



MCHG NEWS

Focus On Community



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*“Give a man a fish and he will eat for a day,
teach a man to fish and he eats forever”*

Article by **Dayne Riley** of
**South Portland Courtyard by
Marriott**

This is one of my favorite sayings, and the reason we are happy to be supporting **CREAMOS** at the Courtyard in South Portland.

CREAMOS means "We Create" and "Let's Believe" in Spanish and is the name of a collective of mothers in Guatemala City. In 2008 they organized to form a recycled jewelry cooperative, all with support and help from the organization Safe Passage.

Colorful earrings, bracelets, and rings are being sold at the front desk for just \$5.

They are so popular, that we had to ask **Ted Lakeman** to bring back additional items when he took his trip to Guatemala. These items are handmade by women who used to support themselves by working in the Guatemala dump.

Thanks to all of the supporters of **CREAMOS** and their jewelry, the mothers have been able to develop an alternative, safer and more lucrative form of income then working in the dump, and they are also developing invaluable business, self esteem, team and leadership skills that will serve them for the rest of their lives!

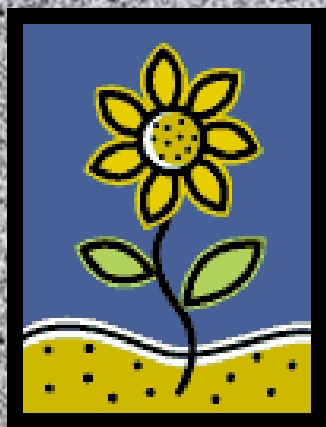


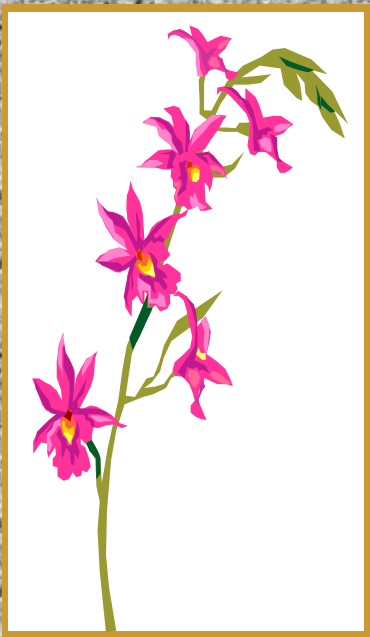
South Portland Courtyard & Project Blessing

Housekeeping Supervisor Lauren Barry from the **South Portland Courtyard** has been leading an ongoing project to benefit LifeChurch in Gorham, Maine. LifeChurch started Project Blessing, which works to provide basic household items to previously homeless

folks who are now moving into homes of their own. So far, Lauren has organized the collection and donation of soaps, toiletries, bottled water, used linens, etc. from our hotel and our staff members!

Pictured: **Lauren Barry** with **Sonia Francis** from LifeChurch.





Let's Give our Guests Something to Talk About!

"The lady at the front desk (**Best Western Freeport Inn**) by the name of **Rachel** was by far the most friendly, helpful person my family and I have ever met. And we are from Canada so that is saying alot. We just traveled 11 hours and were very tired to say the least. We arrived at about 8pm and had brought our dinner with us...a lasagna I had made at home. We found out we did not have a microwave in our room so Rachel offered to heat

it up for us. She also kept the pool open for us to relax in while we waited for the lasagna to heat up. When we were ready she had our dinner, plates and forks ready for us to take back to our room. We thought she was a part owner the way she made sure we were well taken care of. My 2 teenage kids were so impressed they said we have to write into Best Western to tell them how fabulous she was. We hope she is praised for a job well done

and for definitely going the extra mile. This was our first stop of many in our 2 week vacation. She was by far the best host we came across! Thanks you Rachel for making us feel so welcome and comfortable.

Debby & Darren M.

Congratulations Rachel!

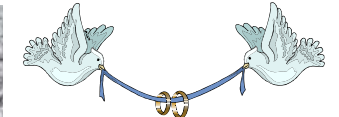


Congratulations are in Order!

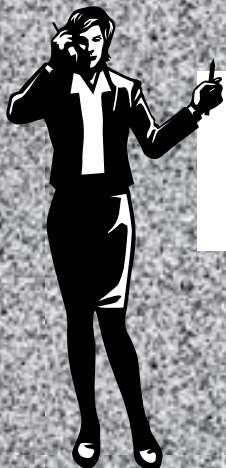


Congratulations to **Mary Brooks, Mother of the Bride and Director Of Sales at the Bangor Courtyard.** Mary's daughter Danielle Hajjar was married on Saturday, August 13th to Brian Greenleaf. Danielle and Brian were part of the hotel's opening team!

Congratulations to **Brian Smith of Six South St Hotel!** Brian & wife, Stephanie, welcomed their first child, Gracelyn Elizabeth Smith on July 19! Gracelyn was born at 12:03pm, 7lbs 5 oz. 19.5 in.!



Congratulations to **Steve Maziarz of Six South Street Hotel!** Steve will be marrying fiancee Lauren on August 27!



