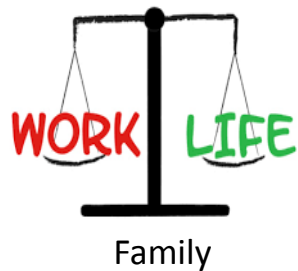


MCHG 2019 1st Quarter Newsletter



OUR PURPOSE ~ is to positively impact lives.

OUR VISION ~ is to become the most successful and respected hotel company in America.



“While the hotel itself was wonderful, the best aspect of our stay was the staff. Everyone was just wonderful. “

130 room Hampton, 100 slip marina, restaurant and dock bar as well as 31 residential units. MCHG reinvesting. Mediera Beach, Florida

Team checking out progress. I'm thinking those new apartments will have beautiful views. But I'm not climbing up a 6 story ladder.

A Great Team assembled to build and operate this exciting new extended stay hotel

One of the fast growing and popular hotel brands out there. Breakfast is one of the many reasons.

Modern, comfortable and perfect for those needing a longer stay. Opening Spring 2020!





people rarely succeed
unless they have fun in
what they are doing
Dale Carnegie



Balloons
are so
much fun,
right
Virginia?



Lee says "Someone" paid Virginia a visit, I wonder who it was!



#PopDrop2019 ClearwaterBeachFairfield



The 1st POP DROP goes to Clearwater Beach, and I'm sure it was much deserved!



What's your favorite flavor?



Team fun at it's finest!

Celine would like to thank all associates that came to the benefits meetings in March and congratulate the winners of the \$50. gift cards!

Loretta Curran	Gilford TownePlace Suites
John Pooler	Waterville Hampton Inn
Eric Sampson	Augusta Fairfield Inn
Corey Misner	Courtyard Portland Downtown
Jennifer Dennison	Thomaston/Rockland Hampton Inn
Halimo Azair	Homewood Suites
Sandy Laurelez	Bath Hampton Inn
Angelique Ouellette	Bangor Courtyard



To learn about the wonderful benefits available to you, and you get to see the BEST HR Manager ever!!! Thank you for traveling around the States and taking care of us all!





Team Bath strikes up a good time bowling and it sure created an appetite for some Mexican! Congrats to the team for being so successful with the Hilton Honor sign ups to allow a good supply of team FUN!



Patrick Lyne, South Portland Courtyard receives Associate of the Year! Pictured above at the GM conference in Chicago with Janis Milham, Ray Bennett, and Phil Borkowski. With over 1000 hotels.... Way to go Patrick! Congrats from your MCHG Family!



Congratulations to Rose Manchester and her fiancée Tommy Bolster on the birth of their son, Connor Pond Bolster! Connor was born on January 30th and weighed a healthy 7lbs 6oz sporting a full head of dark hair!

We are so happy to welcome another person to our Fairfield Inn & Suites Brunswick/Freeport family!

Doreen Salls accepts the silver award from Marriott for the TownePlace Suites in Bangor, congrats to Heather and team as well! One of the top TownePlace suites in the country wins silver award as Michelle Swartzwelder Wilson accepts on behalf of Sammy and her entire team at Gilford. Dayna Riley, South Portland accepted the Silver Award on behalf of her team at the GM conference, another top Courtyard in Maine Course. Congratulations MCHG teams!!!





Liz is happy to announce the internal promotion of both Ruth Morales and Suzette South at the Fairfield by Marriott Clearwater Beach!

