

# MCHG NEWS

DRIVEN BY  
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THINKING

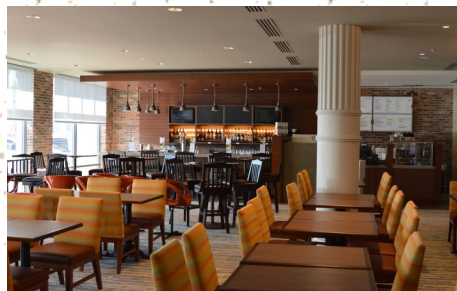
2nd Quarter



## OFF AND RUNNING

*Portland Courtyard downtown/waterfront opens for business*

The Courtyard by Marriott in Portland, Maine officially opened for business on May 21st. The 132-room Courtyard is Portland's newest hotel offering easy access to the Old Port from its Commercial Street location, views of Portland harbor and also views of the Portland skyline. The hotel also features the Courtyard Bistro offering both guest and passerby



alike a chance to relax and catch up with friends and colleagues over a coffee, beer, glass of wine or by sampling one of the dishes offered at the hotel.

The official grand opening ceremony took place on June 30th and featured a ribbon cutting ceremony with Portland mayor Michael Brennan, Marriott Vice President

of Lodging Development Skip Labarre and Portland CVB President & CEO Lynn Tillotson among others.



Pictured left to right: Bruno Inacio, Mike O'Reilly, Sean Riley, Michael Brennan, Paul Lohnes, Lynn Tillotson, Vin Veroneau, Skip Labarre, Marc Dugas, Aaron Marks

## SUMMER TIME

*Contributed by Jamey Kitchen*

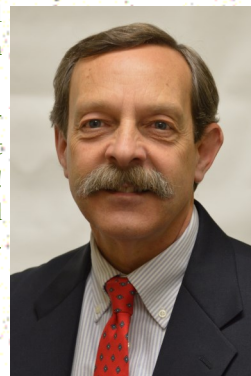
Well, we finally made it out of Winter and it is Summer Time! Just like the seasons, our guest profile and needs change at this time of year. Our summer leisure guests need more interaction with us than most of our corporate guests, so let's be ready. The 10/5 rule is still in play, smile at 10 feet away and greet at 5 feet away. In addition, we all need to know "what can I do today?" Be ready with 5 good weather or 5 poor weather options for our guests. Oh yes, we need to know what the weather will be today! I always take credit for the good weather days and blame the poor weather days on the Weather People. As always, use your sales

tools, "what kind of things are you interested in?", is a good way to narrow down what kind of activities you will recommend. Also, a mix of adult and family activities will be needed at this time of year especially. In Rockland, we have a movie theater in walking distance, so we keep a listing of what is playing and when available at the front desk. We also have a well stocked area business and activity brochure rack near the front desk, so if all else fails; walk the guest over to the brochure rack and pull out some fun things or hand them one of the chamber magazines which have lots of interesting and fun activity choices. I always ask the

guest to let us know how they enjoyed their day so we can be sure we are recommending the best choices and know that the other businesses do take good care of our guests. Most of the time, our guests can't wait to tell how much fun they had!

Be ready, Summer is guest special care time! Have fun and enjoy your summer as well!

*Jamey*





# MAKING A DIFFERENCE

*Celebrating the heroes of MCHG*



< The Hampton Inn Bath team helped out with Bath cleanup day by going around and collecting trash and debris from around the area. All of the items they collected not only help to keep Bath tidy but also helps stop pollution by ensuring that it doesn't end up in the Kennebec River! Thank you team Bath for making a difference!



^ TownePlace Suites participated in the "Share Breakfast" program. For one week every spring, TownePlace Suites guests simply eat Kelloggs cereal for breakfast to do their part in the fundraising program. Guests then sign a poster each time they eat Kelloggs cereal for breakfast while staying at the hotels. With every bowl of cereal at TownePlace Suites during the promotion week, a breakfast is donated to kids in need. The Gilford TownePlace Suites gathered 195 signature to support the program! The team also walked 3.2 miles and raised \$300 for the LRCS Autism Center! Thank you Gilford team for making a difference!

