



COMING SOON TO A BANGOR NEAR YOU

MAINE COURSE PREPARES TO OPEN #14

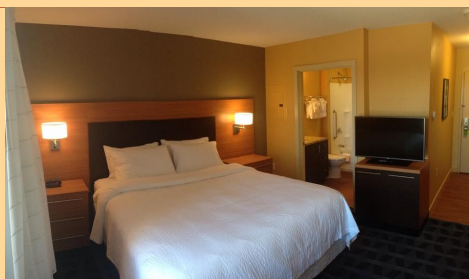
Fall is here! The nights are cool, the air crisp but in Bangor the leaves aren't the only change coming to town. In early October Maine Course Hospitality Group will be launching their 14th hotel as the doors open on the TownePlace Suites.

Opening on Sylvan Road alongside another Maine Course

property, the Courtyard, the TownePlace will be the first extended stay hotel to come to the Bangor area.

In true Maine Course fashion the opening of this hotel has been a complete team effort as the entirety of the TownePlace's new crew along with over 25 leaders from around the company have pitched in to get the TownePlace ready for opening.

The General Manager of the TownePlace will be Doreen Salls who will



serve in a dual capacity while overseeing the Courtyard as well. Also taking on a dual role will be Mary Brooks who will work as Director of Sales for both properties. Heather Assi Antonin has taken on the role of Director of Operations for the TownePlace while Kim Whitmore will serve as Director of Operations for the Courtyard.



IT BEGINS AT THE TOP

SHANNON MOORE NAMED HILTON GARDEN INN GENERAL MANAGER

The first step of any battle is to determine who will be leading the troops. In Burlington, Vermont that will be Shannon Moore.

Shannon brings strong experience and proven leadership from her most recent post as General Manager of the Hilton Garden Inn in South Portland. A graduate of SUNY university in Plattsburg, NY Shannon

earned her BS in Hotel Restaurant Management.

The Burlington market will be nothing new to this former Vermonter as she served as General Manager for the Courtyard in Burlington for five years.

The Hilton Garden Inn is scheduled to open it's doors this coming winter.



UP AND COMING

GARY CARON NAMED EXECUTIVE HOUSEKEEPER FOR AUGUSTA FAIRFIELD

Gary Caron has been chosen as the new Executive Housekeeper for the Augusta Fairfield Inn. No stranger to Maine Course culture Gary has been with the Fairfield for several months now and has also served as their Chief Engineer. Gary has also spent time working on the front desk before taking on the role as Executive Housekeeper.

Prior to beginning at the Augusta Fairfield

Gary spent over 20-years in law enforcement for the Wiscasset Police Department.

Once described as “the man” by Karen Pendoley (General Manager) she and Jim Stoots, (Front Office Manager) have expressed their excitement and enthusiasm in having him become one of Maine Course’s newest leaders.

Congratulations, Gary!



NEW CITY, FAMILIAR FACE

BERNADETTE WHITCOMB NAMED DIRECTOR OF SALES FOR BURLINGTON HILTON GARDEN INN

The Hilton Garden Inn’s next move was never in doubt. A Director of Sales who was a tenacious, experienced go-getter was going to be the priority and Maine Course got their DOS in Bernadette Whitcomb.

Bernadette is certainly no stranger to the Queen City as she began her career in hotel sales in Burlington before moving to Bangor to work sales for a different hotel. In returning to Burlington she will have

the opportunity to reunite with old contacts and friends in helping to make the Hilton Garden Inn a success. With 139 total rooms she will have plenty of opportunities to bring in new customers!

Of the move Bernadette said, “It’s exciting to get back to my roots and visit with all my friends and clients. Can’t wait to renew old acquaintances.”

The Hilton Garden Inn is scheduled to open this winter.