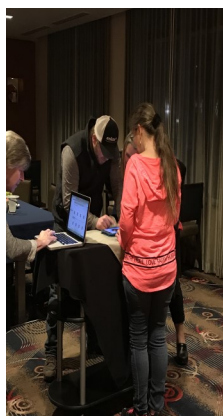
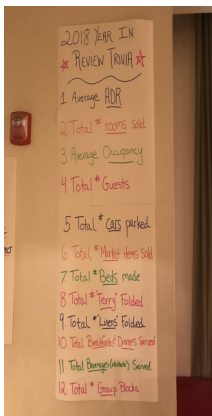
Ruth started with us in the breakfast area and worked her way up to House-keeping Manager. She is very determined, focused and such a hard worker! Ruth and her team have already accomplished some of the highest scores we've had for Room Cleanliness, along with a phenomenal QA Score! Congratulations Ruth, and welcome to our leadership Family!

Suzy comes to us with a great background in Hospitality, Sales and Operations. Suzy started with us as a Night Auditor and has proven her knowledge and love for hotels! She is ready to take our front desk team to a new level with her dedication and drive for success! Congratulations Suzy, and welcome to our leadership Family!

Shannon and her Team are very proud of Norm Tourville from HGI Burlington as he was honored at the Burlington City Police Annual Award Ceremony and awarded the Civilian Life Saving Award. In January Norm helped revive a guest who was unresponsive by administering CPR until EMT's arrived at the hotel. That's one of the biggest WOWS we could ask for!



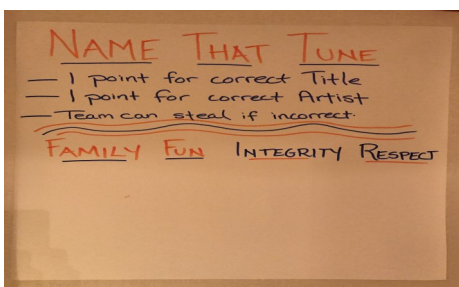
Norm responded to a 911 call to a guest room last January after a guest reported finding her friend unresponsive upon waking in the morning. Norm and another manager rushed to the room and entered when they heard screaming. A woman was performing CPR on her friend who was unconscious and not breathing. The friend was unable to continue, and Norm offered to take over, he administered CPR until the EMT's arrived on the scene. The EMT's were able to revive the woman and take her to the hospital.



In January SSS celebrated 2018 with a Year In Review Party with a Trivia contest, Name that Tune, prizes, lots of food and Ann's famous cupcakes. GAME ON!

February 11th, Six South Street celebrated it's #8 birthday with cupcakes for all the guests and associates. YUM!

Developing the Bench: Congratulations to Samantha Sargent, promoted to Operations Supervisor and Eva Galusha, promoted to Front Desk Supervisor.



Making a Difference



Hampton Inn and Suites, in Thomaston, has been the unofficial hub for Coast Guard donations. They have really taken the shutdown to heart with a banner of a Coast Guard vessel on their Facebook page that reads:

"We stand up, when they shut down."

Organizer Shelby Riley, an employee of Hampton Inn, sits on the Rockland board of the Coast Guard.

"The Coast Guard has done a lot for our community; they protect our waters," she said. "They need help and we are trying to step up in any way we can. "We're getting gift cards from Hannaford Supermarkets, Maritime Energy, Walmart, donations from individuals, food donations, and pet supply donations," she said. "I'm very excited about how the community has stepped up; I think it's fantastic. To expect these men and women to go to work and not get paid for protecting our waters and our communities, the children in our communities, it's not right. I'm ecstatic to see how everyone in the community is helping them out at this time."



Jamey Kitchen and Kevin Pagnano looking good representing MCHG at Husson University job fair.



"That Special Culture in Me,"

It's what's being said that puts smiles on our faces and happy in our hearts!

A guest in Bath felt he would take his appreciation one step further, and he sure did!!

Good Afternoon Mr. Nassetta,

I have sent you the following letter as I believe it is essential that Hilton Worldwide corporate leadership know about your incredible staff at the Hampton Inn property in Bath, ME. I have chosen the Hilton brand as my choice of choice as I travel. I believe that corporate culture dictates the level of customer service I have enjoyed throughout the Hilton properties. I have always had exemplary customer service at all Hilton properties I have visited. However, the location I write about goes above the highest level of customer service I could ever expect to receive.

