



Maine Course Hospitality Group

Driven By Positive Thinking

Inside this issue:

New and Not so New Leaders to MCHG!



Rockland Thomaston Hampton Inn has a new General Manager! Welcome Chris Barstow. Chris has worked his way through the ranks at a number of hotels to the GM role at the Bath Holiday Inn, Hampton Inn, Freeport and most recently the Hampton Inn in Waterville. His Waterville team has had numerous Outstanding quality assurance scores in this older hotel. Chris and his family live in Thomaston. One of our biggest objectives was to find a leader who fit the Maine Course Culture and would continue to build the successful Thomaston team and hotel.

<i>MCHG Leaders</i>	1-2
<i>Community Involvement and Hotel Achievements</i>	2-3
<i>Odds and Ends</i>	3-4
<i>Signature/ Trip Advisor</i>	5
<i>Guest Letters</i>	6
<i>What the people are saying</i>	7
<i>Birthday Jan-Mar</i>	8-10

Kijaun Fryar Has been a true leader in the housekeeping department at the HGI in Burlington this past year. He was promoted to a Executive Housekeeper and is leading our largest house-keeping department. Kijuan replaces Michelle who left Maine Course to become a teacher. Please join me in welcoming Kijaun to our leadership Team!



Jamey Kitchen has been promoted to Corporate Director of Operations! Jamey joined MCHG in 2005. He brings 35 years of hospitality background that includes restaurant, hospitality consulting, full service resort, and focus service hotel operations management. Jamey has worked in senior leadership roles for independent and branded properties in a variety of markets. He is an Executive Board Member for the Maine Innkeepers Association. A graduate of the Cornell School of Hotel Administration. Jamey has direct oversight of our Hampton and Hilton Garden Inn brand hotels. Congratulations Jamey!



Bree Robinson has joined the leadership team in Gilford as the new Front Office Manager. Brie began her career in Ohio in an Extended stay hotel and has had experience a number of hotels in addition to her tenure at the Gilford TPS. She became the right hand person for Larry and Doti this past year in both the Sales & Group Administration as well as Front desk leadership responsibilities. When this was announced to the Gilford team, the response was overwhelmingly supportive. Congratulations Bree!

Our Core Values: Integrity, Respect, Family, Fun

Shelby Riley a seasoned Vet at the Rockland Hampton Inn & Suites has been promoted to a **full-time Leadership role**. Like most promoted from within, Shelby had earned the respect of her co workers in her positions as Sales and Front desk associate. She filled the void as the Interim Front Office Manager this past sum-

mer and was recently asked to take on the permanent position. In addition to her role as FOM, she will continue to be the Sales leader for the hotel. Her 8+ years in that role, positive impact on the hotel and the team made her the ideal candidate to step into this new leadership role. Congratulations Shelby!



Community Involvement and Hotel Achievements



Homewood Suites was able to have the opportunity Thanksgiving week to help the Make A Wish Maine Foundation grant a wish to a local family. The Homewood Suites by Hilton team had a blast decorating their suite and hosted this special family on the night before their trip from Portland Jetport to Barbados!



This photo is just from one of Hampton Inn Baths long term photographic guests who loves to share his photos. They have actually purchased photos from him and resell them through there marketplace.

Matt Butterfield Revenue Analyst of MCHG Corporate Office was selected as one of the Hotel Management magazines 2015 top thirty under 30! What a great accomplishment, Congratulations Matt!



Fairfield Inn Exeter decorated a Christmas tree to be auctioned off at the Exeter Festival of trees all profits go to the Exeter Children's fund



During Restaurant Week, Six South Street hosted a successful wine tasting event led by Dennis Figaro. Great exposure for the Bistro.



Homewood Suites Scarborough won the All Star performance in the LEAD sales mission for Fall 2015. They were number ONE in the region, which consists of New England, New York and all of Canada!

Community Involvement and Hotel Achievements



Hampton Inn in Bath had contributed to the "Pillowcase dresses for Africa" this was a Hilton activity that our staff had much fun being a part of and we completed 10 adorned dresses.

The Dempsey Challenge Raises More Than \$1.1 Million

By Charles Crosby
from page 1



Hampton Inn in Bath Ashley Preble, her Mom Traci and I are members of "Team Angela" and helped raise over \$17,000 thru fund raisers like auctions, car washes, BIW gate sales and donations to name a few. The Dempsey challenge was a great overall success again this Year in excess of 1 million dollars!!



