

SPECIAL POINTS OF INTEREST:

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- More Thankful
- Making a Difference
- Odds & Ends
- New Faces
- MCHG Culture
- Signature & Trip Advisor
- What the People Are Saying
- Birthdays Jan/Feb/Mar

# Maine Course Hospitality Group News

Driven By Positive Thinking

## BANGOR TOWNPLACE SUITES



Pictured L to R: Kevin Pagnano , Peter Anastos, Paul Lohnes, Doreen Salls, Tanya Emery, Chuck Osgood, David Nealley, Sean Riley



The Bangor TownePlace team (pictured above) is excited to be open and serving guests in Bangor.

On October 8th Maine Course Hospitality Group opened their 14th hotel in Bangor. This hotel is the first extended stay hotel in the Bangor area. It features 82 suites ranging from studio style suites to 2 bedroom suites.

Doreen Salls serves as the dual General Manager for both the TownePlace Suites and the Courtyard in Bangor. Also in a dual role is Mary Brooks serving as the Director of Sales. Heather Assi Antonin is the Operations Manager, previously she served as the Executive Housekeeper at the Courtyard.

## MORE THANKFUL

As I get older I've become more and more thankful. Part of it is seeing the world differently. I was never a big "I deserve" person but certainly I have had my selfish times. Today I'm probably drifting to the other side, thinking how good things are and why me. Over the last month we have held 3 different leadership conferences. Being part of them and interacting with our leaders was another reminder of how lucky we all are being part of a company like MCHG. Last week we finished our leadership meetings with the sales teams. I spent all day with a diverse group of very talented and driven sales leaders. I am so thankful to have them working with us and not against!

2015 will challenge all of us in budgets, competition, staffing and new hotels in our market. Long before this I have been thinking what we can do. Today I'm just going to be thankful and not want.

Contributed By Kevin Pagnano

## MAKING A DIFFERENCE

### Make a Wish

South Portland Courtyard and Scarborough Homewood Suites Director of Sales Heidi Hamblen got into the holiday spirit by "Wrapping for a Reason" with our friends at Make-a-Wish Maine. She spent the day at the Maine Mall wrapping presents and collecting donations for this amazing charity!



*Work Hard -> Have Fun -> Make a Difference*



Children's Hospital at Dartmouth

Gilford TownePlace Suites made blankets to donate to the Children's Hospital at Dartmouth. Along with the associates a group of girl scouts and some guests helped make 40 blankets.

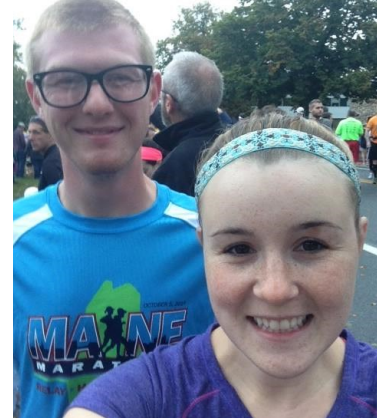


### Chamber of Commerce Children's Fund

Exeter Fairfield Inn donated a tree fully decorated with lights and ornaments along with seven free night stays to be auctioned off. This year the Exeter festival of trees raised \$25,000 for the Chamber Children's fund. This money helps to buy clothing, food, and other essentials for local children in Exeter and surrounding towns.

### Will Run for Charity!

In October, South Portland Courtyard Team Members Becky Anthoine and Zach Abbatoni competed in the Maine Half Marathon! The beneficiary of the marathon this year was The Robbie Foundation in Scarborough, Maine. The Foundation received \$50,000 from race proceeds, thanks for contributing Team Courtyard!



### Charity

Augusta Fairfield wrapped and donated gifts to give to charity.



## MAKING A DIFFERENCE CONTINUED...



The annual leadership meeting for our General Managers was held in Boston, MA at the Renaissance.

To give back to our communities our leaders filled backpacks with school supplies for Girls, Inc. in Lynn, MA! Nice backpack, Aaron!



The annual leadership meeting for Front Office Managers, Executive Housekeepers and Operations Managers was held in Portland. Leaders made blankets to donate to the Burlington Hospital on behalf of the Hilton Garden Inn Burlington!

## ODDS AND ENDS

NORAD Sean visiting the Hampton Inn, Bath with Joanna and Peggy.



The annual Sales Leadership meeting was held in Portland. Sales Leaders were tasked to donate items to fill Kevin's van! These items consist of toilet paper, water bottles, tooth brushes, and so much more. The items were donated to teens in need at Lewiston High School. A lot of these teens find themselves looking for a bed and shelter most nights. These items will not be taken for granted! Thank you Sales Team!