I hope that after you read my letter, you can outwardly acknowledge and reward all those involved with the Hampton Inn, Bath, ME property. May you, your family, and the entire workforce of Hilton Worldwide and all your properties have a safe and enjoyable Holiday season.

Best Regards,

--CEK

Christopher E. Kinney, MBA

From: CEO

Sent: Thursday, January 17, 2019 5:17 PM

To: Jenn Libby <Jenn.Libby@hilton.com>

Subject: From Chris Nassetta

Importance: High

Good afternoon, Jenn. I wanted to share the attached letter and email below from Christopher Kinney regarding his recent stay at your property. It was so satisfying to read that he had such positive interaction with the team throughout his stay, and I was glad to hear that the thoughtfulness and attention to detail while he was recovering from food poisoning exceeded his expectations.

I hope you will share the attached letter with your team. I'd like to pass along my sincere thanks and appreciation to Candy in Housekeeping, Donna, Heather, Tarian, Alex, Sandy, and Mandy at the front desk, Tobi and Kim at breakfast, and the rest of the team for delivering world-class service and for their commitment to creating a memorable experience for every guest. I'd also like to applaud you for demonstrating the kind of leadership that teaches and motivates others. Way to go!

My best to all of you and wishing you much success in 2019.

Christopher E. Kinney

December 14, 2018

Christopher J. Nassetta
Hilton Worldwide
7930 Jones Branch Dr, McLean, VA 22102

Dear Christopher J. Nassetta,

I am writing to bring to your attention the outstanding group of employees at the Hampton Inn, Bath, Maine location. As I checked out of the location this morning, I noticed a sign that stated that the location had won the 2017 Lighthouse award given to properties that exhibit outstanding performance in customer service. The award made me think, that as a lighthouse is used to guide sailors home from sea safely, this location makes me feel like I am at home each time I visit.

The wonderful service starts with the General Manager, Jenn Libby and Front Desk Manager, Dawnelle Ventry. I believe the customer service culture of an organization starts with leadership. Jenn and Dawnelle have always been very kind and helpful to me. They lead their employees by example with a focus on customer service. On this most recent visit, I had happened to come down with food poisoning from a local restaurant and therefore had to work from my hotel room. Knowing this, Jen and Dawnelle both did all they could to make sure I was comfortable and had anything I needed to feel better. I have stayed at many hotels, mostly Hilton properties, and I have had never seen customer service at this level. I want to thank them for making a difficult situation much more bearable.

It is sometimes the little things that make a stay rememberable. I had mentioned to Heather at the front desk that during most of my stays at Hilton properties throughout the country I had seen sausage gravy and biscuits served. Sausage gravy and biscuits happen to be one of my favorite breakfast foods. In my stays each month at this location, I had not seen this

served for breakfast. Heather told me they had had it earlier in the week, but due to my early schedule, I had missed it. She reached out to Toby, one of the individuals who prepare breakfast each morning and this morning; Toby surprised me with sausage biscuits and gravy. Since I was finally feeling well enough to eat a full meal, this meant the world to me. To listen to your customers and follow-up on their comments is expected but this was an incredible act of kindness. I could go on with all the little things the following staff members had done for me during my stays. These staff members are:

Candy - Housekeeping: Candy was so gracious to clean my room on the day I had to work from the hotel. She was very pleasant and thoughtful. I appreciated the fact that she would still clean my room even though I was in it.

Donna and Heather - Front Desk: They both were so kind to me in the morning when I would be heading out to work. I had asked Donna that after nine months of coming up to Maine and generally grabbing a bagged breakfast on the run if they change the items offered as I was hoping for something else. The next morning, I received a bag with new items in it. That was such a kind gesture. As noted above, Heather was kind to me as well. What is great is they are mother and daughter.

