

MCHG:

Maine Course Hospitality Group

2016 Quarter 3

MCHG Leaders

by Sean Riley

Welcome to our New General Managers!!



Turning over the keys to the Hampton Inn Augusta, Maine. Congratulations to Virginia Burns, the new General Manager of the Hampton Inn Augusta. Congratulations! It's great to see another MCHG associate rise through the ranks.



Please join me in congratulating Gordon Clark as the new General Manager of the Hampton Inn Freeport. Gordon has been with Maine Course for over 23 years. Pictured above with Dashawn and Julie along with their new leader. Congratulations Gordon. Thank you for jumping in to help Freeport and for your many years of service.



Please welcome a new sales leader! Deidra Eltzroth will be at our Brunswick Fairfield Inn



Welcome Liz Loscalzo, GM at Clearwater Beach Fairfield.



Please Welcome to Maine Course, the Waterville Hampton. We were also fortunate to add Nate and his team at the Waterville Hampton to the Family.



Welcome Michelle Wilson, GM at Towneplace Suites in Gilford.



Please welcome...Jane Zeyak!

Jane recently relocated to Central Maine from San Diego, CA this past April. Since joining the MCHG team at the Hampton Inn Waterville, she has enjoyed getting to know her team and becoming involved in the Central Maine community. Her own personal values directly align with MCHG's pillars of community and respect. Her duties include overseeing all sales efforts at the hotel, including corporate accounts, group blocks and meeting room space.



New to MCHG! - Timothy Prosser

Timothy states that "becoming a member of the Maine Course Hospitality Group is like coming home. Their leadership and guest interaction philosophies — doing what's right and what works best — match my own." Please join me in welcoming Tim to the Rockland Harbor Hotel!

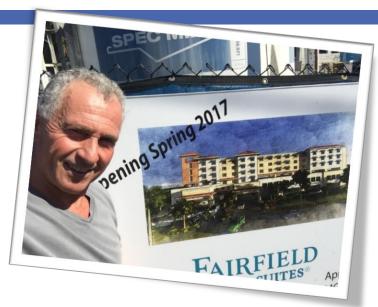
Sean's Desk

by Sean Riley



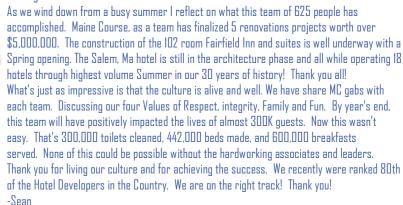


The hotel is starting to look like the picture.



LIZ IS INSPECTING THE PROGRESS AT THE NEW FAIRFIELD INN & SUITES IN CLEARWATER BEACH, FL!

Message from Sean.....









Rockland Harbor Hotel Joins MCHG

Rockland Harbor Hotel celebrated their VIP ribbon cutting with our team, including MCHG ownership and corporate leaders. The whole team participated in facilitating and hosting the event. Guests included representatives for local businesses and community leaders. (Pictured to the left)

Rockland Harbor Hotel team building is fun and keeps our brains fresh, maintaining strong communication with all our team mates. Meetings with good times and fun was had by all and everyone left with a smile and a goodie bag. YUMMY CANDY!!!!! (Pictured to the left)



Rockland Harbor Hotel all started in May, where they all came together. Side by side with the construction men, we cleaned and moved to put it all together for our first guests on June 13th. All their hard work made the Rockland Harbor Hotel what it is today. We had the best team we could have asked for to make it all happen. (Pictured above)

WHO DOESN'T LOVE ROOT BEER?!





South Portland Courtyard Helps Make a Difference!

SPCY hosted a Root Beer Float Stand at check in to raise money for the Children's Miracle Network Hospitals.

Housekeepers enjoyed sampling at our daily meeting and Sean stopped by to make a donation to provide the first 5 Platinum Guests a surprise refreshment!



(Pictured to the right- Community Library
Participants, Housekeeping Manager Kim O'Connell
and Granddaughter Lilly)



The HGI participated in Burlington's Annual Dragonboat festival in August to raise money for cancer survivorship programs. 100% of the money raised stays in Vermont!