Fairfield Inn Exeter decorated a trailer and dressed up as the Miser Brothers to support Exeter Holiday parade. They won Best in Business for the 2nd time at this event!

Lets have some FUN MCHG!

Courtyard in Bangor shows guest one of his best experiences ever. This is what MCHG is all about! To create an exceptional guest experience for every single guest.

When Mary checked him in, she said she went through the whole routine, confirming night stays, MR status, etc, etc. just like normal. However, when she handed him the keys she said, "Here you go, Mr. Wayne." And apparently he lost his stuff. Started cracking up and was like, OMG I CAN'T BELIEVE YOU DID THAT! I CAN'T BELIEVE YOU READ IT!! And when he saw the picture of the Bat Symbol I drew on his card holder, Mary said he was ecstatic. Said it made his night and was abstemiously wonderful. Apparently he heard somewhere people make ridiculous requests, like asking for 3 red M&M's on their pillow when the arrive, so he decided to make an absolutely ridiculous request as well. Never did he expect us to do it!!!!



Fairfield Inn Brunswick team celebrates a great Quality Assurance score with team bowling and bonding!



Hampton Inn in Bath celebrates Halloween by dressing up!



Hampton Inn Bath Dan and Kaitlyn Klimov welcomed Athena Jade and Amelia Rose Identical twin girls on October 17th.



Six South Street Night Auditor, Sarah Tilloson, led two crafting events, pumpkins in November and holiday ornaments in December



Fairfield Inn Exeter Front Office Manager Brandy Hooper married Michael Hunter on Thursday, October 15, 2015.



Fairfield Inn Brunswick celebrated GM Jason Greene's 33rd birthday by filling his office with 892 balloons, filled over 3 days with the help from multiple staff members, an air mattress pump, some lung power, and a lot of sore fingers from tying so many balloons!

HOLIDAY PARTIES

Rockport Inn and Suites



Hampton Inn & Suites – Rockland/Thomaston



Fairfield Inn Augusta



Fairfield Inn Brunswick



Our Core Values: Integrity, Respect, Family, Fun

Signature and Trip Advisor

4th Quarter Results	
Hampton Inn ME Bath	98.1%
Hampton Inn & Suites ME Thomaston	86.7%
Six South Street Hotel NH Hanover	85.7%
Hilton Garden Inn VT Burlington	74.7%
Homewood Suites ME Portland	74.0%
Hampton Inn ME Augusta	73.0%
Rockport Inn & Suites MA Rockport	69.0%

<u>Hotel</u>	<u>Reviews</u>	<u>4's and 5's</u>
Fairfield Inn (Augusta)	123	100
Hampton Inn (Augusta)	292	278
Courtyard (Bangor)	286	253
TownePlace Suites (Bangor)	37	30
Hampton Inn (Bath)	469	450
Fairfield Inn (Brunswick)	169	145
Fairfield Inn (Exeter)	156	140
TownePlace Suites (Gilford)	146	134
Courtyard (Portland)	224	202
Hampton Inn (Rockland)	284	247
Rockport Inn & Suites	430	369
Courtyard (South Portland)	219	179
Homewood Suites	433	405
Six South Street	191	176
Hilton Garden Inn	267	226

Our Core Values: Integrity, Respect, Family, Fun

Good morning,

Thank you is simply not enough but I wanted to let you know how much we appreciate the effort of all of you at Rockport Inn and Suites. From first contact to last, each and every person was warm, welcoming, professional, and went above and beyond to ensure that every last detail was handled with ease. Our guests all commented on how accommodating and friendly the staff was and how each request was handled as if it was the most important thing in the day.

We worried about distributing welcome bags...not a problem, you took care of it. We worried about managing the logistics of getting guests to the shuttle...not a problem, you took care of it. We worried about having space for people to get ready...not a problem, the suites were perfect. We worried about the florist and photographer finding us...not a problem, taken care of with a smile. Most of all, we worried about the logistics of the after party. Wow, set up, clean up, every detail covered for us. We never expected that but it just made the evening so wonderfully relaxing for everyone.