Tarian, Alex, Sandy, and Mandy - Front Desk: Having stayed at this location as often as I have, these individuals made it easy to feel like I was home. They have spent the time to assist me with restaurant ideas, local businesses to visit, and other assistance which is wonderful. During the times I might be bored in my room and I venture out to the lobby, if they are not helping other customers, they have always engaged me in conversation and made me feel comfortable being away from my family.

Tobi and Kim, Breakfast: On the mornings I have a chance to eat breakfast, some days my work schedule starts before breakfast opens in the morning, the breakfast staff has always presented a wonderful breakfast in taste and offerings. As I mentioned about Tobi was so kind to me to make sausage and gravy on the morning of my departure.

There are likely so many others I could write about, but I believe you see why I am so blessed to stay at this location and why I hope you will recognize this property. During my latest stay, I was recuperating from the food poisoning; I decided to take a walk to visit the front desk and say hello. Come to find out the hotel was having the Annual Holiday Party at the hotel and to my surprise I was invited to attend. I felt a bit awkward in accepting, but after two others graciously invited me, I did attend. There is not much more you can show a customer that is not doing well, than showing them such kindness.

Most months I stay at this property for at least a week. These employees have made my stays so welcoming they have become family to me when I am away. How many times can we honestly say that our customer service experiences reach this level?

I hope this special group of people can be recognized in some special way as it is hard to find a customer focused and caring group such as the staff at Hampton Inn, Bath, Maine. They are why I continue to visit Hilton properties and maintain my Gold Hilton Honors status.

Thank you for taking the time to read this letter and may you, your family, and the dedicated employees of the Hilton Brand properties have a happy and safe Holiday season.

Sincerely,

Christopher E. Kinney

A big CONGRATULATIONS goes out to Jennifer Gagnon as a recipient of Marriott's Spirit to Serve award.



2018 Associate of the Year Nomination:

HOTEL NAME: Brunswick Fairfield Inn

ASSOCIATE NAME: Jennifer Gagnon

We have named Jenn as our Associate of the Year because she consistently goes above and beyond to positively impact the lives of our guests.

Just one example of this is when Jenn was selected for Mr. Marriott's' the Spirit to Serve Award" for her outstanding achievements and exemplary commitment to guest service. Mr. Marriott and Arne Sorenson selected Jenn for this award for touching the heart of a guest who stayed with us while her son was hospitalized. Jenn showed concern and empathy to our guest, and she left a personalized note with a gift when she learned that the guest's son may not make it. It was a very emotional time for our guest, and Jenn's kindness helped her through it. She took the time to write to Mr. Marriott and Mr. Sorenson to express her feelings and ask that Jenn be recognized. She also called me and came to see me at the hotel to express her gratitude for Jenn's kindness.

I have included a copy of the touching note from the guest, a letter from Mr. Marriott to Jenn, and a copy of the award.

MCHG's mission statement is to Positively Impact Lives. I can attest that Jenn strives to model and accomplish this every day and the above example demonstrates her commitment to this.

Please give Jenn strong consideration for the MCHG Associate of the Year Award.

Thank you,

Jason Greene

General Manager

Fairfield by Marriott Brunswick





December 7, 2018

Jennifer Gagnon

Dear Jennifer:

Congratulations on receiving *The Spirit to Serve Award*!

We never know how our actions, however great or small, may make a difference in the lives of others. In a letter from one of our guests, you were recognized for your commitment to service excellence and guest satisfaction.

This pursuit of excellence lies at the heart of Marriott's "spirit to serve" culture. We take great pride in knowing that our success has been driven by this enduring culture and our core values that are demonstrated in the efforts of outstanding people like you.

Congratulations on this important recognition, and thank you for serving our guests with caring and pride. We are grateful for your dedication to our customers and our company.

Thank you,

J.W. Marriott, Jr.
Executive Chairman &
Chairman of the Board
Marriott International

Arne M. Sorenson
President &
Chief Executive Officer
Marriott International

The accompanying letter was sent to Marriott Senior Executives, complementing the quality service given by associates employed at your hotel with honorable mention to Jenn.



