



MCHG:

Maine Course Hospitality Group

2017 Quarter 1

MCHG Leaders

by Sean Riley

Welcome aboard to our
leadership team at CWB!!



Happy Birthday Fairfield Clearwater Beach. Meet the dynamic leadership team lead by Liz. Pic during leadership orientation!

Next to Liz is Oscar Patricio, who will lead the housekeeping team (Executive Housekeeper). Oscar is married and has two young boys. He comes to us with a great experience and a passion for taking care of people.

Luis Pineda-Saavedra and his wife moved to the area this past year. He will lead the front desk team (Front Office Manager). With years of service experience and excitement to join a company that shares his values, Luis rounds out this dynamic

team.

FaceTime allowed us to have a number of mchg folks welcoming them throughout our first day together.

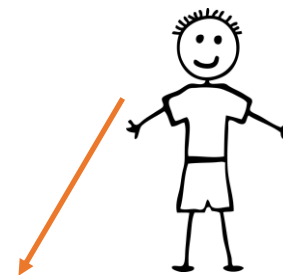
Please welcome Oscar and Louis to the
[#mainecoursefamily](#)

New Operations Managers!



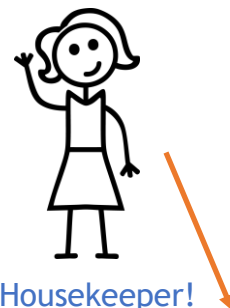
Angel Crowley at Augusta Hampton Inn (pictured in the middle).

Samantha Claridge at Gilford TownePlace Suites (not pictured).



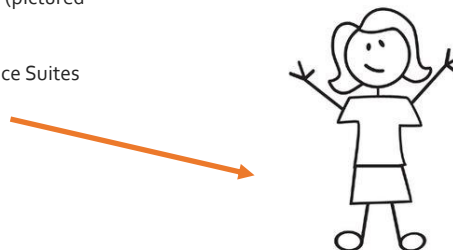
Front Office Manager!

Donald (Matt) Anderson at Freeport Hampton Inn (not pictured).



Executive Housekeeper!

Mary Calale at Exeter Fairfield Inn (not pictured).



Where in the world is Sean!?



Project Boardroom Makeover in Process



We just couldn't wait until next quarter to announce the newest addition to the Riley family! Welcome to the Maine Course family Tadhg Arthur Riley! Born Monday 4/10/17 at 9:31 am, 7lb 3oz, and 19 inches tall.



Taking in a few hours at the condo pool before heading home.

As busy as we are we look forward to seeing you at the Maine Course Celebration!
Monday, April 17 Portland Marriott Sable Oaks!



Someone had to be first!

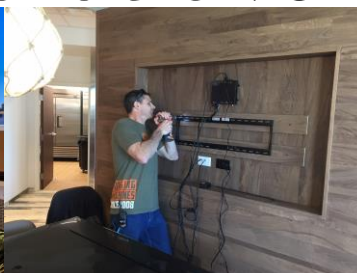
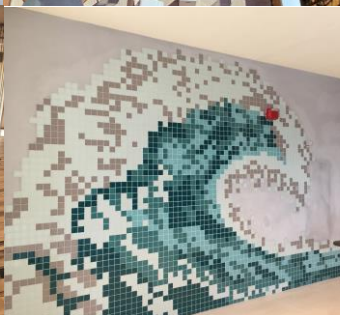
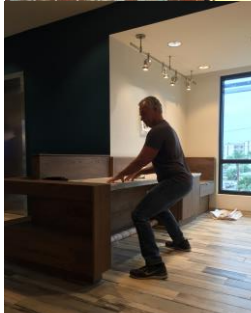


"This CEO went to market!"



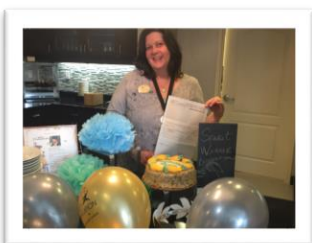
Enjoying a nice lunch spot. Right next to the job site.

Clearwater Beach Fairfield Inn & Suites officially joins the MCHG family!



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GUESS WHO HAD A BIRTHDAY!