COMMUNITY INVOLVEMENT & HOTEL ACHIEVEMENTS

Rockland Harbor Supports Local Businesses

The team at the Rockland Harbor Hotel loves supporting local businesses and organizations in our community. We all came together to raise money for the Pope Memorial Animal Shelter. A Special Thanks to Sandra Schaeffer for organizing the effort and all the staff who

participated in the donation drive.



Hampton Inn Bath is ready to bring it on with the Scarecrow Competition for Autumnfest 2016! The team helped create two awesome scarecrows and threw in a little bit of fall flare! Good luck Hampton!





Hampton Inn Waterville Helps Create a Children's Library

Our Director of Sales, Jane Zeyak volunteered to paint a mini Free Children's Library that will be placed in the Waterville Community for the Rotary Club. Jane hosted a painting party at her home, where team members joined in with their children to decorate the library with the hand and footprints of children of Waterville.







The Hampton Inn & Suites Rockland/Thomaston had the pleasure of hosting three foreign exchange team members this summer. The three visitors from Russia were in the United States as part of the J1 Visa program, working for a local restaurant. To broaden their work experience, they applied and were hired to be a part of our Maine Course Midcoast family. These team members were Irina Vlasova, Iuiila Kovaleva and Kseniia Karchenko. (Irina and Iuilla are pictured to the right, L to R. Kseniia is not pictured).







10 YEARS!



This season marks the 10th year that the Hampton Inn & Suites Rockland/Thomaston has been open for business in Midcoast Maine. Not only does this successful property still stand, but four of their original employees are also celebrating their 10th anniversaries as members of the Maine Course Hospitality Family. The hotel is fortunate to have strong loyalty and commitment in an industry that does not often see longevity through employment. These distinguished staff members include Shelby Riley, FOM & DOS, Jim Trefethen, Housekeeping Manager, Gloria Grierson, Housekeeping Supervisor and Ella Smith, Breakfast Attendant. (Shelby, Jim and Gloria are pictured L to R. Ella is not pictured).



The team at Hampton Inn Waterville came together through the leadership of our Front Desk Manager, Tiffany Pratt, to create our unique flag for the upcoming General Managers' Huddle meeting.



OUR HAMPTON TEAMS ARE PREPARING FOR HAMPTON'S HAPPIEST HUDDLE EVER!

OUR VERY OWN MCHG, Spirit of Hampton Winner-SueBee Packard

The team at Hampton Inn Waterville nominated SueBee Packard for the Spirit of Hampton Award this past Spring for her continuously going above and beyond for both her team and our guests. She never hesitates to tackle challenges with creative solutions like creating an impromptu footstool for a guest who had trouble getting in and out of bed, and simply jumping into the hotel pool to re-secure the drain when it had fallen off. SueBee is a two-time winner of the Spirit of Hampton award and exemplifies the values of our entire team.



Hampton Inn Bath is gearing up for Hampton's Happiest Huddle EVER by creating a Huddle Flag ALL about Maine. From Moxie and Wicked Whoopies, to lighthouses and lobster! This is, "the way life should be!"

Every year Kathy (Yukica) Decker braves the crowds to welcome all the students back to Dartmouth for move in day. This year was extra special as we got to share a table with Danielle from EBA's a local partner of SSS Hotel.





Summer is about trying new things and Jennifer Sargent, GM was thrilled to go to her first ever Boston Red Sox game thanks to Gary Serino! And, she even got to spend the evening with Shannon Moore.



Kayla is welcoming a baby!
Baby shower that Rockport Inn &
Suites had for one of our
Housekeepers, Kayla.



YOUR FIRST GRANDCHILD OLIVER!!



What the people are saying...

TripAdvisor

Courtyard Bangor:

This hotel is absolutely beautiful. It is probably one of the cleanest hotels I have ever stayed in. The courtyard outback is a wonderful place for families and kids. Our kids played outside for two solid hours in the dark playing hide and seek. Nice staff, nice restaurant, nice pool. Definitely will stay there again.