The Spirit to Serve Award has been established to recognize associates that have been recognized by our guests. Please take the opportunity to recognize these associates and Jenn by honoring them with The Spirit to Serve Award. Congratulations on the outstanding and noteworthy customer service being rendered by your staff. These associates truly exemplify our Spirit to Serve and should be held in high esteem.

October 29th, 2018

Dear Mr. Sorenson,

This is a long overdue note to recognize an amazing employee.

Recently I made an emergency trip to Brunswick ME, to care for my son who was hospitalized. I stayed in the Fairfield Inn, Brunswick September 13th through the 15th.

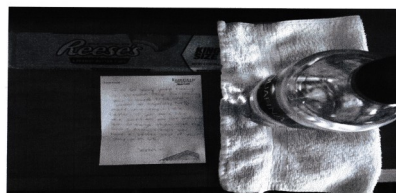
This was a very emotional time for me as my son was touch and go, and the entire staff was amazing. Meghan greeted me every day and made me feel like I was family. I cannot tell you how much her concern, and kindness, meant to me.

But one employee really touched my heart and I feel deserves a very special recognition. As I was leaving my room one morning, my housekeeper, Jenn, asked me whether I would like my room made or, or earn the points. I thought about it and then told her how I was having a difficult week with my son and maybe coming back to a clean room would be nice. When I got back to the hotel, I was so touched to find a large bottle of water and a candy bar, along with a very special note from Jenn. I have printed a picture that I took for you to see.

I am a loyal Marriott follower but this trip definitely confirmed my feelings. Thank you to this amazing staff, and to Marriott. And as an update...my son is 100% and went back to work this week! So all is good!

Sincerely,

Marty Smith



Warm Regards,

The Spirit to Serve

Marriott is proud to recognize

Jennifer Gagnon

for your outstanding achievements and your exemplary commitment to quality service and customer satisfaction

Congratulations!

J.W. Marriott, Jr.
Executive Chairman & Chairman of the Board
Marriott International

Arne M. Sorenson
President & Chief Executive Officer
Marriott International

Rankings Report

January 2019 thru March 2019

Rank	Site	Type of Interaction	# of Interactions	Score
1	Hampton Inn & Suites ME Thomaston	Reservations Inquiry	21	99.5%
2	Hampton Inn ME Bath	Reservations Inquiry	21	94.3%
3	Rockport Inn & Suites MA Rockport	Reservations Inquiry	21	78.6%
4	Hampton Inn ME Augusta	Reservations Inquiry	20	75.0%
5	Rockland Harbor Hotel ME Rockland	Reservations Inquiry	21	74.3%
6	Six South Street Hotel NH Hanover	Reservations Inquiry	21	68.1%
7	Hilton Garden Inn VT Burlington	Reservations Inquiry	21	60.0%
8	Homewood Suites ME Portland	Reservations Inquiry	17	57.6%

Average Score: 76.4%

Bringing the 2018 award home, Congrats Team Bath!



The first step of the Magic Formula may be one of the most important that you perform. It sets the tone for the entire interaction with the caller. And, it's as simple as answering the telephone in three rings or less.

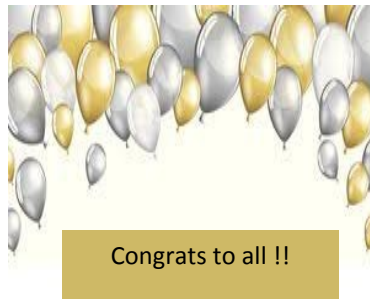
Remember the sayings, "First impressions are lasting impressions," and "It's not only what you say, but how you say it?" Keep this in mind when you answer the phone, for this is your only chance to make a guest's first impression a legendary impression.