Homewood Suites Scarborough

Heidi Hamblen was honored at the 2016 Hilton All Suites Awards with the 2016 Excellence in Sales Leadership Award. When asked, "What's your secret?" she said, "My team! I have confidence in this incredible group to take care of our guest's and keep them coming back!" The event was held in Las Vegas in February. (pictured right)



Laura Girona, FOM at Homewood Suites by Hilton is a Spirit of Homewood Award Winner! Nominated by her peers, the Spirit award recognizes Team Members who consistently exceed expectations, help bring Hilton Worldwide values to life and positively impacts those around them! It's the highest form of Team Member Brand recognition by Hilton. Laura was chosen for fourth quarter 2016 out of 450 Homewood Suites Worldwide and is the first Spirit winner for Homewood Suites in Scarborough! (pictured left)



COMMUNITY INVOLVEMENT & HOTEL ACHIEVEMENTS

Six South Celebrates Their 6th Birthday! (pictured above)

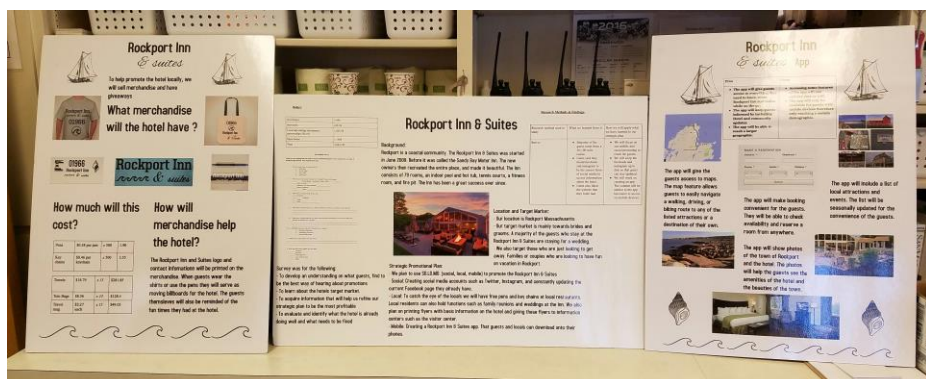


Hampton Inn Bath Does It Again!!!

Winners of the Hampton Lighthouse Award for the 5th year in a row! (pictured left)

SPCY Makes a Difference!

Letters were written for 'Love for the elderly' by our associates to positively impact someone's day. (pictured right)



Rockport Inn and Suites

Matt & Missy Anzivino's Daughter Rachel has recently been selected to attend the DECA Nationals in Anaheim CA. She was selected for placing at the DECA States competition in Boston by presenting her project on the Rockport Inn and Suites and her RIS APP. She will be going to CA in April. (pictured left)

Hampton Inn Bath's 2nd Year of Sponsorship

This year the Hampton Inn Bath sponsored a local 5th and 6th grade boys' basketball team. The team was coached by one of our front desk staff, Mike Delahanty. The main goal of the league is to educate the young men on and off the court and prepare them for the next level of competitive basketball. It was a well-rounded league but the Hampton Inn team found great success. They won every regular season game, leading to a #1 ranking going into the playoffs, as the only undefeated team in the league. After a hard fought win in the semi-finals, the Hampton Inn team earned a berth in the championship game, hosted by our local YMCA. It was quite a battle between the top two teams in the league, but with some hardnosed defense and well balanced offense the Hampton Inn team emerged victorious. It was an exciting night and the Hampton Inn couldn't be more proud of the players who proudly represented us! (pictured right)

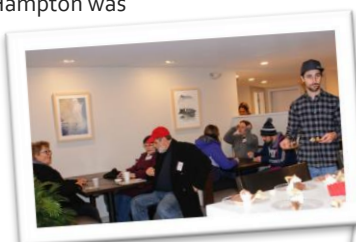




Our awesome team here in Thomaston has become even greater with the addition of four new associates to our staff. We're pleased to have (pictured L to R) Rhonda Jenkins, Ethan Gagne and Rachel Harriman all join our housekeeping team, with Linwood Shields joining us as maintenance support.



This February, Team Hampton Inn Waterville participated in the Alford Youth Center's Annual Polar Bear Dip, raising over \$500 in pledges. All proceeds from this event are used to fund the Kid's Kitchen program, which serves over 40,000 hot meals and snacks to children in the Waterville area. Jane Zeyak, Suebee Packard, and Jenn Levesque 'took the plunge' and jumped into over 5 feet of water on the frozen Snow Pond lake. This year's event collected over \$10,000 for the Alford Youth Center and Team Hampton was recognized in the local Morning Sentinel.



