

2021 - Quarter 3 & 4

THE MAINE COURSE COURIER



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Dear Readers, to those of you who found time to send in reviews, news and content I want to thank you, you made this first newsletter process smooth and fun for us. To the rest of you, I'm looking forward to seeing what you send in for next!

Words from a Proud Man!

I have been serving guests and associates at Maine Course for over 33 years. And I can honestly say I have never been more proud than I am today. Our group of leaders and associates worked under adverse conditions in 2021. Whether it was COVID related with its different variants, Mask mandates and more. Supply chain issues made it tough to get our jobs done. Then, there was the tough staffing situations in many areas.

Although most businesses went through similar trials and tribulations, Maine Course handled it differently. Maine Course associates and leaders tried to positively impact the lives of coworkers, guests and communities. There are so many heartwarming stories of associates helping each other. Leaders were jumping in and working side by side with associates. Many teams spent time serving essential workers (And I consider you all essential workers for doing such!) and giving to the communities we live in.

2021 was a **GREAT** year for Maine Course. It followed a horrific year, but it helped us get out of the hole we found ourselves in during 2020. Thank you so much for all you did in creating this turnaround. I liken it to the Patriots super bowl turnaround. Down 28-3 they worked hard, believed in each other and came back to tie the game in the last seconds. Finally they went on to win it. The greatest comeback of all times. Well folks, we... You pulled it off, as well! Thank you for not giving up on us, each other and our industry! **MCHG IS BACK!!!**

But I can honestly say the most meaningful thing in my career, has been watching the Maine Course Culture thrive through these hard times. Focusing on our Values: Respect, Integrity, Family and Fun has helped guide us through these rough waters. I often say that if I get hit by a bus, the Maine Course Culture will survive. This culture is bigger than Sean Riley....It will live on because it was created by all of us. You each have a role in keeping it alive, in fact a responsibility.

I am humbled to think I have played a role in bringing together people like you. I feel fortunate to be part of a family that believes that our values can help us in daily decisions but also lead us to greatness for years to come.

Thank you from the bottom of my heart.

Sean Riley
President & CEO

Associate Appreciation!



Welcome 2 New GM's to MCHG!

*Lisa Reeser, Fairfield Inn & Suites-
Exeter, NH*

*Keri Fitzgerald, Rockport Inn & Suites -
Rockport, MA*

Happy Holidays...



(Top)

**Burlington HGI
feeling festive!**



**Santa says HI to associates both in
person and virtually!**



South Portland Holiday Party



Clearwater celebrating the holidays!



**(Left) Bangor CY and TPS
spent their holidays
decorating cookies and
making blankets for the
local hospital!**

MCHG in Witch City



In November of 2021 the MCHG GM's and Leadership Team traveled to Salem Hampton Inn for their annual Leadership Conference. Their first time all together in over 2 years.



"It was important for our leaders to feel connected again" -Kevin Pagnano

Words From Our Guests

"Nice, quiet location. It is a new building and newer concept for Hilton. It was well priced and well designed. The room layout is very well done and executed. It was clean and comfortable. The breakfast was typical with hot and cold foods. The staff was courteous and considerate. Overall, a very nice stay."

Williston Home2

Well run, attentive, welcoming -- not easy to find these days when so many hotels (and other businesses) are struggling with staffing issues. Rooms are clean, well-appointed. Check in staff and valet very polite and helpful. Thank you!

Six South Street

"Our hotel was wonderful in so many ways. The room was comfortable and clean. The bathroom was roomy with good water pressure. The front desk staff was very nice. Finally, the location was excellent. Can't wait to return."

Thomaston Hampton Inn

"We have 3 children and this hotel got our needs perfectly. We had a suite with two bedrooms and two bathrooms and it was the easiest stay in a hotel in the past 5 years that we have had. There was a basketball hoop, pool, and hot tub to keep everyone happy and having fun! The staff were extremely kind and helpful!"

South Portland Homewood Suites

POSITIVELY IMPACTING LIVES



(Right) MCHG GM's and Leadership Team came together during their recent conference for our newest property's city, Salem! MCHG donated dozens of coats, pajamas and more to Salem Children's Charity. Nice work MCHG!

(Left) Bangor CY and TPS had a very successful Root Beer Float Fundraiser for our Bangor Children's Miracle Network Hospital this year! We are very excited to share we raised a total of \$5,797.21, which was presented to our Bangor CMN Hospital partners this fall! That's a lot of #floats4kids!