Courtyard Portland Airport:

I stayed here for 4 nights on business. The place was nice. The rooms were luxurious and comfortable. Breakfast is great onsite & the drivers were awesome in assisting us in getting around and offering local knowledge and suggestions. Not too far from town ... The lobby is trendy too.

Courtyard Portland Downtown/Waterfront:

This is a nice courtyard. It appears recently renovated. Its proximity is close to the heart of the action. The staff was very helpful and friendly. The valet parking service is a nice feature as Portland is a place that you really do not need the car. I would go back to Portland in a heartbeat and I will stay there.

Fairfield Inn & Suites Augusta:

Staff was great!! Very friendly! Room was very clean, breakfast was good and hot and choice was very good!! Will definitely stay again when in the area!!! Great location; plenty of dinner choices.... and some shopping lol. Would recommend for business or pleasure. Pool was clean as well!

Fairfield Inn & Suites Brunswick:

We stayed overnight on the way to Rockland as we had an early appointment there. Our twin bed room was extremely comfortable and well appointed. The breakfast buffet was one of the best I've encountered. We were directed to Topsham, a couple of miles away, for dinner. We found several very attractive eateries on Main Street.

Fairfield Inn & Suites Exeter:

I take training courses at Sig Sauer Academy in Epping - 10 minutes away from the Fairfield. Conveniently located, cheerful, clean with nice people working there and at a good reasonable price... what more could you ask for? Oh, I forgot to mention the free breakfast in the morning is very tasty and filling!!!

Hampton Inn & Suites Thomaston:

We enjoyed the two nights we were there. The weather was perfect making the whole weekend more memorable. There are plenty of great restaurants in the area. The Hampton Inn played a major role in making this a weekend to treasure forever.

Hampton Inn Augusta:

One of the nicest, cleanest Hampton Inn's I've ever been to. There are cheaper options in Augusta but I always stay here. Clean, comfortable, good buffet, helpful staff, centrally located. A good value overall. *Hampton Inn Bath:*

Spent a week here on business; clean, courteous and helpful hotel staff. Will be back in several weeks. Location convenient to my work areas. Would highly recommend to anyone looking for lodging in the Bath area.

Hampton Inn Freeport:

Very good experience overall, comfortable beds, good breakfast, centrally located. We walked to a local BBQ dinner the first night and spent the rest of our time checking out the local shopping and restaurants in the area.

Hampton Inn Waterville:

I was greeted by very professional staff. The rooms are very clean. The hotel is quiet. Complimentary breakfast had a very nice variety and there was a person right there for any needs. I totally recommend this hotel.

Hilton Garden Inn Burlington:

Great location! The hotel is situated in the heart of downtown Burlington. You are walking distance to restaurants, bars, and the lake! The rooms are top notch and have all the conveniences that you come to expect from a brand like Hilton. Nicest hotel in Burlington, VT!

Homewood Suites Scarborough:

I loved this little quaint hotel. Everyone provided excellent customer service, and assistance with transportation. Check in and out went extremely smooth. The rooms are HUGE. Separate living room area from bedroom. Great gym. Loved every minute of my stay. Felt like home!

Rockland Harbor Hotel:

Modern, new, super clean and desk clerks were warm and kind, especially Rachel. Definitely would stay again. Thank you for sending my memoir stick, which I left in the hotel's computer. Regarding my stay, all the girls I spoke with over the phone were professional and more than glad to help. I wish every place I travel to could be such a delightful experience.

Rockport Inn & Suites:

This hotel is clean, the pool is nice, they have a new outdoor patio, and they are pretty close to the beach! They are also just a few minutes' drive from downtown Rockport where there are lots of little shops and a nice rocky pier to walk out on.

Six South Street Hanover:

My husband and I booked this hotel at last minute using an online service and received a great price for the room. We were pleasantly surprised at the lovely room and contemporary clean feel of the place. Great value. Comfortable, quiet, and a great sleeping space.