## FUN IN BURLINGTON!



Becky Anthoine Wins MCHG Chopped at the MCHG Annual Leadership meeting! She was judged on overall taste, presentation, creativity and incorporation of all 5 ingredients; Marshmallows, Coffee, Waffle Cones, Blueberries, and Maple Syrup.



## ODDS AND ENDS CONTINUED...

Heidi, Doti, Bridget, and Larry attended the Ski Tradeshow in Boston representing TownePlace Suites Gilford!



Hampton Inn Thomaston's Jamey Kitchen was given this painting from the housekeeping staff painted by there very own housekeeper Betty Myrick.

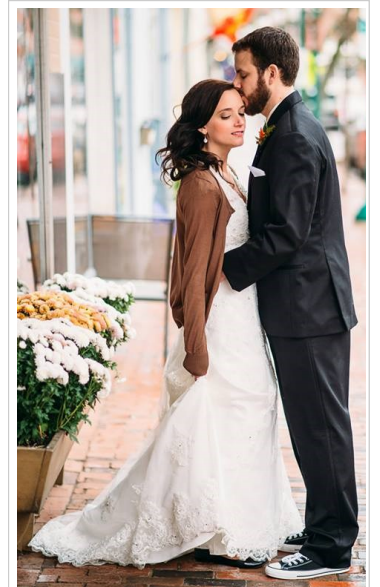


Bangor Courtyard Bistro Associate, Israel Dorman, and new mommy Isabelle welcomed into the world the newest Bistro Baby-Charles Michael Leonidas Dorman on November 20<sup>th</sup>, 2014. Congratulations!



Fairfield Inn Augusta Christmas tree decorating party.

"We all had lots of fun along with eggnog and snacks." - Jim Stoots; Front Office Manager



Congratulations Mrs. Burns!

On November 1st Virginia McGill and Derrick Burns were married. These two have been together for 6 years.



Fairfield Inn Exeter celebrate the holidays by dressing up. Happy Holidays Jamie Mulley and Anna McMullen!



Rockport Inn & Suites Celebrated the Holidays with a yankee swap.

"We also recently did our Yankee swap with our winter staff and Eli Irvin, our Waffle King, was able to walk away with the dynamic Santa Slippers!!!" -Matt Anzino; General Manager

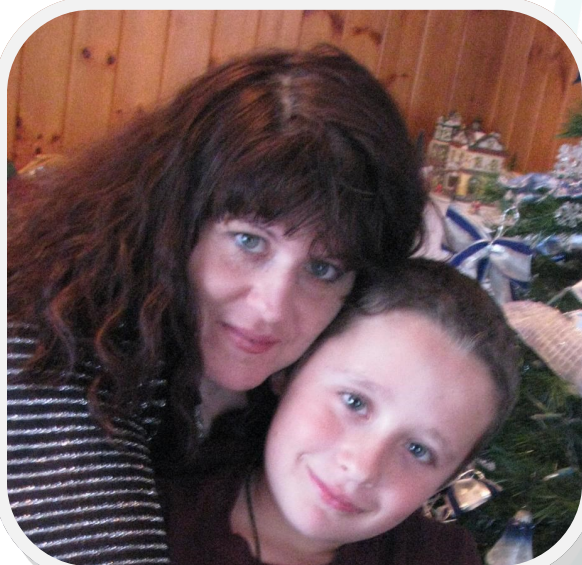


## NEW FACES

Michelle Spier  
Burlington Hilton Garden Inn  
Executive Housekeeper

Michelle lives in Burlington and enjoys running, biking and cross country skiing on the Burlington Bikeway with her dog and fiancé in her free time. She loves to travel and explore new places, food and cultures. Her and her Fiancé are currently restoring a 1986 Volkswagen camper van which they plan to use to explore all the US National Parks for their honeymoon in 2017!

"I am a first time Housekeeping Manager and am very excited to start my new position in our brand new hotel... our team is awesome and things are off to a great start!!!" -Michelle



Traci Boyer  
Burlington Hilton Garden Inn  
Front Office Manager

Traci attended both Champlain College and Lyndon State College in Vermont. She enjoys bass fishing, hiking, camping, music and playing sports with her 12 year old son Cameron Berry. Previously Traci has been an Assistant General Manager at the Hampton Inn Burlington.

"I can honestly say I have never worked for or with a better team of leaders than MCHG. My co-leaders Michelle, Devin and Chris and Bernadette are amazing and always full of positive and productive energy." -Traci

Devin Quinn  
Burlington Hilton Garden Inn  
Restaurant Manager

Devin lived in Boston for 8 years. He enjoys playing hockey and golf. He likes meeting new people, going to new places and exploring. He has a 6 month old son, named Cameron. Devin says he is the most important person in his life.