COMING TOGETHER

CONTRIBUTED BY KEVIN PAGNANO

A new hotel has risen in Bangor. The excitement of opening a new property brings the best out of new and seasoned staff. It’s always exciting to watch new wide eyed associates many with no previous hotel experience grow rapidly in skill and confidence in just a few weeks. For our seasoned leaders it’s an opportunity to get back to basics with teaching and organization. Setting daily goals, evaluating progress, planning short and long term are all necessary parts of opening a new hotel. For new staff they learn to

work as a team and perform jobs outside their area of responsibility. They build trust and respect with their leaders and each other. It’s the best of MCHG on display. For me it’s very satisfying to see so many talented leaders at MCHG contribute in many ways. It’s fun to look at the new staff and know some of them will be our next great leaders. For others, MCHG will be finally a place they are respected and treated well. A place they know they make a difference.

Kevin



MAKING A DIFFERENCE

CELEBRATING THE HEROES OF MCHG

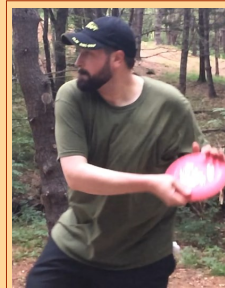


Doti Gath of the Gifford TownePlace Suites helped in giving out bicycles and helmets to youth in need around the Lakes Region area. This was the 2nd annual Youth Bike Fest sponsored by the Elk's. In total 32 bikes and helmets were distributed. Thank you, Doti, for helping to make a difference!

Always anxious to serve the community and give back Brenda Hill, Patti Rullo and Cindy Zarr of the Six South Street hotel helped at all six community dinners that Six South participated in! Thank you, Cindy, Patti and Brenda, for helping to make a difference!



Kim Abell and Dawnelle Ventry helped with the Dempsey Challenge. The Patrick Dempsey Center for Cancer Hope & Healing is at Central Maine Medical Center in Lewiston and provides high-quality education, support and wellness services to patients, survivors and caregivers. This was the Bath Hampton's first time participating and they are already excited about participating again with next year's Dempsey Challenge. Thank you, Kim and Dawnelle, for making a difference!



Shamus Riley of the South Portland Courtyard participated in the Leo P Roy Memorial Disc Golf tournament to help raise money for Muscular Dystrophy research. Thank you, Shamus, for making a difference!

The South Portland Courtyard put together a team to participate in the pizza eating contest to help raise funds for the Team Kyle Foundation. Collectively team SPCY only consumed an estimated 4,742 pizzas. General Manager Dayna Riley expressed disappointment in falling short of their consumption goal but was quick to point out that they had shortened the time limit to 5-minutes. Thank you, South Portland Courtyard, for making a difference!



When a guest came to the front desk shivering and complaining about chest pain John Redlon of the Brunswick Fairfield acted quickly! Leaving nothing to chance he immediately went into action, calling 911 and going to the room to wake her husband. Later that day they learned that if she hadn't been rushed to the hospital things could have turned out much worse. The guest called from the hospital to personally thank John for his actions. Thank you, John, for making a difference!



Rebecca Anthoine of the South Portland Courtyard and Heidi Hamblen of the South Portland Courtyard and Homewood Suites participated in a 5K race to help support the Center for Grieving Children. Thank you, Becky and Heidi for making a difference!

Ann Trussell of the Six South Street hotel decided a little over a year ago to take care of a few stray cats she discovered. In the year that has passed the cats family has grown and Ann has continued to help rescue them. In the past year and with help from the Humane Society in total Ann has helped to rescue 24 cats and kittens that were strays ensuring they are fed, receive medical treatment and find permanent homes. The picture below is not of Ann, but of two of the kittens she helped to save. Thank you, Ann, for making a difference!



ODDS AND ENDS



Congratulations to Ellen Newhall from the Central Office on the birth of her two grandchildren! Twins Caleb and Boaz Jameson were born on September 5th and mother and sons are doing very well. These are Ellen's first two grandchildren! Congratulations to Ellen and her growing family!