Rockland Harbor Hotel teamed up with Sea Biscuit Bakery of Rockport to participate in this year's 13th Annual Pies on Parade to help raise money for the AIO Food Panty in Rockland! We served chocolate chai pie and greeted over 430 guests that sampled pie and toured our newly renovated hotel. The sold-out event, which is spearheaded by the Historic Inns of Rockland organization, raised \$25,717 for our struggling families in Knox County. A fun time was had by all!

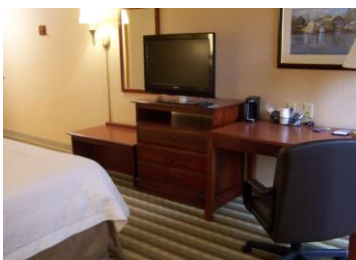


The Hampton Inn Waterville celebrated our maintenance team all stars, Doug Eldridge and Suebee Packard during this year's Maintenance Appreciation week. Each of them is responsible for tackling all of the various maintenance challenges faced by our hotel, always with a smile on their face. Each received gift certificates to their favorite restaurant. (no photo)

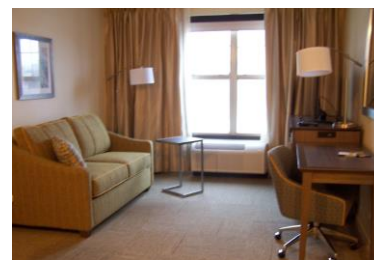


The Boston Globe
travel
show

Rockland Harbor Hotel Operations Manager, Michelle Peaco attended the Boston Globe Travel Show at the Seaport World Trade Center on February 10-11 with her husband Tom. Michelle and Tom represented the Penobscot Bay region at the event, which is annually attended by 24,000 visitors!



The Hampton Inn Waterville has officially hit the half-way point of our renovation process. Our entire staff has worked incredibly hard to ensure the renovation has as little guest impact as possible. Our team has consistently risen to the occasion as we manage renovation challenges, we thanked their efforts with a pizza party last week. We look forward to sharing the fully renovated hotel with you all next quarter. (Pictured left- an old room, pictured right- a new room)



What the people are saying...

TripAdvisor

Courtyard Bangor: Really like this hotel. Newly renovated. Rooms were huge. Our room had two queens and a pullout. Breakfast was good as well. Staff were very friendly. I was really impressed and plan to stay here again.

Courtyard Portland Airport: Incredibly nice hotel, very modern. The rooms are huge and comfortable with two queens and a pullout single. Amazing amenities including a lobby bistro serving Starbucks products and a heated pool and spa. Very close to pretty much every restaurant chain and a mall. Downtown is about a ten-minute Uber ride. We will definitely be back.

Courtyard Portland Downtown/Waterfront: Waterfront view, walking distance to everything, great restaurants & shopping. Staff was wonderful, beds are super-comfortable, room was immaculate and all the amenities are top notch, except for the coffee maker...don't love Keurig machines. But Starbucks in the lobby made up for it! We will definitely stay here again!

Fairfield Inn & Suites Augusta: As a Marriott "frequent flier" we stayed here after a late flight arrival. The property is consistent to the brand standard, a relief after tough travel days. Pleasant staff and comfortable rooms. Convenient to the State House.

Fairfield Inn & Suites Brunswick: We stay here regularly and the staff are all enthusiastic, professional and friendly. The rooms are always clean and well appointed. Breakfast is varied enough, while basic. This feels like home every time we walk in the door. Worth the trip.

Fairfield Inn & Suites Exeter: My family stayed here for one night for a soccer tournament. The hotel was very clean and our room was perfect. The complimentary breakfast was great. The food was warm and the staff did a great job keeping up with the demand. I also asked for a late check out which was granted. Overall I would definitely recommend this hotel! Enjoy without a worry!!

Fairfield Inn & Suites Clearwater Beach: First time in Clearwater! The hotel staff was amazing. The rooms were nice and clean. The staff was super friendly. We took the hotel shuttle numerous times around Clearwater. Nice hotel at a great price. I recommend it highly!

Hampton Inn & Suites Thomaston: The hotel was nice but I especially liked how friendly the staff was. It made the trip even more enjoyable! The location was great. The hotel is right next to Applebee's and near Wal-Mart among other stores.

