



MCHG News



Volume I, Issue IV



November / December 2011

**Driven by
Positive
Thinking**



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Augusta Welcomes New Hampton Inn

MCHG and a group of investors, have begun construction on an 80-unit **Hampton Inn!**

The new hotel will be located at 388 Western Ave in Augusta, ME. Groundbreaking ceremonies were held at the site on October 11 and a summer 2012 opening is expected!



Pictured: Tim Daignault, Opechee; Laurie Heyer, Bangor Savings Bank; Amy Chubbuck, Bangor Savings Bank; Jack Hennessey, VP Bangor Savings Bank; Sean Riley, MCHG; Bobby Reynolds, Senator Collins' Special Assistant; Peter G. Thompson, President & CEO Kennebec Valley Chamber of Commerce; William Stokes, Mayor of Augusta.



Signature Standings: Third Quarter Trophy Results!

Whoop! And Again...And Again....And Again..... Congrats Matt and team!
Enjoy that Trophy one more time!
Freeport Best Western 94% 39 listened and 40 COD
Rockland Hampton Inn 91 % 32 calls listened and 74 COD
Bath Hampton Inn 87 % 43 calls listened and 27 COD
Six South St 86 % 86 calls listened and 26 COD
Rockport Inn & Suites 80 % 110 calls listened and 5 COD
Homewood Suites Scarborough 64 % 6 calls listened and 3 COD
Note worthy recognition most improved quarterly results:
 ******Six South St** from 78 to 85
 ******Bath Hampton Inn** from 82 to 86!!

September Signature Results
 Congrats to **Rockland Hampton Inn!!** Outstanding! 94% with 7 perfect shops, 20 COD and 4 calls listened to.
 Hats off to the new kids!! Way to go! **Six South St** 93% with 4 perfect shops and 31 calls listened to.
And it's a tie!!!
Bath Hampton Inn 88% with 11 COD, 6 perfect shops & 22 calls listened to
Best Western 88% with 4 COD, 7 perfect shops & 12 calls listened to
Rockport Inn 76% with 2 COD, 2 perfect shops & 70 calls listened to
Homewood Suites 64% with 1 COD, 2 perfect shops & 0 calls listened to
Congrats Alissa and Six South St Team...a great success story!
 Month after month from 69% to 76% to 79% to 88% to 93%...They are relentless!!! Keep it up!!



MCHG In Our Communities



Sarah Carrier (1st row, 3rd from left, holding her daughter Rylie), who works in the housekeeping department at the South Portland Courtyard, raised money and participated in the Juvenile Diabetes Research Foundation's Walk to Cure Diabetes. Her sister has diabetes, so this issue is very close to her heart. She participates in this walk every year, with members of her family and friends. Way to go Sarah!



Larry Hahn, GM of Gilford TownePlace Suites with their display at the Snowmobile Show at the Big E in Springfield, MA.



Bangor Convention & Visitors Bureau hosted an ice cream social for meeting planners in the Augusta area. The people in the picture are from left to right are: Kerrie Tripp, Exec Director of CVB; **Kellie Greenleaf**, Director of Sales Homewood Suites Scarborough; **Karen Pendoley**, GM Fairfield Inn Augusta; **Mary Brooks**, Director of Sales Courtyard by Marriott Bangor; Tom Palmer, GM of Black Inn, Orono Maine.



Jim Stoots, Front Office Mgr Fairfield Inn Augusta, dealing with an overflowing sink after cleaning up from a thank you lobster bake for their top account Molina Healthcare.



Fairfield Inn Brunswick hosted the Southern Maine Midcoast Chamber of Commerce After Hours event recently. It was a great turn-out! The hotel served burgers, hot dogs, and all the fixin's. Special thanks to Emily & Krystle for coordinating the event this year!



The Exeter Fairfield staff created a Scarecrow that was on display on Saturday, October 15, in Swasey Park for the "Exeter Fall Festival!"

It's All For Our Guests!