Congratulations to Sandra Schaeffer and Ella Smith of the Thomaston Hampton for their success with Hampton's Catch Me at My Best! Sandra received the most votes for August while Ella received the most votes over the past 3-months. Congratulations and thank you for continuing to make a great example and always working hard!



Congratulations to Katy Reno of the Brunswick Fairfield and Eddie Rodriguez on the birth of their daughter! Emma Bridget Rodriguez was born July 23!



Kathy Yukica participated in Dartmouth College's move-in day for incoming first year students! In total Kathy handed out over 200 cups filled with candy and over 200 bags of microwavable popcorn while greeting newcomers, many of whom were likely leaving home for the first time.



Madison Hayes (pictured left) and Kathy Yukica spent a day at the Hanover Chamber's golf tournament fundraiser! At the 6th hole they greeted golfers with candy bars!

Congratulations to Cindy Zarr, Bret Haskell and Richard Hay of the Six South Street hotel on winning employee of the month! They took the honor for June, July and August respectively. Thank you for your hard work, dedication and outstanding guest service!



Not wanting to waste a minute of team building or challenge seeking Shannon Moore and Bernadette Whitcomb of the (soon to be) Burlington Hilton Garden Inn joined a spinning class. They participate every Friday and are totally kicking everyone's butt while preparing themselves to take over Burlington!

Happy birthday to the Exeter Fairfield Inn! They celebrated turning 5 with a round of mini golf and an "endless wall" of wings, salad and pizza. They also received goodie bags as a thank you for their hard work. Happy birthday, Exeter Fairfield!



Congratulations to the Thomaston Hampton Inn on winning a 2014 Certificate of Excellence Award! The award is given to the top 10% of traveler rated hotels on Trip Advisor. This continues Thomaston's success on the popular travel and review website as they also won the Certificate of Excellence in 2013!



SIGNATURE CORNER

| | |
|--|--------------|
| Hampton Inn ME Augusta | 92.4% |
| Hampton Inn ME Bath | 91.0% |
| Hampton Inn & Suites ME Thomaston | 85.2% |
| Rockport Inn & Suites MA Rockport | 84.8% |
| Homewood Suites ME Portland | 66.0% |
| Six South Street Hotel NH Hanover | 59.5% |

TRIP ADVISOR

| <u>Hotel</u> | <u>Reviews</u> | <u>Score</u> | <u>4's and 5's</u> |
|------------------------------------|-----------------------|---------------------|---------------------------|
| Fairfield Inn (Augusta) | 89 | 4.17 | 76 |
| Hampton Inn (Augusta) | 178 | 4.62 | 166 |
| Courtyard (Bangor) | 229 | 4.35 | 203 |
| Hampton Inn (Bath) | 333 | 4.70 | 321 |
| Fairfield Inn (Brunswick) | 129 | 4.20 | 110 |
| Fairfield Inn (Exeter) | 106 | 4.53 | 96 |
| TownePlace Suites (Gilford) | 112 | 4.52 | 103 |
| Courtyard (Portland) | 58 | 4.43 | 49 |
| Hampton Inn (Rockland) | 203 | 4.33 | 180 |
| Rockport Inn & Suites | 363 | 4.35 | 313 |
| Courtyard (South Portland) | 160 | 4.06 | 129 |
| Homewood Suites | 288 | 4.62 | 271 |
| Six South Street | 132 | 4.46 | 122 |

WHAT THE PEOPLE ARE SAYING

“The hotel was clean. Our room was a king with a sofa bed. It was a good layout. There is a nice outdoor patio, by the pool. Very relaxing after a long day of travelling. The staff were helpful and courteous. We will be back.” -Augusta Fairfield Inn

“The room is comfortable with a big bed. All the amenities you need with a friendly and efficient staff at the front desk. We also talked with one of the women who cleaned rooms, and she was absolutely helpful, friendly and knew the local area.” -Augusta Hampton Inn