Towneplace Suites Bangor:

Beautiful new hotel. Service was great. Facilities were 1st rate. Gym, pool and restaurant were all top of the line. Good sized, comfortable rooms, and a great location. The restaurant is above expectation for a chain hotel.

$Towneplace\ Suites\ Gilford:$

Great hotel! Quiet, clean and very close to Meadowbrook. We were upgraded to a 2-bedroom suite when we checked in. Took a local taxi service to the concert venue which was only 10 minutes away. Nice breakfast in the morning as well.

OUR PROPERTIES ARE HAVING FUN!!!!



Bingo Night and Fisher Cats Game in Exeter!

MCHG living core value fun playing bingo!! 3 winners at our table too!



Family and fun at Fisher cats game! Exeter families enjoying each other's company



Congratulations Exeter!

Happy 7th birthday Exeter.... recognizing years of service for all associates at the celebration. Those with 4 to 7 years pictured above. Kerry, Bev, Stacy, Robin, Sherry, Lee, Jojo!



Welcome to Six South Street!

Each year we celebrate Employee Appreciation Week the 1st week of June, right before Dartmouth College Commencement. This year the weather cooperated and we washed employee cars. Madison Hayes (in green), Jenn Sargent (in black) washing Malcolm's truck.



TRIPADVISOR REVIEWS

Hotel	Reviews	4's and 5's
Fairfield Inn (Augusta)	148	118
Hampton Inn (Augusta)	371	349
Courtyard (Bangor)	317	279
Towneplace Suites (Bangor)	61	48
Hampton Inn (Bath)	569	541
Fairfield Inn (Brunswick)	194	165
Fairfield Inn (Exeter)	175	154
Towneplace Suites (Gilford)	172	159
Courtyard (Portland)	310	277
Hampton Inn (Rockland)	350	299
Rockport Inn & Suites	485	400
Courtyard (South Portland)	248	201
Homewood Suites (Portland)	563	516
Six South Street (Hanover)	228	206
Hilton Garden Inn (Burlington)	486	404
Hampton Inn (Freeport)	542	427
Hampton Inn (Waterville)	333	305
Rockland Harbor Hotel	77	74



Guest Letters!

Good morning! I wanted to reach out to you today to compliment you on your staff. My daughter played and morning: I wanted to reach out to you today to compliment you on your start. My adugnter played on the Minnesota White Caps hockey team last weekend in Burlington and we had a big group staying at the Hilber Cardon. Your optime staff was fabrically because the Hilber Cardon. on the Minnesota white Caps nockey team last weekend in Burlington and we had a big group staying at the Hilton Gardens. Your entire staff was fabulous! From the time you step out the door with your valley Shannon,

staff, to checking in with the front desk and the how clean the rooms were was great. We also spent a few nights at the bar and restaurant and were extremely impressed with Ryan and the bar and food staff. Ryan went out of his way to make us feel very comfortable and was great.

Sometimes you don't hear the positives and this time I wanted to make sure you did.

Have a great day!

-Franz

Every staff person we met from the time we Bangor Towneplace Suites... arrived until check out were extremely friendly and professional. They were very personable and helpful when giving us directions and auswering all of one drestions about the area Fantastic maid service staff. Super pleasant!!!! Excellent job. Cannot wait to return again. I just hope we can stay longer next time. Thanks to all for making our stay so wonderful, and this also includes the staff person I called at the toll free number when I originally made the reservation. She was perfect to deal with!!! please tell her thank you and that the 3 sisters had a terrific time if you can contact her for me!!! It was an early birthday get away for me and it could not have been better!!!!! We LOVE the TownePlace Suites Marriott. Have a great day!

GEM surveys (Rockland Harbor)

LOVE the renovated property. The staff is wonderful; they all seem to be genuinely happy that guests are staying at the hotel.....all around great.....good value, too.

We had a fantastic stay at Rockland Harbor Hotel. The room (521), staff and breakfast served were wonderful!