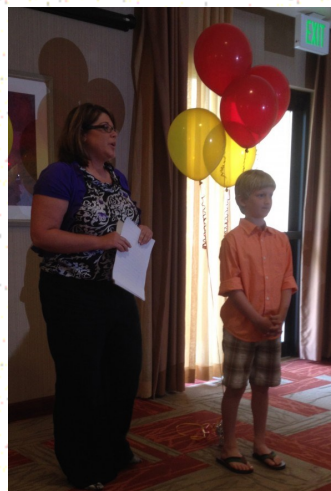


< It has been a very busy time for the Six South Street hotel team! In the past few months the team has helped to prepare three dinners for those in need through the Upper Valley Haven Adult Center and the Listen Community Dinner Program. Team members have also volunteered at the Upper Valley Haven after school program helping to have a dynamic impact on those in need in their community! Thank you Six South team for making a difference!

V> The Rockport Inn and Suites hosted and helped to organize the annual Rockport Easter Egg Hunt. The real Easter Bunny bagged out but Matt Anzivino graciously hopped in to take over as Saturday is his normal bunny costume day. Thank you Rockport Inn and Suites



> Noah Tibbetts is a nine-year-old boy who survived a life threatening battle with bacterial meningitis. The Children's Miracle Network honored him as Maine's 2014 State of Maine Champion Child at the Bangor Courtyard. The Courtyard team donated the use of their meeting room for the event to honor this amazing young man. Thank you Bangor Courtyard team for making a difference!



^ Heidi Hamblen (South Portland Courtyard) and Bruno Inacio (Portland Courtyard) teamed up to help out at a fundraiser for the Boys and Girls Club. Thank you Bruno and Heidi for making a difference!



# BIRTHDAYS AND ASSOCIATE RECOGNITION



< Happy Birthday to the Gilford TownePlace Suites on turning 5!

> Happy Birthday to the Bath Hampton Inn on turning 4!



< Congratulations to Dean of the Augusta Fairfield Inn. Dean was named their "Associate of the Quarter". Dean's position is in laundry but was recognized for going above and beyond by helping out in various departments.



^ Congratulations to Keith Merritt of the Rockport Inn and Suites for being named their associate of the month!



✓ Happy Birthday to the Rockport Inn and Suites on turning 5!

✓ Congratulations to Madison Hayes of Six South Street for being named their 2013 Employee of the Year!



> Happy birthday to the Homewood Suites on turning 6!





## ODDS & ENDS



< Doreen Salls of the Bangor Courtyard has been inducted into the Marriott Bistro Hall Of Fame! The announcement comes on the heels of Doreen being the #1 selection in the Bistro Fantasy Draft for the 2014-2015 season. She joins the likes of Johnny "Vent" Douglas and Wanda "Double Espresso-Low Fat-Mocha Chip-Extra Caramel" Smith and, of course, world renowned favorite "Frank" as being the only four to receive both honors. Pictured left is a photo of Doreen's bust for the HOF.



^ Kate Willwerth was representing Exeter Fairfield at the small business showcase! The Exeter team is active participants in their community including winning multiple titles for the annual Christmas float competition!



CY Bangor Maine

< For National Super-hero Day (this is a real thing, not one I made up for this newsletter) Marriott asked their Courtyard's to submit photos of the teams posing with Captain Courtyard. One of the photos chosen as Marriott's favorites was from our own Bangor Courtyard!



Opening a new hotel is never a small, nor an easy task. It takes long hours not just from those working at the hotel itself, but also from many leaders who contribute time, energy and knowledge into making the opening a success and preparing the new team to take over. Here are a few photos of some the people who helped to get the Portland Courtyard ready!

< V >

> Congratulations to Brandy Hooper of the Exeter Fairfield Inn on her engagement to Michael Hunter! The engagement was announced in March. The wedding is scheduled to be held in the Spring of 2016.