"I love food and beverage everything about it, the smells, the tastes, and the memories that it creates. I am very lucky with the team that my GM Shannon has put together, because I find Traci, Michelle, and Chris to be the greatest team I have been apart of in my hospitality career. Five weeks in a small office has made us all very close friends!" -Devin



## NEW FACES CONTINUED...

Shannon Vachon

Downtown Portland Courtyard

Director of Sales

Shannon Vachon is our newest addition as Director of Sales. She joins our hotel after spending 5 years at the Residence Inn Portland in the sales department. She is a member of numerous organizations both professionally and socially. She is an avid runner and has participated in Beach to Beacon among many other road races that are hosted here in Portland. She has also talked about doing the Tough Mudder competition when it comes back to Westbrook this year.

"We are very excited to welcome Shannon to our team and look forward to a successful future." -Aaron Marks; General Manager



## MCHG CULTURE

Thank you all for sharing your thoughts and feelings about the MCHG culture. We strive to improve our culture as a whole and at each hotel. Your honest feedback helps us to continue to get better.

Although MCHG saw the scores on our culture survey as strong in 2013, every Hotel improved in 2014. Over 90% of associates believe MCHG Culture is positive. Up 15% over 2013.

It starts at the top and I promise to make this a priority again in 2015. But it takes each one of our 400+ associates to make the culture come alive. I can't do it alone, nor can we as leaders do it without each associate buying in.

**To Build A Team Driven By Positive Thinking and Committed To Superior Quality Service For All Our Guests**

Please join me in focusing on the MCHG Mission, which will in turn help us keep the culture alive.

Contributed by Sean Riley



NEW CFO (CHIEF FORKLIFT OPERATOR)

## TWAS THE NIGHT BEFORE CHRISTMAS,

when all through the house  
Not a creature was stirring, not  
even a mouse;.....

When, what to my wondering eyes  
should appear,  
But a signature winner, for DE-  
CEM-BEER.....

.....More rapid than eagles  
His courses they came  
As he whistled  
And shouted  
And called  
Them by name

Now Rockport  
Now Homewood  
and Thomaston too  
Look at Bath  
And AUGUSTA

To LEAD just a few

To the top  
Of the porch  
To the top  
Of the wall  
YOU GO AUGUSTA

YOU'RE NOW LEADING THEM ALL!!!

Contributed by Jamie Mulley

## SIGNATURE

<b>Hampton Inn ME Augusta</b>	<b>91.4</b>
<b>Hampton Inn ME Bath</b>	<b>89.5</b>
<b>Hampton Inn &amp; Suites ME Thomaston</b>	<b>80.5</b>
<b>Homewood Suites ME Portland</b>	<b>80.0</b>
<b>Rockport Inn &amp; Suites MA Rockport</b>	<b>79.0</b>
<b>Six South Street Hotel NH Hanover</b>	<b>78.4</b>

## TRIP ADVISOR

<b><u>Hotel</u></b>	<b><u>Reviews</u></b>	<b><u>4's and 5's</u></b>	<b><u>Score</u></b>
<b>Fairfield Inn (Augusta)</b>	<b>91</b>	<b>77</b>	<b>4.2</b>
<b>Hampton Inn (Augusta)</b>	<b>191</b>	<b>199</b>	<b>4.5</b>
<b>Courtyard (Bangor)</b>	<b>245</b>	<b>217</b>	<b>4.7</b>
<b>TownePlace Suites (Bangor)</b>	<b>9</b>	<b>8</b>	<b>4.6</b>
<b>Hampton Inn (Bath)</b>	<b>361</b>	<b>345</b>	<b>4.5</b>
<b>Fairfield Inn (Brunswick)</b>	<b>138</b>	<b>118</b>	<b>4.2</b>
<b>Fairfield Inn (Exeter)</b>	<b>118</b>	<b>108</b>	<b>4.5</b>
<b>TownePlace Suites (Gilford)</b>	<b>119</b>	<b>108</b>	<b>4.5</b>
<b>Courtyard (Portland)</b>	<b>99</b>	<b>84</b>	<b>4.5</b>
<b>Hampton Inn (Rockland)</b>	<b>220</b>	<b>197</b>	<b>4.5</b>
<b>Rockport Inn &amp; Suites</b>	<b>373</b>	<b>323</b>	<b>4.4</b>
<b>Courtyard (South Portland)</b>	<b>174</b>	<b>140</b>	<b>4</b>
<b>Homewood Suites</b>	<b>311</b>	<b>291</b>	<b>4.5</b>
<b>Six South Street</b>	<b>144</b>	<b>134</b>	<b>4.5</b>



## WHAT THE PEOPLE ARE SAYING

**Fairfield Inn (Augusta)**-Place is relatively new. All was good. Wendy's, gas station and convenience store and 99 restaurant within walking distance. Shopping handy as well. Would recommend for this area.