Hampton Inn Augusta: Took our grandson for a special night. He loved the pool and the room. Excellent Continental breakfast with good choices and fresh fruit. We will definitely go back. The bed was very comfortable and the room was sufficiently cleaned.

Hampton Inn Bath: If you have to go to Bath, Maine for work or leisure, this cozy hotel is located in the heart of downtown Bath. The staff members are some

of the most polite, professional people that I have met during all of my business travels.

Hampton Inn Freeport: Great location; right near LLBean Great value. Tons of snow and plowed very well Breakfast gentleman was very nice had a great conversation with him tons of local knowledge shared Would love to return in the summer!

Hampton Inn Waterville: Hampton Inns are always reliable and this was no exception. Super friendly front desk staff, comfortable and clean rooms, good breakfast with plenty of choices. My son and I were very pleased. Love the tea/coffee and cookies in the lobby.

Hilton Garden Inn Burlington: The staff was so outgoing, helpful, and friendly! Even during a busy weekend like Magic Hat Mardi Gras Festival, they took the time to make sure you were comfortable and check on how your experience was. The hotel was lovely and very clean! Could not have had a better time!!!

Homewood Suites Scarborough: Not my first trip to this hotel, and certainly not my last! Reasonably priced, and with service, amenities, and accommodations that you might expect from a much higher-priced hotel! I cannot say enough good things about this hotel, and its staff, and I will most definitely be staying here every time I visit the Portland area!

Rockland Harbor Hotel: This hotel was fabulous from check in to check out the staff were courteous. They even cleared the snow off my car. The property immaculate. The breakfast filling. The gym well equipped. The room cozy. The view grand. Will definitely stay there again.

Rockport Inn & Suites: We stay here every November for an overnight to celebrate our Anniversary and mutual birthdays-Always clean, always quiet, always friendly. We absolutely love it here! The location is perfect and the rooms are updated and very comfortable as well as the amenities.

Six South Street Hanover: Wonderful personalized attention. The hotel is fabulously located within walking distance to everything. Low key bar and restaurant scene. Heated parking garage for an extra fee. Very upbeat and helpful staff.

Towneplace Suites Bangor: This hotel is the best value in Bangor- we stay here as often as we can when in town. The rooms are spacious, with separate kitchen area, comfy beds, and clean. They also welcome our service cats every time!

Towneplace Suites Gilford: This hotel has the nicest staff every time I go there. Professional and very helpful. Their rooms were very nice and have just been updated, so they're especially nice now. Love this location for its access to nearby skiing and for boating and swimming in the summer. I always recommend this place to my friends.

OUR PROPERTIES ARE HAVING FUN!!!!



College Sales Blitz!

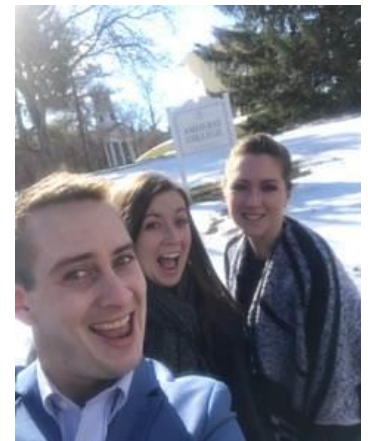


This past week, we visited Tufts University, Wellesley University, Wesleyan University, Trinity College, Amherst and Williams College to say thank you for their continued business with all of our Hotels and to help build our business relationships!

Jane Zeyak- Hampton Inn Waterville - Director of Sales

Deidra Eltzroth- Fairfield Inn & Suites Brunswick - Director of Sales

Chris Lothridge- Hampton Inn/Fairfield Inn & Suites of Augusta - Regional Director of Sales



TRIPADVISOR REVIEWS

Hotel	Reviews	4's and 5's
Fairfield Inn (Augusta)	161	129
Hampton Inn (Augusta)	404	381
Courtyard (Bangor)	331	292
Towneplace Suites (Bangor)	74	60
Hampton Inn (Bath)	612	584
Fairfield Inn (Brunswick)	207	176
Fairfield Inn (Exeter)	190	169
Towneplace Suites (Gilford)	189	173
Courtyard (Portland)	359	321
Hampton Inn (Rockland)	375	320
Rockport Inn & Suites	498	412
Courtyard (South Portland)	260	212
Homewood Suites (Portland)	625	573
Six South Street (Hanover)	255	232
Hilton Garden Inn (Burlington)	594	499
Hampton Inn (Freeport)	579	456
Hampton Inn (Waterville)	374	342
Rockland Harbor Hotel	135	128