The amazing thing is that we were not the only wedding group there that weekend, but we sure felt like we were. Everything was perfect from beginning to end. Thank you from the bottom of our hearts.

Best,
The Lackett/Delmonte Families

Hi Larry! Hope all is well with You and The Townplace team!

This is a long overdue message of thanks and general information for you. Things got a little crazy last fall with my job change which coincidentally happened about the same time as Doti's departure, your illness, etc, etc. I wanted to let you know that the new position I moved into with EFI has me in the Lakes Region a LOT less than I had been the previous couple of years. Accordingly, I will probably not be in a position to require the "extended stays" I had required over the past 24 months or so. I will still travel a lot, but much of it is international travel with a number of U.S. locations as well, but not so much in/out of New Hampshire. Moreso to MN, CA, and other points where EFI has busn operations. I will of course continue to be a loyal Marriott client at those locations as well!

I'm way past due to let you know of this change in my employment situation and even more past due in to thanking You and the wonderful staff at the Townplace. The property has truly been "my home" in New Hampshire for the past couple of years. I've enjoyed it thoroughly and been continually impressed and pleased with the service, attitude, and professionalism of the team that you've assembled and trained at the hotel. They're top notch in ever respect!

Please know that when I do come to the area, which will probably be for a few days every 6 weeks or so, that I will always stay at the Townplace. It'll be great to see everyone from time to time, and spend a little time in my "home away from home"!

Thanks again for all that you and the team has done for me and best wishes for an incredibly prosperous and happy 2016!

All the Best,
Jim

Hi Shannon,

Remember us? We were the family of four that got stuck in your pool elevator this past Saturday.

Here is a quick note (from someone that never sends a quick note) to say how much we appreciated your concern and level of customer service.

We are from Rochester, NY and make an annual trip to Burlington, VT to spend a weekend celebrating an early Thanksgiving with our extended family. That Saturday morning we got up extra early to explore the town before getting ready for the big feast.

On our way out, the elevator to the pool seized and we were trapped inside for about 90 minutes. The Hilton Team quickly sprung into action, called the fire department and communicated with us, making sure we were "ok" and updated.

We got out, and were immediately greeted by a concerned and warm face (you). You made us feel that you genuinely cared about our well being. In addition, when we returned to our room from walking the town, we were happily surprised to find a handwritten note and some food and drinks to make sure we were comfortable and happy.

And it didn't stop there, for the rest of the weekend your staff made us feel as if they were looking out for us, recognizing us in our new hotel celebrity status. They were great!

Our experience at the Hilton and your customer service level is now included at the end of this holiday adventure story that we have shared at least 20 times. You went above and beyond.

Thank you! I am not a "rewards member guy", but plan to be because of this experience.

Great job to all and Happy Holidays!!

Matt

Our Core Values: Integrity, Respect, Family, Fun

Fairfield Inn (Augusta)-Very clean, fresh, and friendly hotel choice in Augusta, Maine. I stayed here for my sons Parent Weekend at Colby College. When I checked in very late the desk person was very friendly and quick check in me in. Rooms were spotless and everything is fresh and new.

Hampton Inn (Augusta)-I stay at this hotel 3 - 4 times a year. The staff is very friendly and always goes above and beyond to make sure your stay is pleasant. Rooms are always neat and tidy and I'm a fanatic about that stuff so I check in places where others may not. The continental breakfast always has a nice selection.

Courtyard (Bangor)-The restaurant and bar are amazing. The design is awesome - friendly-inviting-modern. The service is awesome! Fred and Rachel were great. They were very engaging and personable. I wouldn't even have left a review if Fred didn't tell me how much it would help out. Fantastic new place in Bangor. Keep it up!

TownePlace Suites (Bangor)-Very comfortable, all new, upscale furnishings. Small indoor pool, breakfast included. Easy access from the highway. WIFI, cable, small but well appointed kitchen. Feather pillows. A great Marriott property.

Hampton Inn (Bath)-Very clean with all the amenities you could hope for with a reasonable price. Very friendly and professional staff. GREAT customer service. The bed was amazingly comfortable and the selection of hot breakfast was nice.

Fairfield Inn (Brunswick)-I've been staying at this particular property since it opened approximately nine or ten years ago. From its opening until today, this unusually attractive and clean Marriott Fairfield Inn has floored me with its friendly, intelligent staff and its sparkling cleanliness. I'm amazed how this chain has managed to keep so polished, shiny and well-managed.