THE most amazing staff. I will never forget the ANGELS behind the desk. So many positive things to say, I don't have the words...except that...well...I...loved...my...stay

Staff was best asset! Everyone we had contact with was welcoming, helpful, overall so pleasant to deal with!



Bangor Towneplace Suites...

Zoe and us loved everything! We are still in shock by how much time, effort, love and kindness went into everything! Zoe showed up in her "hello" onesie" and a new shirt to showcase! Her new elephant seat she is in love with! She gave smiles, hugs and kisses already. You and the crew are simply amazing people and we will have huge hugs waiting for you in the am! A huge thank you!!! Love us3





HGI Burlington had a
wonderful Housekeeping
Appreciation week
celebration! They had
breakfast, a pizza party served
by our front desk team & an ice
cream social.



Housekeeping Appreciation Week!

Hampton Inn Bath got involved in Housekeeping
Appreciation Week with a Marshmallow Transfer Contest
and yummy meatball subs for lunch!





Housekeeping Manager, Kim
O'Connell of the Hampton
Inn Waterville led the
celebrations with organizing
fun games for our
housekeeping staff for each
day of the week. She also
brought in steaks from her
farm for our end of the week
Housekeeping BBQ, which
were expertly grilled by our
General Manager, Nate Blair,
the Grill Master.





MCHG: Maine Course Hospitality Group

15 Main Street Suite 210 Freeport, ME 04032 ORD QUARTER

SIGNATURE RESULTS!					
Hampton Inn ME Bath	96.2%				
Hampton Inn ME Augusta	80%				
Hilton Garden Inn VT Burlington	77.5%				
Hampton Inn & Suites ME Thomaston	75.7%				
Six Street South Hotel NH Hanover	70.5%				
Homewood Suites ME Portland	69.4%				
Rockport Inn & Suites MA Rockport	54.8%				
Rockland Harbor Hotel ME Rockland	41.4%				



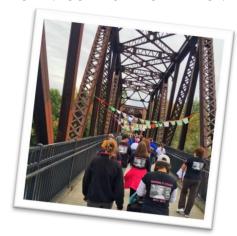
Odds N Ends

COURTYARD PORTLAND DOWNTOWN- WATERFRONT IS A PROUD SPONSOR OF THE BEACH TO BEACON 10K ROAD RACE

Hampton Inn Bath's very own Dawnelle Ventry participated in the Dempsey Challenge 5K for the 3rd
___ year in a row



Maine Course has grown two new leaders recently, Julie Warner on the left and Jessica Cassidy on the right at the Bangor Courtyard. They will share responsibility for leading the day to day operations of the hotel.



On July 23rd, Kathy at Six South married Jeff Decker and was blessed with the addition of three step children and their significant others.



Bangor TownePlace Suites team says "good bye" for another year to our favorite guests; Brian, Zoe and Jamie. Last year the Bangor TownePlace Suites team won the "Spirit to Serve" award because of the letter Brian sent to Arne Sorenson's office. We look forward to their return next year!



Homewood Suites is celebrating their team today and a member of the team at their sister hotel TownePlace Suites Bangor!

#mobsformary





Fairfield Inn & Suites in Augusta has been undergoing some renovations! Check it out!

Keep up the good work Augusta!

Birthdays!