At **Hampton Inn Rockland, ME**, "Catch me at my best" was kicked off beginning June 1st and ended August 31. **Ella Smith** was our overall winner for all 3 months. Also recognized for going above and beyond were **Beth, Susanne and Pat**.

Thanks for a job well done!

We've got Hamptonality! The Bath Hampton Inn Housekeeping Team kicks it up a notch! Erin & Jerry are making elephants, Matthew makes the swan, Steph makes the dog and Rosy makes the turtle! Pictured: Erin's elephant and Steph's dog!





Six South St Spirit! On Halloween some staff members got into the festivities. Pictured left to right: **Cassie Holmes, Housekeeping; Ann Trussell, Executive Housekeeper; Lorene Follensbee, Front Desk** with Titan (Mascot)!



The Sales Side, by Kevin Pagnano

Budget Time

It's that time of year when GMs go into hiding as they prepare the budget. Your input and role as the Hotel's Salesperson is going to be the key to success in 2012. What will you do to help achieve all your goals for 2012? How will you improve your skills to be better than last year? You need to do your own personal salesperson "budget". It has nothing to do with cash, but everything to do with investment. Go through the same process as the GMs are. They are carefully evaluating many variables to figure out how they will achieve financial success for the hotel. They reflect on the past and learn from the mistakes in pricing, restrictions and expenses. Even better, they remember what made them succeed and build on it. You should spend some time over the next few weeks evaluating, planning and then writing your own "budget" for Sales Success in 2012. How are you going to spend your time better in 2012? What distractions take you mentally out of the game during the day? Who can help you achieve greater success? Having a plan (budget) is the first step in achieving greater success. Let's go be successful!



Fairfield Inn & Suites Exeter had a celebrity in the house this last week in October! Eddie Brigati from "The Rascals" a popular band in the 1960's. They had a few songs you might know: "Groovin" and "Good Lovin?"



Front Office Manager, Morgan Gavaletz, pictured with Eddie (left) and his lawyer, Joey!



Breakfast Attendant Robin Comeau, pictured with Eddie!

December 2011



Sun

Mon

Tue

Wed

Thu

Fri

Sat



1

2

3



4

Carrie Seavey—
Rockland Hampton

5

Leslie Garey—Freeport Inn
Joyce Powell—Scarborough
Homewood

6

Lindsay Graves—Bangor
Courtyard
Kristen Baker—Gilford
TownePlace

7

Matthew Flaherty—Bath
Hampton

8

Jeffrey St. Cyr—Gilford
TownePlace
Howard Stone—Six South
James Grantham—Six South

10

Brenda La Plante—
Brunswick Fairfield

11

Rick Chisholm—Brunswick
Fairfield

12

Corissa Charles—Gilford
TownePlace

14

Trina Clark—Augusta
Fairfield
Kristiana Thompson—Six
South

15

Jim Trefethen—Rockland
Hampton
Linda Collings—Rockland
Hampton
Amy Smart—Exeter Fairfield

17

Missy Anzivino—Rockport
Inn

18

Keri O'Neill—Bangor
Courtyard

19

Bitu Ghorbanzadeh—
Scarborough Homewood
John Richards—Rockport
Inn

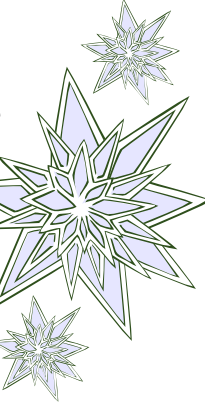
20

Ruby Bustamante—Bath
Hampton

21

Cynthia Lennon—Gilford
TownePlace

22



24

Richelle Felix—Augusta
Fairfield
Nicole George—Exeter
Fairfield

25



26

Tracy Jefferson—Freeport
Inn
Jason Greene—S. Portland
Courtyard

27

Lydia Morgan—Gilford
TownePlace

28

Jim Stoots—Augusta
Fairfield

29

Paul Gribbin—S. Portland
Courtyard

31