Fairfield Inn (Exeter)-The staff in Exeter was the most professional, courteous, friendly and interactive staff I have ever encountered in ANY lodging facility anywhere in my traveling life. The Desk staff, Breakfast area, the ladies that clean the rooms. An atmosphere that was indeed exceptional. OUTSTANDING EXPERIENCE. Charles, Brandy, Kerry, Sandie, Robin, George---they made you feel like you were at HOME.

TownePlace Suites (Gilford)-The hotel is kept beautifully. I was told it was about 6 years old but it still looks brand new. The pool and fitness areas are clean and inviting. The front desk staff are very helpful and knowledgeable about the area. The breakfast in the morning was simple but just enough to start your day, it was very good.

Courtyard (Portland)-Our weekend gateway was perfect because of excellent customer service at front desk, bistro and valet. The location is near some good food joints (we tried Portland Pie Company). The rooms are modern and clean. I would definitely come back here.

Hampton Inn (Rockland)-My husband and I went to Rockland for a visit and based on reviews, decided to stay at the Hampton Inn. It's only a 5 min drive into town and we had a great experience. Lots of help from the staff on where to eat and things to do. The hotel is very clean and the breakfast was fantastic!

Rockport Inn & Suites-The staff at RI&S are so friendly and helpful! the pool is warm, the patio and fire pit are AWESOME! We had a wonderful time. We walked the short walk into town the first night, had a great dinner. Back to RI&S, snuggled up by the fire pit with a bottle of wine for a very relaxing.

Courtyard (South Portland)-Great hotel! Friendly engaging staff with a quick, professional check-in. Beautiful, modern rooms (and bathrooms!) with fun quirky furniture, up-to-date features and the most comfortable bed! Pool and hot tub were very clean as well. I definitely plan to stay here again!

Homewood Suites-The people at this hotel like their jobs and were truly kind and accommodating. I'd recommend this place to anyone in the Portland area. It's right next to the mall and just 8 minutes from downtown Portland. The suites are great. Breakfast is very good and the common areas are very nice.

Six South Street-This praise is way overdue for Ms. Yukica and the staff that made the volleyball senior night cocktail party such a great success. I called Kathy, rather frantically, two weeks before the event to be held on November 7th. Finding a venue in Hanover is an undertaking in and of itself! Kathy listened to my specific needs and was incredibly patient and accommodating. I am not exaggerating this in the least. We went from an estimated 15 guests to 55 in less than a week. The staff deserves special thanks, also. Tails was engaging and an obviously experienced bartender. The food was excellent and presented perfectly. I was told Ben and his assistant, Chris, were the talented chefs. Nick and Stephen were friendly and kept things flowing smoothly.

Hilton Garden Inn-The service here cannot be beat. This hotel is in the heart of downtown Burlington and has a very central location. Everyone is welcoming, including at the front desk, the restaurant/bar, and the complimentary shuttle service. The room is very clean and comfortable. There are plenty of amenities including a gym, internet, parking, and a pool.

Our Core Values: Integrity, Respect, Family, Fun

January 2016

SUN	MON	TUE	WED	THU	FRI	SAT
	SADO GOULED (CPD) JOWHARA MOHAMED (CPD) LAKI PANDEY (HGD) DIL GURUNG (HGD) TIKA GURUNG (HGD) SUNITA SUBBA (HGD) LOKA NEUPANE (HGD)	DUGA TIWARI (HGD) TULASHI DHAURALI (HGD) HALIMO AZAIR (SHS) MULKI ADEN (SHS) ABIYA NARANGI 1 INDRA MAYA RAI			SAID ADAN INDRA B RAI RUPA MAGAR SUBBA BUBBA	2
3	4 ANGEL CROWLEY (AHD) GANGA GURUNG(HGD)	5	6 COURTNEY BILLS (BTS) DEBORA DAMI (GTS)	7	8	9
10	11 ZACHARY MOELLER (BTP) NORMAN TOURVILLE (HGD)	12 SANDHYA CHHETRI (HGD) YUIWAREE BUCHANAN(HGD)	13	14 ASHLEY TUMBIOLO (RIS) DAVID YOUNG (AFD)	15 GARY SERINO (CORP)	16 SUCHART NUTTACHAI (HGD) 17 JENNIFER MOODY (BFD) JASMINE COTE (BTP))
17	18 DANIYIL KLIMOV (BHI) MAKAYLA DROUIN (BFD)	19 HANNAH LYONS (RIS) DARCY LANCOR (SSS)	20	21 AMY DWELLEY (BCY) REBEKAH WALLACE (BHD) KIM DENNIS (SHS)	22	23
24	25	26	27 NANCY MAO (CPD)	28	29 RICHARD HAY (SSS)	30 CHERYL BLACKMAN (BTS) JULIE CLARK (AHD)
31 JULIA CHEN (CPD)						