We listen to the caller and provide benefits that meet his/her needs. We do whatever it takes to make sure the caller sees the value of our hotel.

Signature[®]
WORLDWIDE
business and training solutions

And now, without further ado....

THE GALA



Congrats to all !!



Yee-haw!

We could not do what we do without our Sponsors, we appreciate and RESPECT them all!



Talk About FUN!

Integrity!

We are Family!



Business Partner of the Year: Nelson & Small ~ Tom Tobiasson



Wait...it's backwards Reba!



Lifetime Achievement: Steve Scholtz
(over 30 years)



20-years: Gordon Clark



20-years: Jenn Libby



Rookie of the Year: Samantha Claridge



Associate of the Year: Meg Conley



Leader of the Year: Dayna Riley



Operation Excellence: Kerry Smith



Signature Award: Dawnelle Ventry & Team



First ever Woman of the Year award (Midge Brooks Vreeland) goes to: Kathy Decker



Sales Leader: Erica Whitten






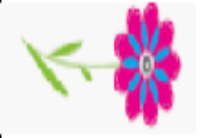


Team of the Year: Hilton Garden Inn ~ Burlington
Left to right: Shannon Moore, Randal McKenzie, Nicole Murphy, Pamela Unsworth and Mary Racine







President's Award: Nathan Blair

May

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			<p>1</p> <p>Rita Thacker COR Oliver Dinisi SPC Jenna Rich AHI</p>	<p>2</p> <p>Marganda Kakhuba CPD Andrea Knowles EFI Tiffany Pratt WHI</p>	<p>3</p> <p>Jennifer Swien FHI Michelle Turmenne AHI Shirley Adams SHS</p>	<p>4</p> <p>Joseph Cheney BCY Julie Warner BCY Conor Whiting CPD</p>
<p>5</p> <p>Nati Agostinho CPD</p>	<p>6</p> <p>Hannah Hamilton HGI</p>	<p>7</p> <p>Meghan Spofford BCY</p>	<p>8</p> <p>Lee McCain EFI Cynthia Leighton FHI Shannon Moore HGI Dominica Porco THI</p>	<p>9</p> <p>Jamey Kitchen COR</p>	<p>10</p> <p>Shea Murphy SPC</p>	<p>11</p> <p>Amy Kendall EFI</p>
						
<p>12</p>	<p>13</p> <p>Papy Kimbambu CPD Michael Healy SHS</p>	<p>14</p> <p>Kim Abell BHI Shaelyn Jones BCY April Chubbuck BFI Ivelisse Ceron-Suero PHI</p>	<p>15</p> <p>Bonnie Seeley BHI Lorry McGinn FHI Ella Smith THI</p>	<p>16</p> <p>Susan Packard WHI</p>	<p>17</p> <p>Andrea Rice FHI</p>	<p>18</p> <p>Roseanne Moore RPI Lyndee Warrington WHI Linda Johnson FHI Rebecca Ogle RPI Janelle Lammert FHI NashMorse FHI</p>
						
<p>19</p> <p>Hattie Cogburn BHI</p>	<p>20</p> <p>Donna Etchepare BHI Kayla Waitt RPI Bette Robichaux SHS Juanita Myrick THI</p>	<p>21</p> <p>Sunny Conlan CPD John Beauder RPI Lori Anastos COR</p>	<p>22</p> <p>Rodan Moutygo LUCY Alyssa Caruso BCY Timothy Hummer BFI Sunny Rowell BFI Rachel Arzvin RPI</p>	<p>23</p> <p>Stephen Scholz AHI Samantha Lucas RPI Samantha Sargent SSS</p>	<p>24</p> <p>Corey Misner CPD Eve Amato SSS</p>	<p>25</p> <p>Elizabeth Alarcon RPI Katie Lammert GIL Patricia Bora FHI Matthew Garry RPI Arielle Nalunga FHI</p>
<p>26</p>	<p>27</p> <p>Aireen Bessette PHI Geary Smith RHH</p>	<p>28</p> <p>Tiffany Whitney BCY Julie Zemla FHI</p>	<p>29</p> <p>Liz Arce CFI Denise Desnousseaux RHH</p>	<p>30</p>	<p>31</p> <p>Shetefani Barbosa PHI</p>	



