hospitable and flexible in working with us."

Kathy McQueeney,  
Sig Sauer Inc.



### From Sean's Desk:

"First of all, thank you to all the leaders at the Hampton Inn Bath! It was one of the fastest & finest openings we have had yet. I also want to pass on my personal thanks to their families & friends for their understanding during the past month. This team worked tirelessly day & night and on weekends to get us open! I know they were missed by their families. I tried to go through, in my head, all the people who helped on this project in addition to the Bath team. And rather than take the chance to leave someone out and hurt feelings, I know we had at least 8 other locations send at least one person to help out. I would say upwards 25 people assisted in one way or another. Thanks to the corporate office for their support of Jenn and me! And of course, for Pete & Paul for their belief in all of us! What a great property! Nicely done MCHG!"

**The Freeport Cafe** has added to the menu- We are now offering Blue Mango veggie burgers, PBR pounders for only \$1.50, and our latest and most delicious creation. Potato Chip Chocolate Chip Cookies! We are currently working on our new summer LTO and it will be a scrumptious selection of yum! One of our new features will be a Lobster Caesar Salad with our homemade croutons. YUMMY!!!!



# Meet the MCHG General Managers!



My name is Matthew Anzivino, I was born and raised in Newton, Massachusetts in April of 1970. I have been blessed to travel and live overseas and develop an amazing appreciation for people and various cultures. I attended college in New York and finished in Boston with a concentration on Physical Therapy....go figure!! I have been in the hospitality industry for 20 years including, Marriott, Radisson, Hyatt, Sheraton and a few independents along the way. I am an avid golfer and a collector of sports memorabilia and vintage collectibles. I love the Red Sox and wont miss a World Cup match...I am blessed with a beautiful wife Missy and two amazing girls Rachel and Jordan, a Ballerina and a Gymnast....also we are "blessed" with six cats and a Chocolate Lab Ben!! We are now living in Rockport within walking distance to the hotel and we absolutely love it!! I am excited to work for Maine Course Hospitality and the Rockport Inn and Suites, what a great property and an amazing area... and what a great situation for my family and I!



**MCHG News:** What are your biggest restaurant and hotel pet peeves

**Matt:** My biggest hotel pet peeve is "cigarette butts"

**MCHG News:** What is your favorite book or the one you are reading now?

**Matt:** My favorite books would include the books of Vince Flynn, currently reading Extreme Measures by Vince Flynn.

**MCHG News:** What is the funniest MCHG story you can remember (or dare to tell)?

**Matt:** My Funniest Maine Course Moment so far was on New Year's Eve when "fluffy" the cat of a guest got caught in the Dectron system.... After an hour of disassembly and exploration we were able to rescue "fluffy" from the inside of a main filter and returned in time for Dick Clark!!

**MCHG News:** How can your work make the lives of all our associates easier?

**Matt:** My efforts in humor and personal attention to our employees can make the lives of our associates easier and more enjoyable!!

**MCHG News:** What is so special about being an MCHG GM?

Being a General Manager with MCHG is special to me because I truly feel like I am supported from top down and have been given the opportunity to make my impact and add my personality to a fantastic property and company. After spending time employed with various franchises and corporate hotels I truly feel that MCHG gets it!! And I am excited to be a part of it!!

# HAPPY BIRTHDAY TO YOU!!!

## JULY

Augusta Fairfield Inn & Suites  
15-Jul—Barbara Steward

Hampton Inn Bath  
12-Jul—Dawnelle Ventry  
17-Jul—Britig Cavanagh

Bangor Courtyard  
7-Jul—Kim Whitmore  
9-Jul—Haley Rabideau

Brewer Muddy Rudder  
7-Jul—Mark St Germain  
12-Jul—Eric Eversole  
15-Jul—Wendy McCausland  
29-Jul—Jason Payne

EconoLodge  
6-Jul—Shawn Latham  
9-Jul—Kassie Schmidt  
25-Jul—Donna Hubbard

Freeport Inn & Café  
8-Jul—Jeremy Smith  
16-Jul—Ian Williams  
16-Jul—Sarah Hickman  
17-Jul—Ruby Wilde  
18-Jul—Nicholas Bessett  
18-Jul—Samantha Gifford  
22-Jul—Trina Townsend  
23-Jul—Claire Owen  
30-Jul—Malorie Traiser

Gilford TownePlace Suites  
30-Jul—Judith Prescott

Six South Hanover  
29-Jul—Donald Bruce

Scarborough Homewood Suites  
3-Jul—Elsie Littlefield  
11-Jul—Gordon Armstrong  
11-Jul—Daniel Harrison  
13-Jul—Thomas Ashby

MCHG Offices  
23-Jul—Beth Peters

Rockport Inn & Suites  
10-Jul—Keith Leclair  
24-Jul—Roseanne Aspesi  
24-Jul—Cameron Frithsen  
26-Jul—Alaina Peterson

## JULY

S. Portland Courtyard  
3-Jul—Gary Hoyt  
4-Jul—JoAnn Howe  
8-Jul—Devin Coffin  
9-Jul—Zachary Kinnear  
15-Jul—Tracy Rickett  
21-Jul—Mary Ann Allen

Rockland Hampton Inn & Suites  
2-Jul—Bill Roman  
3-Jul—Kathy Darney  
6-Jul—Dorothy Gamage  
15-Jul—Brenda Tucker  
15-Jul—Karen Rackliff  
28-Jul—Patricia Murray

Yarmouth Muddy Rudder  
21-Jul—Les Proctor  
29-Jul—Kevin Peters

## AUGUST

Augusta Fairfield Inn & Suites  
15-Aug—Diane Cayford  
22-Aug—Don Merrifield

Hampton Inn Bath  
28-Aug—Sarah Roach

Bangor Courtyard  
27-Aug—Daniel Morris

Brewer Muddy Rudder  
1-Aug—Linda Hall  
3-Aug—Brandon Evans  
19-Aug—Emily Dexter

Brunswick Fairfield Inn & Suites  
11-Aug—Gordon Clark  
22-Aug—Paula Moody  
23-Aug—Robert Williams  
30-Aug—Douglas Welcome

EconoLodge  
1-Aug—Amanda McGahan  
16-Aug—Stevin Gagne

Exeter Fairfield Inn & Suites  
3-Aug—Jennifer Mitchell  
28-Aug—Kaila Comeau

Freeport Inn & Café  
1-Aug—Pamella Vassell  
18-Aug—Gail O'Neil  
21-Aug—Brittany Hale  
28-Aug—Christen Hewett

Gilford TownePlace Suites  
11-Aug—Tasha Hickey  
12-Aug—Linda Plourde

Scarborough Homewood Suites  
5-Aug—Ashley Nye  
13-Aug—Marilyn Kane  
28-Aug—Marla Crossetti

Rockport Inn & Suites  
20-Aug—Elizabeth Garvey  
31-Aug—Christopher Bouchie

S. Portland Courtyard  
6-Aug—Roberto Lopez  
7-Aug—Rachel Kowalik  
15-Aug—Stefanie Berube  
18-Aug—Jona Meserve



## AUGUST

Rockland Hampton Inn & Suites  
1-Aug—Chet Bunsick  
19-Aug—Roxanne Miller  
29-Aug—Gloria Grierson

Yarmouth Muddy Rudder  
3-Aug—Ethan Gray  
6-Aug—Ryan Hamm  
14-Aug—Jaclyn Bachelder  
28-Aug—Matthew Lange  
30-Aug—Pamela Douglas