February 2016

SUN

MON

TUE

WED

THU

FRI

SAT

	1 MEGHAN RILEY (BFD) MATTHEW BUTTERFIELD (CORP) FARTUN FARAH (HWS)	2	3 KAREN PENDOLEY (AFD) LISA NICKERSON (THD)	4 JACOB ROBINETTE (GIL) LAURA RUMSON (SHS) BERNADETTE QUINN (SHS)	5 CHELSIE LEWIS (AFD) KRYSTLE TOMLINS (BFD) ALYSIA SMITH (BFD)	6 RICHARD FLANAGAN (CPD) MANTRA BUNMAI (CPD) SANDRA SCHAEFFER (THD)
7 ANNA BENITEZ (AHD) BRIANA FRAZIER (BTS) LORETTA CURRAN (GIL)8	8	9 KIERSTEN COOK (BFD) SHELBY OAKES (THD)	10 BRENDA HILL (SSS) AMY M TINKHAM (BTP)	11	12 KATHLEEN YUKICA (SSS) JESSICA L TRUJILLO (CPD) HEATHER A BROOKS (BTP)	13 MARY BROOKS (BCY) LAWRENCE HAHN (GIL)
14	15 JOHN REDLON (BFD)	16 MARGARET GRACE (BHD) CANDY DESORCY (SHS)	17 ROBERT ROBINSON (BCY) EDITHA ARNESTO (CPD)	18	19 KATRINA T BENWELL (GTP)	20
21 BEVERLY SMALL (EFD) MATTHEW GOUPIL (GIL)	22 MELISSA STAIRS (BCY) STACY CAREY (EFD)	23	24 EMILY HUTCHINS (SPC)	25 ELI IRVIN (RIS) MARIA LARA-BREGATTA (HGD) ZACHARY R JUDKINS (BTP)	26	27
28	29					

MARCH 2016

SUN	MON	TUE	WED	THU	FRI	SAT
		1 BRENT CHESKAWICH (SPC)	2 JOHN GUBA (RIS)	3 MARIA CUTAMA (SPC)	4	5 NIMO HASSAN (CPD) CHENEL S BARTLEY (SSS)
6	7	8 VIRGINIA BURNS (AHD) BRIAN HARRIS (BCY)	9 JOSEPH PAGANO (CPD)	10	11 STEPHANIE CREAM- ER (BHD) NATASHIA GUZ- MAN (GIL)	12
13 PATTI RULLO (SSS)	14 JASON WROMAS (HGI)	15	16 DANIELLE TUR- MENNE (AHD) STEPHEN JAKU- BOWICZ (BCY) DANIELLE NICHOLS (RIS) DANIKA FITZPAT- RICK (SPC)	17	18 KATHERINE HAND (GIL)	19 SCOTT B BAKER (BCY) MICHAEL B DE- LAHANTY (BHD) NICOLE WHIPPLE (RIS) SHANE GWIN (SPC)
20 MARY BURRIGHT (BFD)	21	22	23 REBECCA AN- THOINE (SPC)	24 ASHA I BROWN (HWS)	25 JOANNE BU- TEAU(BCY)	26 MAKUMBUNDO FRANCISCO (SPC) ABIGAIL E PIERCE (HGD)
27 CORA M BISHOP (BTP)	28 TAMMY ABBOTT (AFI) KATHRYN WALSH (CPD) LACIE N BACHEL- DER (THI)	29 MICKIE CYR (SHS)	30	31 ELIZABETH ARIAS (RIS) FELECIA PELLETIER (GIL)		