## SIGNATURE CORNER

<b>Homewood Suites ME Portland</b>	<b>92.6%</b>
<b>Hampton Inn ME Bath</b>	<b>89.3%</b>
<b>Hampton Inn ME Augusta</b>	<b>89.0%</b>
<b>Hampton Inn &amp; Suites ME Thomaston</b>	<b>88.6%</b>
<b>Rockport Inn &amp; Suites MA Rockport</b>	<b>87.1%</b>
<b>Six South Street Hotel NH Hanover</b>	<b>72.9%</b>

## TRIP ADVISOR

<u>Hotel</u>	<u>Reviews</u>	<u>Score</u>	<u>4's and 5's</u>
Fairfield Inn (Augusta)	87	4.22	74
Hampton Inn (Augusta)	144	4.68	138
Courtyard (Bangor)	208	4.36	184
Hampton Inn (Bath)	281	4.70	271
Fairfield Inn (Brunswick)	117	4.19	100
Fairfield Inn (Exeter)	101	4.52	91
TownePlace Suites	100	4.57	93
Courtyard (Portland)	8	4.62	7
Hampton Inn (Rockland)	167	4.31	147
Rockport Inn & Suites	342	4.39	301
Courtyard (South Portland)	148	4.04	118
Homewood Suites	252	4.69	243
Six South Street	118	4.46	109



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## WHAT THE PEOPLE ARE SAYING

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"Quick & easy check in. Large clean room that was nice & quiet. Staff was helpful & cheerful, seemed happy to be there."  
-Augusta Fairfield Inn

"Very nice place. The staff was very friendly and helpful. We had to stay somewhere because of construction being done in our home but we would consider staying again even just for a get-away. Room was very clean and in new condition. -  
Augusta Hampton Inn

"The staff at this hotel are what set it apart (I've stayed at other hotels in the area). The Marriott Courtyard experience (comfy bed, clean, quiet and secure) is here, of course, but the hotel gets extra points for their staff." -Bangor Courtyard

"Staff was extremely helpful & seems to appreciate us being there! Would stay here again....location to downtown Bath was great. Thank you so much, it was a nice change to have everyone (staff) acknowledge us on passing in hallways or lobby."  
-Bath Hampton Inn

"I recently spent a few days at the Brunswick Maine Fairfield Inn visiting relatives. The stay was fine but I had to write and particularly complement the young man who was in charge of the breakfast. The food was very good but more importantly he was friendly, efficient and obviously motivated to make every guest feel welcome. I thought you would like to know what a good employee you have there." -Brunswick Fairfield Inn

"I stay here at least 3 times a year. My child attends School nearby. Each time I am quite satisfied with my stay. The staff are friendly and bend over backwards to accommodate your needs. One staff member Kate who was working on her own on a busy night juggled 4 things, answering the phone, checking people in, providing towels and answering my questions about the internet. Yet she remained calm and charming to each and every one of us. She and the staff that feed us breakfast in the morning are the best!" -Exeter Fairfield Inn

"Recently, I stayed at the Gilford NH location a few times. I experienced a sudden loss of a parent, and the Gilford location was convenient to where I needed to visit. Upon my first visit, I was immediately impressed with the pristine nature of the facility and the friendliness of the staff. During my second stay, one of the employees who assisted me with my check-in, Gail, was extremely friendly and kind when I explained to her my unique circumstances. I really appreciated her kind words. During my third stay, when we were staying for my father's funeral Gail was again extremely helpful and considerate. During my third stay, I unfortunately left one of my bags in the room. When I realized, I gave the location a call and had the pleasure of speaking with Wilfred Guzman. He sought out my lost bag and told me he would send it to me right away. I received my package this afternoon with a very nice note from Wilfred. Gail and Wilfred should be commended for a job well done." -TownePlace Suites

"From the first moment the staff was great; valet, front desk everyone seemed very eager to make sure our stay was nice. The valet was very efficient and I never had to wait for my car to be brought around. The free shuttle was a great touch as well." -Portland Courtyard

"From top to bottom beginning to end everything was fantastic. The hotel seemed brand new and was perfectly clean and organized. The bed was super comfortable and I slept much better than in my own bed surprisingly. Staff extremely professional and helpful." -Thomaston Hampton Inn

"The front desk staff at this place hospitality gymnasts! helpful in directing you to area restaurants and points of interest or simply getting our TV working. Just a real positive vibe from all the staff." -Rockport Inn & Suites

"For the past five years I have logged many hours in hotels while foring for TD. I was always treated nice, but when I landed in the Portland Courtyard it was different. I never felt like a hotel guest, I was clearly welcomed as one of the family! The whole staff should be commended for their friendliness and professional service. It was truly my pleasure to have met you all and I wish you al the best in the future." -South Portland Courtyard

"Anytime we visit the Portland area we always stay at the Homewood Suites because of it's great staff, wonderful, clean and spacious rooms, excellent breakfast and it's location. We, too, travel with our German Shepherd fur baby and it is a pleasure knowing he is welcome at the Homewood Suites " -Homewood Suites