MCHG:
Maine
Course
Hospitality
Group

15 Main Street Suite 210
Freeport, ME 04032

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SIGNATURE RESULTS!	
Hampton Inn ME Bath	98%
Hampton Inn ME Augusta	89%
Hampton Inn & Suites ME Thomaston	82.9%
Six South Street Hotel NH Hanover	76.2%
Rockland Harbor Hotel ME Rockland	73.3%
Hilton Garden Inn VT Burlington	69.5%
Rockport Inn & Suites MA Rockport	66.7%
Homewood Suites ME Portland	62.6%



Odds N Ends

BATH HAMPTON HAD A TEAM LUNCH WITH THEIR HAMPTON FLAG!

This March Hampton Inn Waterville celebrated Front Desk week with a pizza party at the local Pizza Degree restaurant. All week our associates were showered with snacks, gifts and treats to highlight their ongoing efforts to provide our guests with outstanding customer service.



HGI Burlington enjoyed a Mardi Gras celebration with Magic Hat Brewing. Magic Hat rented the entire hotel for a weekend and had a celebration on Friday with acrobats suspended from their ceilings and a band. Saturday was the annual parade (despite the chilly 5-degree weather). Their staff showed their spirit by dressing up in Mardi Gras costumes!



Mattie, Lukas, Myla



Abigail



Team Hampton Inn Waterville kicked off the 100 Days of Happiness with a gratitude web, which allowed each team member to express things they appreciated about one another. Our team meets multiple times a week to engage in an all staff huddle, the Gratitude Web was a great way to start off the next 100 days.



You know how most hotels hate when teams show up in the winter? Here at SSS Hotel we changed our mindset on that about 2 years ago. We agreed to look at it as a great opportunity for need time business. To purposely approach it with positive attitudes and make it fun for everyone. Since then when we have a late checkout at 5pm and we are sold out that night, we have "all hands on deck." We create two teams, Madison (FOM) leads one and Byron (HSK SUP) leads the other. The late checkout rooms are split up evenly, and we have a contest to see who can get their rooms done first. Picking of the teams is even a part of the fun now! The best part is we now are able to turn 12 rooms in just under 30 minutes. We offer our guests a free drink coupon at the bar since their room was not ready at 3pm, then get them in to a clean room at 5:30pm. It has been a huge success for us!

(Action shot of Team Cleaning, Darcy (HK) and Madison (FOM))

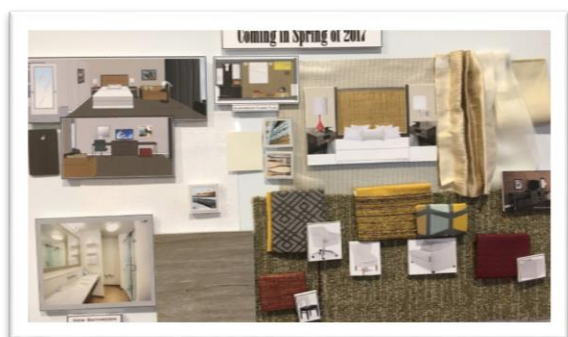
(Other photo is of Jennifer Sargent (GM), Byron (HSP Sup), Tom (valet), Alexis (HSK), and Ella (HSK) making a funny face)

Odds N Ends Cont.

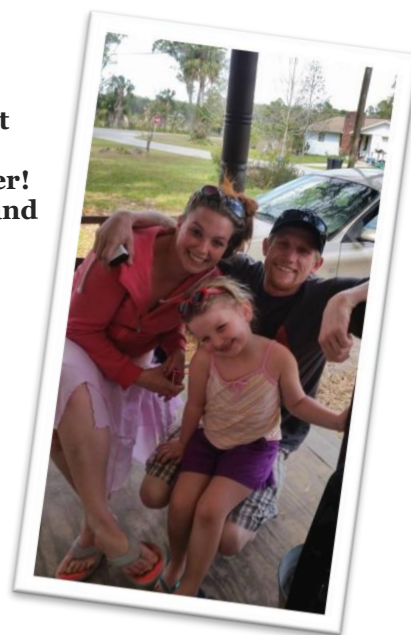
Townplace Suites Gilford, NH: One of our Front Desk Employees brought lunch for the whole team on her day off! This is why MCHG employees are the greatest! Thank you, Tammy! (pictured on right)