June

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1 
2 Julia Wallingford EFI	3 Kira Innocenti BTS	4	5 Kaitlin Green AFI Tyler Frazier CPD Jaslyn Johnson PHI Deborah Anderson CPD Olivia Stewart SHS Leonard Schantz THI	6 Ann Trussell SSS	7 Samantha Claridge GIL Marva Jarnett-Dallas HGI Jonathan Moore SSS	8 
9 	10 Ivelisse Rios-Rosado -CFI Kelly Wentworth GIL Robin Perras SSS	11 Ellen Newhall COR	12 Doreen Sails BCY_BTS James Bjork RPI Deborah Boissonnault GIL Ottavio Bissell SHS	13 Evelyn Morales De Jesus CFI	14 Maria Rosa CFI Noelia Rivera PHI	15 Ryan Stanyan GIL
16 Heather Trotti BHI Clarice Berard CPD Jean Paul Boudreau-RPI	17 Danielle Jordan GIL Nicolette Fish PHI Alexander Goyet SHS	18 Robert Willis CPD Violette Guerra HGI	19 	20 Maria Silveria PHI Anjelae Perez PHI	21 Ruth Charest AFI Andrea Colbath BTS	22 Lawrence Nile CPD Becky Decato GIL
23 Stephen Fisher HGI Kaylee Dennison THI	24 Sandra Laurelez BHI Christopher Sinclair SSS	25 Rebecca Caswell BCY Tiffany Cleveland BCY Carol Hamish WHI	26 Jamie Mulley COR Misty McClure RHH	27 Lisa Richards RHH Sara Maschino AFI Karah Austin EFI Maribel Carrillo RPI	28 Ariana Hill EFI Michelle Lemieux-Kimball EFI	29 William Akin CPD Ahmed Adan HGI Jamaura Woods SPC
30 Kerry Smith EFI						



July

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
	1 Lindsay Kane CPD Douglas Eldridge WHI	2 Christine May BFI Corey Burgess PHI Wilber Roman RHH Kayla Zarr SSS	3 Aaron Marks CPD Kristopher Keough PHI 		4 Lisa Mahan EFI Jo-Ann Howe SPC	5 Cristina Civita BFI Par Toh May HGI	6 Maxwell Foster SSS Dorothy Gamage THI
7 Brenda Welsh WHI	8 David Wilson WHI	9 Isabella Harriman SSS	10 Margaret Conley CPD Coty Good CPD Diane Walker HGI Monique Thibault HGI	11 Beth Whitcomb AHI Colleen Veino HIG Lauren Cardwell SPC	12 Dawnelle Ventry BHI Tara Anderson CPD Elizabeth Holt SHS Sharon Begin WHI	13 Brenda Peabody AFI	
14 	15 Karen Rackliff THI	16 Shannon Vachon CPD	17 Nichole Kelly BCY Patricia Denny EFI Angela Bazemore HGI Brenda Poore PHI	18 Robin Budrow RPI Eva Galusha SSS	19 Sof Francis CPD Tracy Arnold RPI	20 	
21 Biena Amaya CPD Brooke Schiesser HGI	22	23 Beth Peters COR Megan Parker PHI Gayle Stephenson BFI	24 Sally Chapman SHS Theresa Thompson PHI Stacey Rupard SPC	25 Macon Jackson HGI	26 	27	
28 Peter Anastas COR	29 Larissa Bartlett BTS	30 Nancy Steele PHI Marc Poole-PHI Joseph Giacuinta GIL Julieta Hernandez CFI Anne Marie Mathieu WHI	31 				