"Front desk staff is always very welcoming, pleasant and friendly. Valet service is top notch. They, too, are extremely friendly and offer excellent service. Front desk staff is always very welcoming, pleasant and friendly. Valet service is top notch. They, too, are extremely friendly and offer excellent service." -Six South Street

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# July 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 Amber Gedaro (HWS) Wilbur Roman Sr. (THI)	2 Aaron Marks (CDW) Krystal Windsor (SSS) Gary Hoyt (SPC)	3 Lisa Patenaude (RIS) Jo-Ann Howe (SPC)	4	5
6 Dorothy Gamage (THI)	7 Heather Stewart (AHI) Ryne Aubrey (BCY) Kimberly Whitmore (BCY)	8 Samantha Blanchard (BCY)	9	10 Tonya Drouin (AHI) Margaret Conley (CDW)	11	12 Dawnelle Ventry (BHI) Kaitlyn Roderigue (CDW) Dee Smith (SSS)
13 Misty Keeffe (CDW) Thomas Ashby (HWS) Lydia Tumukunde (SPC)	14	15 Halimo Hassan (CDW) Karen Rackliff (THI) Brenda Tucker (THI)	16	17 Nicole Kelly (BCY) Brigit Cavanagh (BHI)	18	19 Adriana Rafferty (GTP)
20 Ingram Marley (CDW) Heather Martin (CDW)	21	22	23 Beth Peters (CORP)	24	25 Jason Nguyen (CDW) Todd Foley (HWS)	26 Nicholas Tompkins (BCY)
27	28 Peter Anastos (CORP)	29 Aaron Watson (CDW) Wilbur Roman Jr. (THI)	30 Nicole Branch (BFF)	31		

# August 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 Wendy Foley (CDW) Chester Bunsiek Jr. (THI)	2 Amanda Ciotti (THI)
3 Jennifer Mitchell (EFF) Brian Kazilionis (HWS)	4 Gordon Clark (AHI) Brenda Suthenburg (AHI) Christa Palmer (THI)	5 Jessica Taggart (BCY) Ashley Nye (HWS)	6 Dena Dix (AHI/AFF)	7 Nathaniel Fritz (BFF) Fadumo Jama (CDW)	8 Dylan Smith (SSS)	9 Molly Belanger (AHI) Amy McCann (BCY)
10 Eric Sampson (AFF)	11 Gordon Clark (AHI) Brenda Suthenburg (AHI) Christa Palmer (THI)	12	13	14 Nathaniel Fritz (BFF) Fadumo Jama (CDW)	15 Diane Cayford (AFF) Dawn Eltzroth (BFF) Stefanie Kelly (SPC) Jean Mwenedata (SPC)	16 Jillian Clark (AHI)
17 Ariel Frasier (AFF)	18 Danielle Culpon (GTP) Kamolphan Meserve (SPC)	19 Jamie Paxman (SSS)	20	21 Katherine Reno (BFF)	22 Lauren MacAlister (CORP) Christine Robie (GTP)	23
24	25	26	27	28 Kaila Comeau (EFF) Marla Crossetti (HWS)	29 Kenneth McCarthy (GTP) Gloria Grierson (THI)	30



# September 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
31	1	2 Gail Digangi (GTP)	3 Peter DePalo (SSS) Monika Patenaude (SPC) Nitelle Pease (THI)	4 Cortnie Bouchard (BHI)	5	6 Dean Tracy (AFF) Candy Simmons (BHI)
7	8	9	10	11 Kathryn Hayes (SSS)	12 Kendra Harrington (AFF) Christie Ranquist (THI)	13
14 Khadra Nur (HWS)	15 Yi Li (AHI) Michael Nesbitt (BFF)	16 Susan Champy (SSS)	17 Lorena Duke (BHI)	18	19 Ricki Hyson-Smith (BCY) Lucinda Zarr (SSS)	20
21	22	23 Kelly Couture (GTP) Lisa Hill (SSS)	24	25 Tanya LaBelle (BCY)	26 Jessica Goodwin (BCY) Mary Calate (EFF)	27 Erika Shaw (AHI)
28 Mariel Manuela (SPC)	29 Glenn Rolfe (AHI)	30				