“In the end, a hotel at the minimum is a bed & a shower. Almost every hotel provides that minimal experience. What sets hotels apart is their staff. The Courtyard Bangor has a FIRST CLASS Staff! Everyone I interact with is friendly, helpful and seem to go the extra bit effortlessly. ” -Bangor Courtyard

“Hampton Inn Bath Maine was WAY above expectations. This is the way all Hilton properties used to be which is why we are gold members. Hilton needs to be checking on all their properties to ensure they are maintained like this property is and the hotel staff is as well selected and trained as the entire staff of Hampton Inn, Bath Maine.” -Bath Hampton Inn

“I stay here often and service and the hospitality is always great. I feel like it's a home away from home here.” -Brunswick Fairfield Inn

“My wife and I have been staying at your Fairfield Inn in Exeter for the past 9 days, while we help our son get situated at Phillips. I think it is important that you receive some feedback on our stay. It has been EXCELLENT!” -Exeter Fairfield Inn

(Background on Gifford: The guest's daughter Emma was suddenly hospitalized with an illness while staying in Gifford. Felicia left a Beenie Baby for Emma as she knew she collected them. The note was in response to the Beenie Baby)

“Dear Felicia, Thank you so much for the Beenie Baby (a big hit—her name is now “Coconut”). Emma is on the mend & hopefully 100% by tomorrow. Many thanks for your kindness” -Gifford TownePlace Suites

“Hotel is huge, clean and very modern. Also located in the old port so close to everything. Food, shopping and tour operators. Service was amazing, and nothing was overlooked. From the time we arrived everyone was welcoming and handling needs we hadn't even thought of.” -Portland Courtyard

“This hotel outdoes anything in the area. Everyone is on their toes to give good service. It is close to some really good restaurants, yet not in a noisy area. Breakfast is good, and the staff can guide you anywhere you want to go.” -Thomaston Hampton Inn

“Rockport Inn and Suites proved to be an excellent hotel to host a 5 day textile artist workshop for a group of 13 and contributed to the success of the event. Accommodations were perfect, a large conference room with audio visual equipment and plenty of tables and chairs. The Inn was clean and well maintained and the Inn Keepers and staff were terrific.” -Rockport Inn & Suites

“A great experience all the way around. The nice woman at the front desk sent the shuttle to get us from the airport after returning a rental car. The driver was also very nice. Dinner and drinks downstairs was perfect after a long day and an early morning departure. Again, nice woman who worked the dining and bar area. Wake up call and shuttle to the airport went without a hitch. Friendly man at check out. The room was clean, quiet and updated. We would recommend this hotel to anyone staying near the Portland airport.” -South Portland Courtyard

“The staff at the hotel are always courteous and helpful. Always greeting people with a smile and ask continuously if there is anything they can do to make the stay more comfortable. Accommodations are great and the rooms are comfortable and clean. Thank you for a wonderful long term stay...I have stayed at the hotel for almost three months this year and wouldn't look for any other hotel in the area.” -Homewood Suites

“Front desk clerk on Friday night at 11:30pm. She was so sweet. As we unpacked our car with two sleeping kids, she ran up to our room and made the pull out coach ready for us. She then ran around the hotel to get us extra linens. It was so sweet and she was so cheery and wanted to ensure that we were comfortable. It made transferring two sleeping kids absolutely seamless and made for two very happy parents!!!!” -Six South Street