Freeport Hampton is so excited to show us their color board for the new room design! (pictured on left)



Congratulations to Ashley Price at Rockland Harbor Hotel, who is expecting her 2nd child in September! (Pictured on right with Papa Ryan and Jade)



David decided that the French Toast was so good at Courtyard Portland Downtown-Waterfront that he felt obligated to pick up a broom and sweep the lobby. #bringkidtoworkday #school delays

TOWNEPLACE SUITES BANGOR (PICTURED ABOVE)

Guest Letters

We're coming back this weekend and look forward to staying at the Rockland Harbor Hotel again (hopefully no battery issues).

Thanks again!

Kim Ezzy

Sandra, Rachel & Bill,

2/4/17

Thank you for your wonderful hospitality during our 1/28/17 stay at the Rockland Harbor Hotel.

And a special thank you to Bill, the guru of battery recharging!

With your help, we made it to soccer with 5 minutes to spare. 😊

Dear Rockland Harbor Hotel Manager

1/21/2017

We would like the ~~the~~ Remodel of the Hotel and would like to express the thanks to one of your employees Miss Anna Haberman. Her smile knowledge and hospitality was excellent and above Par for your average Hotel employee. Anna's congeniality and Hotel skills and knowledge are exceptional.

Thank you for all your service

Paul A. Shaw
MSREW@icloud.com
717-495-2076

Rockland Harbor Hotel:

Subject:

Recognition for Team Member

Our family (Winston White & Family) just traveled this weekend from NY and Philadelphia to Maine to visit our brother/brother-in-law/uncle that had a critical lung surgery and an extended stay in the hospital post-surgery and we all stayed at your hotel. All of your team members were very helpful and polite but there is someone who truly stood out and assisted us when we were making our reservations – Rachel. Rachel understood that we would all be driving for about 8-10 hours and arriving very late/actually early in the morning the day of our visit and she ensured we all had rooms with sofa beds that we needed, and was very accommodating at breakfast time knowing that we had only had a few hours of sleep when it was time to grab breakfast, etc.

Your hotel was absolutely wonderful, roomy and comfortable, nice amenities, great harbor view and a very competitive rate – but one of our most memorable parts was being taken care of by Rachel and we wanted to take a few minutes to be sure and share these thoughts with management.

Mai and Winston White and family

♥ Thank you, Rachel!
Good Job! ♥



2017

April

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
27	28	29	30	31	01 Andrew Derosia (GTS)	02 Laurel Dyer (SHS)
03 Michelle Wilson (GTS) - Andy Pham (HGV) - Warren Hoyt (SHS)	04 Beenu Magar (HGV) - Shamus Riley (SPC) - Svitlana Gres (SPC)	05 Ana Zinkwick (CWF) - George Hayes (EFI) - Karina Berardi (EFI)	06 Angelita Searles (AFI) - Erin Enemark (BHI) - Jedman Snow (HGV) - Kimberly O'Connell (WHI)	07 Maritza Rodriguez (CWF) - Robert Lowrie (FHI)	08	09
10 Nicole Derosia (GTS)	11 Meaka Camille (RIS)	12 Courtney Arnold (CWF) - Brittany Jenkins (CWF) - Madison Hayes (SSS)	13 Iris Quesada (RIS) - Cassidy Bolles (SSS)	14 Abdirahman Adaan (CPD) - Valdete Raka (CPD) Ericka Gray (RHH)	15	16 Tammy Cyr (BTS) - Jennifer McGowan (WHI)
17 Holden Laplante (AFI) - Heather Assi Antonin (BTS) - Monique Colfer (FHI)	18 Ashley Price (RHH)	19 Matthew Anzivino (RIS)	20 Richard Huntley (BTS) - Samantha Sundi (CPD)	21 Jesse Waiculonis (BCY)	22 Virginia Rutz (BFI) - Jennifer Libby (BHI)	23 Joseph Morel (HGV)
24	25 Edward Cox (FHI) - Kacia Lowe (RIS)	26 Nicole Burns (SHS) - Ethelee Jackson (SHS) - Brian Williams (SPC)	27 Mark Tedeman (SHS)	28	29 Ashley Preble (BHI)	30 Krista Hyson (BCY) - Sarah Tarbox (BCY)
01	02	Notes:				

Birthdays!