2016 October

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
					O1 Derek Willis (BCY) Celine Gauthier (CRP) Queen Akers (WHI)	O2 Bambi Messer (AHI) Joanna Johnson (BHI)
O3 Catrina Green (BFI) Tobi Knerr (BHI) Kevin Pagnano (CRP) Michelle MacDonald (RHH)	04 Erika Lemieux (BTS)	05 Kristie Jones (RIS)	06 Bertille Nadine Missamou Nee Miabeto (SPC)	O7 Jacob Fletcher (BCY) Alexandra Zanni (EFI) Stephen Maziarz (SSS)	08	09 Dina White (SPC)
10 Emily Hawkins (BTS)	11 Melissa Smith (AFI) Jolene Dinsmore (HWS)	12 Benjamin Driscoll (SSS)	13 Michael Davis (AHI) Dillon Cyr (BTS) Rachel Penney (RHH)	14 Lyndsey McGowan (BCY)	15	16 Michelle Carter (BFI)
17 Ahmed Adaan (CPD) Jerry Viens (FHI) Chelsey Bracy (SPC)	18 Darlene Cressey (BFI) Joseph Riley (CRP)	19	20 Sherri Lawrence (HGV)	21 Golam Prince (SSS) Jennifer Sargent (SSS)	22 Donald Anderson (FHI)	23 Kahla Bean (BFI)
24	25 Elizabeth Loscalzo (CFI)	26 Allison Simmons (AFI) Jamie Grey (BCY) Madeline Callahan (HWS)	27 Tawnya Maddex (EFI)	28 Doja Kew (FHI) Adrianna Powell (HWS) Dayna Riley (SPC) Amy Wooster	29 John Pooler (WHI) Christine Veilleux (WHI)	30 Mary Seekings (BCY)
31		Darren Stone (SPC)				

Birthdays!

2016 November

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MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
	O1 Kathleen Kingman (BCY)	02 Tawni Castro (AHI)	03	04 Elaine Griffin (THI)	05 Andre Caron (FHI)	06 Jordan Anzivino (RIS
07 Nicky Tyler (HGV)	08 Joanne Souliere (EFI)	09	10	11 Fanco Santella (HGV) Caroline Murphy (SSS)	12 Michael Foster (SPC)	13 Hillary Ward (SSS)
14 Misti Norwood (RHH) Heidi Hamblen (SPC)	15 Erin Lally (CPD) Tammy Leber (GTS)	16 Danielle Morin (CRP)	17 Erica Bragdon (FHI) Yvonne Gagne (THI)	18 Nathan Blair (WHI)	19	20 Christine Morrison (EFI) Harvey Rosario (EFI) Shane Thompson (SPC)
21	22 Brian Becker (HWS) Laura Cota (SSS)	23 Mandy Kidney (BHI) Agnad Korajkic (HGV) Myla Mooney (HGV)	24 Karen Marshall (WHI)	25	26 Jane Zeyak (WHI)	27 Robin Comeau (EFI) Riley Serino (SPC)
28 Eh Mwee (HGV)	29 Caylie Asmonda (HGV) Lee Kitchen (THI)	30 Ewa Rankin (SPC)				
		l				



2016

December

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
			O1 Eugene Gumaer (HWS) Monica Jensen (SPC) Elizabeth Nye	02 Jaclyn Cogswell (THI)	03	O4 Kathleen Russo (BTS) Carrie Seavey (RHH)
05 Joyce Powell (HWS)	06 Keith Merritt (RIS) Muna Mohamed (SPC) Chelsea Shively (WHI)	07 Mar Gret (HGV)	08	09 Alice Tuck (SPC)	10 Derek Johnson (BCY) Malene Bossie (CPD)	11
12 Ervin Bracy (SPC)	13 Shelly Sauvageau (EFI) Doreen Brown (WHI)	14 Trina Clark (AFI) Kara Ross (BCY) George Page (SPC)	15	16 Hannah Morris (RIS)	17 Melissa Anzivino (RIS)	18 Barbara Mcinnis (AFI)
19 Eugene Bourgault (FHI) Stefania Watson (HWS)	20 Muhumed Ahmed (CPD)	21 Cynthia Lennon (GTS)	22 Heather Perry (HGV)	Justin Horner (AHI) Stacey Decato (GTS) Jocelynne Sylvester (THI)	24 Nicole George (EFI) Charles Lavallee (EFI) Aida Namubiro (RIS)	25 Katie Petley (BCY)
26 Jason Greene (BFI)	27 Ayan Farah (CPD) Stephen King (HGV) Parsu Gurung (HGV) Ethan Brown (HGV)	28 James Stoots (AFI) Whitney Libby (BHI)	29	30	31 Katherine Rauff (BFI)	