October 2014

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|--|---------------------------|--|-----------------------------|--|--|--|
| | | | 1 Celine Gauthier (CORP) | 2 Bambi Messer (AHI) Rotraud Johnson (BHI) | 3 Curtin Ford (CDW) October Knerr (BHI) Kevin Pagnano (CORP) Celia Hutchins-Wilson (CDW) Dylan Bonanno (EFF) | 4 Erika Lemieux (BTP) Danica Bryant (THI) |
| 5 John Loschiavo (BHI) Mark Glaser (EFF) Kate Willwerth (EFF) | 6 Ryanne Blais (EFF) | 7 | 8 | 9 Dina White (SPCY) | 10 George Panakis (BTP) | 11 Melissa Smith (AFF) Deborah St. Pierre (BHI) Jolene Dinsmore (HWS) |
| 12 | 13 Michael Davis (AHI) | 14 Darrell Trask (AHI) Lyndsey McGowan (BCY) | 15 | 16 Leola Onerato (BCY) Dorothy Gath (GTP) | 17 | 18 Sean Riley (CORP) |
| 19 | 20 Tracie Hill (CDW) | 21 Laura Zandstra (CDW) Daniel Kontoes (GTP) Zachary Abbotoni (SPCY) Golam Prince (SSS) Jennifer Sargent (SSS) | 22 | 23 Megan Detour (BTP) | 24 Ryan Esbjerg (CDW) | 25 Amy York (BTP) |
| 26 Darren Stone (SPCY) | 27 Adam Gould (HWS) | 28 Adrianna Powell (HWS) Dayna Riley (SPCY) | 29 Marina Belcher (BTP) | 30 | 31 | |

November 2014

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|--------------------------------|----------------------------|--------------------------------|--|--|----------------------------|---|
| | | | | | | 1 Lauren Christian (CDW) Kathleen Kingman (BCY) |
| 2 Jeffrey Dexcoteaux (SPCY) | 3 | 4 Nicole Nugent (BFF) | 5 | 6 Douglas Mason Sr (AFF) | 7 | 8 Qiong Lin (CDW) Joanne Souliere (EFF) |
| 9 | 10 | 11 | 12 Braun Michael (AHI) Michael Foster (SPCY) | 13 Harlan Hudson (GTP) Nicole Sirois (THI) | 14 Heidi Hamblen (SPCY) | 15 Patricia Clark (CDW) Tammy Leber (GTP) |
| 16 | 17 | 18 Rebecca Piscitello (RIS) | 19 Miette Nugent (RIS) | 20 Shane Thompson (SPCY) | 21 Todd Hjelt (SSS) | 22 |
| 23 Mandy Kidney (BHI) | 24 Lauren Crocker (BHI) | 25 | 26 Ann Fox (THI) Christina Heckler (GTP) | 27 Robin Comeau (EFF) | 28 | 29 Jacob Schrock (RIS) |

December 2014

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|--|-------------------------|--|---|--|---|---|
| 30 Melissa Gray (THI) Ewa Rankin (SPCY) | 1 Rachel Small (AHI) | 2 Amber Cyr (BTP) Wilfred Guzman (GTP) | 3 Malcolm Legloahec (CDW) | 4 Kathleen Russo (BTP) Juliet Gentles (CDW) Samantha Coveney (RIS) Ashley Cronkhite (BCY) Carrie Seavey (THI) | 5 Joyce Powell (HWS) Sadia Nour (HWS) | 6 Keith Merritt (RIS) Muna Mohamed (SPCY) |
| 7 | 8 Paul Lohnes (CORP) | 9 | 10 Malene Bossie (CDW) | 11 | 12 Brittany Meherg (BCY) Ervin Bracy (SPCY) | 13 |
| 14 Trina Clark (AFF) Kara Ross (BCY) Lorre Anderson (RIS) | 15 | 16 James Trefethen (THI) | 17 Melissa Anzivino (RIS) | 18 | 19 | 20 Irma Badzoukoulala (SPCY) |
| 21 Cynthia Lennon (GTP) Emilia Doak (THI) | 22 | 23 Alyssa Powell (SPCY) | 24 Richelle Felix (AFF) Elizabeth Lok (SPCY) Nicole George (EFF) | 25 | 26 Jason Greene (BFF) | 27 |
| 28 James Stoots (AFF) Whitney Libby (BHI) | 29 | 30 | 31 Katherine Rauff (BFF) Sinit Taffere (HWS) | | | |