2017

May

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
01 Rita Thacker (CRP) - Ryan Muller (EFI) - Maya Dunning (RHH)	02 Elizabeth Wila (BFI) - Tiffany Pratt (WHI)	03 Michelle Turmenne (AHI)	04 Joseph Cheney (BCY) - Julie Warner (BCY) - Christopher McDade (EFI)	05 Julia Lasso (CWF)	06	07
08 Keleshia Brown (CPD) - Lee McCain (EFI) - Sannon Moore (HGV) - Sarah Day (SHS)	09 James Kitchen (CRP)	10 Moo Ray (HGV) - Shea Murphy (SPC)	11 Melissa Havener (BHI)	12	13 Papy Kimbambu (CPD) - Michael Healy (SHS)	14 Shaelyn Jones (BCY) - April Chubbuck (BFI) - Kimberly Abell (BHI)
15 Ella Smith (THI)	16 Jean Napoliello (HGV) - Maryse Galiu (SPC) - Susan Packard (WHI)	17 April Hill (CPD)	18 Hung Nguyen (HGV) - Kendall Farabaugh (HGV) - Mark Hamelink (HGV) - Rebecca Ogle (RIS) - Jennifer Dennison (THI)	19 Hattie Cogburn (BHI) - Joann Grenier (THI)	20 Nicholas Maloney (SPC) - Juanita Myrick (THI)	21 John Beucler (RIS) - Lori Anastos (CRP)
22 Tim Hummer (BHI) - Sherry Brownlie (EFI) - Alexis Craig (SSS)	23 Stephen Scholz (AHI) - Angie Sexton (BTS) - Samantha Lucas (RIS)	24 Sharon Brown (HGV)	25 Matthew Gorry (RIS) - Premices Lwanzo (SHS)	26	27 Angelina Wakely (BFI) - McKenzie Sonia (RIS)	28 Tiffany Whitney (BCY) - Julie Zemla (FHI) - Anna Haberman-Fake (RHH) - Lashea Williams (RIS) - Sarah Tilotson (SSS)
29 Crystal Gagne (AFI) - Judith Yanez-Maldonado (HGV)	30	31 Hilda Johnson (THI)	01	02	03	04
05	06	Notes:				



2017

June

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
29	30	31	01	02	03 Rose Meserve (SPC)	04
05 Jeffery S. Smith (BFI) - Brian Escalante Banco (CWF) - Jessica Heath (FHI) - Linwood Shields (WHI)	06 Lonnie Monroe (AFI)	07 Samantha Claridge (GTS)	08 Palina Elliott (CWF) - Cindy G. Bouchard (GTS)	09	10 Deidra A. Eltzroth (BFI) - Kelly A. Wentworth (GTS)	11 Ellen C. Newhal (CRP)
12 Doreen E. Salls (BCY) - Deborah A. Boissonnault (GTS)	13	14	15 Ryan L. Stanyan (GTS) - Heidi L. Carter (GTS)	16 Clarice Berard (CPD)	17 Julie Karlson (CWF) - Danielle Jordan (GTS) - Rebecca Penn (RHH) - Alexander A. Goyet (SHS)	18 Mackenzie Freeman (FHI)
19	20 Malcolm McShinsky (SSS)	21	22 Lawrence Nile (CPD) - Anna Parker (CPD) - Becky S. Decato (GTS)	23 Riley Huff (FHI) - Stephen Fisher (HGV)	24 Lisa Carson (WHI) - Alicia R. Steller (BCY) - Raydricka Gregory (CWF) - Aminat H. Umer (SPC) - Christopher Sinclair (SSS)	25 Rebecca L. Caswell (BCY)
26 Julie L. Gerouz (BHI) - Jamie J. Mulley (EFI) - Arjun Rai (HGV) - Misty A. Fogg (RHH)	27 Parrie Eager (BTS)	28	29 Sheila C. Rotta (BCY) - Nehemiah A. Perez-Hughes (CPD) - Angela Fontaine (HGV)	30 Kerry S. Smith (EFI)	01	02
03	04	Notes:				