Spotlight on Signature: Year to Date Scores

Best Western Freeport Inn	96.3%
Hampton Inn & Suites Thomaston	94.1%
Rockport Inn & Suites	86.4%
Hampton Inn Bath	80.9%
Homewood Suites Portland	77.2%
Six South St Hotel	71.4%



The Sales Side

by Kevin Pagnano

Blinded by Success

Staying hungry and maintaining that edge can be difficult after success. Many good teams never make the list of Great Teams because they spent much of their time gloating about their past successes. The great ones, from teams to leaders, are never satisfied. As salespeople we must be vigilant in maintaining our edge. Current success can get you feeling over confident, leading to less desire, bad habits and poor results.

The New England Patriots come to mind. In the 2001-2002 Season, after losing the Star Quarterback to injury, a

no-name 2nd year replacement with zero experience took over the team in Week 2. Tom Brady went on to win 8 out of the last 9 games and the Patriots squeaked into the playoffs. With a little luck, they made it to the Super Bowl only to face the "Greatest Show On Turf", the St. Louis Rams. They were supposed to lose by 3 touchdowns. They did not, and they won. Over the next three years, they won two more Super Bowls.

In the 2007-2008 Season, the great New England Patriots football team won 18 games in a row, something no other team has ever done.

The problem was that game #19 was the Super Bowl and they lost the game that everyone said they would win. They had a weakness. Many had seen it coming for a few years but did not address it because they were having success. What is your weakness? What are your hotel's weaknesses? What's going to keep you winning? Is the current success you're having hiding some fatal flaws? Fix it now. Make the changes even if it sets you back slightly.

Go from good to **GREAT**.



Using your Chamber of Commerce

The **Fairfield Inn & Suites Exeter** had the opportunity recently to hold the spotlight table at the Exeter Chamber of Commerce.

They were able to use the table for two weeks and set up the sales board display and place goodies out to be taken by visiting travelers. Just while they were setting up the table, there was at least a dozen visitors stopping in the chamber.

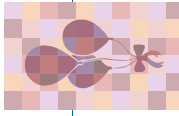
What a great way to showcase your business!





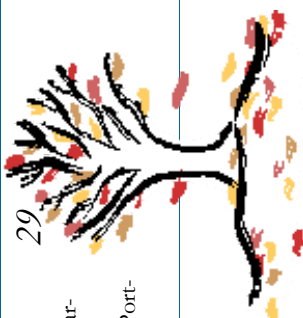

September 2011



Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
					Gail Digangi — Gilford TownePlace	Monika Patenaude — South Portland Courtyard
4	5	6	7	8	9	10
Cortnie Bouchard — Bath Hampton Inn	Heidi West — Exeter Fairfield Inn	Dean Tracy — Augusta Fairfield Candy Ramsey — Bath Hampton Inn	Roberta Trafton — South Portland Courtyard	Meghan Trefethen — Rockland Hampton Inn		
11	12	13	14	15	16	17
	Nicole Arnold — Scarborough Homewood	David Morrill — Bangor Courtyard	Khadra Nur — Scarborough Homewood	Mike Nesbitt — BW Freeport Inn & Brunswick Fairfield Inn		Sue Tyree — Brunswick Fairfield Lorena Duke — Bath Hampton Inn Alissa Fedele — Six South
18	19	20	21	22	23	24
		Sarah Kingman — Bangor Courtyard	Tracey Smith — Bangor Courtyard		Lisa Hill — Six South	Susanne Patterson — Rockland Hampton Inn Lindsay Travis — Rockport Inn
25	26	27	28	29	30	
Lacy Babineau — Augusta Fairfield Tanya Labelle — Bangor Courtyard	Jessica Goodwin — Bangor Courtyard Patrick Feeney — Six South	Kristine Brown — Scarborough Homewood				



October 2011

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1 Jane Lee– Courtyard Bangor
2 Joanna Johnson– Bath Hampton Inn	3 Kevin Pagnano– MCHG Catrina Green– Brunswick Fairfield Knerr– Bath Hampton Inn	4	5 Mark Glaser– Exeter Fairfield Margie Slowen– Six South	6	7 Steve Maziarz– Six South	8 
9 Dina Morrison– South Portland Courtyard	10	11 Jolene Dinsmore– Scarborough Homewood	12 Tayren Labrecque– Gilford TownePlace	13 Kristy Stults– South Portland Courtyard	14 Lyndsey McGowan– Courtyard Bangor	15 Susan Kelly– Rockland Hampton
16 Doti Acres– Gilford TownePlace	17 Jerry Viens– Bath Hampton Inn	18 Sean Riley– MCHG	19 Ted Lakeman– MCHG Jeannie Chapman– Courtyard Bangor	20 Donna Hand– Gilford TownePlace	21 Golam Prince– Six South Hope Tirrell– Six South	22 Kathrin Dirago– Brunswick Fairfield Rocio Lundgren– Bath Hampton Inn
23 Madeline Mackenzie– Rockport Inn Tim Largas– Six South	24 	25 Sirisomphone Vongsay– Exeter Fairfield	26	27 Jim Lloyd- Augusta Fairfield	28 Adrianna Powell– Scarborough Homewood Dayna Riley– South Portland Courtyard	29 
30						
						31 HAPPY HALLOWEEN