**Hampton Inn (Augusta)**-Had an appt. in Augusta and a snowstorm was on the way. Decided to spend the night at the Hampton Inn. Very welcoming when we arrived. The parking lot was cleared of snow as well as the side walk. Hot. not just warm , coffee and hot water was waiting. King room was spacious and VERY Clean. Walk in shower was great. Named brand soaps and shampoo was nice. A good quiet night. Would make a nice getaway to relax.

**Courtyard (Bangor)**-1) I generally tip the person cleaning my room and did the first morning. When I came back later in the day, the cleaning person (Shelia) took the time to leave the nicest happy note thanking me for my tip and telling me that she would tell Santa I had been a good boy, lol. 2) Down at the bistro I was having a drink and a bite to eat and the bartender (Lindsey) actually remembered my name from when I stayed there 12 months earlier! The rest of the staff was great as well. Right down to the woman at the front desk stopping me on the way out to thank me for staying with them and telling me to be careful as the roads were icy. In themselves none of these things were huge. But when you add them all up it really creates the "experience" for the customer. Job well done!

**TownePlace Suites (Bangor)**-Wow what a suite, two huge queen beds a full kitchen a dining area and a well laid out bathroom. I have found my new, go to, spot in Bangor. Indoor swimming pool and a fitness room, a free continental breakfast. Stove top full fridge and a dishwasher to boot.

**Hampton Inn (Bath)**-Have stayed at many Hampton Inns over the years, but this was the best. The staff was helpful, knowledgeable, and the location of the motel, the layout of exits and the parking were well-thought out. Select a river view if you can and take advantage of the location of the hotel in the historic section of town where a few excellent restaurants are located.

**Fairfield Inn (Brunswick)**-This property is an A+ Awesome place to stay in Brunswick! There is no reason why this hotel should not have a perfect score? Everything about the stay was perfect. From the initial drive up to the door, to the warm, welcoming reception, to the beautifully appointed room. It was tops in my book! Just the clean, fresh scent of the air within the building can make that first impression go a long way. Keep up the good work, and the travelers will keep on coming. Travelers, you can't go wrong with this one!

**Fairfield Inn (Exeter)**-The staff was super friendly & very hospitable. I will be staying there again in the future. I travel the country & I was impressed with the Fairfield inn in Exeter. The continental breakfast was great! It is in a perfect location for all your needs if your on vacation & the pool was perfect.

**TownePlace Suites (Gilford)**-I am on the road every week for my job. Used points to book one night for my family as we traveled through the area. Hotel was clean and modern. Staff was friendly and helpful. One of my better hotel stays. Would highly recommend.

**Courtyard (Portland)**-WOW! Absolutely WOW! Everyone was super friendly. I received genuine, How are you today, what brings you in, etc etc. Every employee interaction was awesome! I don't know if this hotel was recently renovated because it was my first time at this location, but kudos! it looks great, the entry, sitting areas, and room/bathroom are awesome! So clean, bright, and airy. I loved every second of my stay!

**Hampton Inn (Rockland)**-Great value at the Hampton. The hotel has everything you need from pool to workout room. People are fantastic! Close to many dinner options in and around the Rockland area. Definitely will stay there again!

**Rockport Inn & Suites**-Planned a weekend mystery trip for a group of us. I can not say enough about the Managers - Missy and Matt - they went over and above to make our stay Great!! All the rooms (18) were clean, the beds were comfortable, the pool was loved by the ones that used the pool over the weekend. The breakfast area was convenient and good. Staff was friendly. I would recommend highly!!!

**Courtyard (South Portland)**-A must stay location when visiting Portland Maine! Rooms very clean and free wifi & work station was a plus! The staff very friendly and knowledgeable! The Valet service was excellent and the hotel bellmen free shuttle service to the Old Port area was fantastic! As they know all the great spots to see & eat! Can't wait to return!

**Homewood Suites**-Stayed here a few times, very comfortable and easy place to stay. Clean, great staff, nice breakfast. Feels like home and love staying here. I use this place for both business and leisure travel, no complaints.

**Six South Street**-Nice sized modern hotel right in downtown Hanover. We had a 4th floor room with windows facing the quaint South street. Beds comfy and room spotless. Concierge and valet friendly and polite. Great addition to Hanover!



# January 2015

SUN	MON	TUE	WED	THU	FRI	SAT
SADO GOULED (CPD) JOWHARA MOHAMED (CPD) KAMA ADEN (CPD) LAKI PANDEY (HGI) DIL GURUNG (HGI) TIKA GURUNG (HGI)	OSMAN SADIK (HGI) IBRAHIM ALI (HGI) SUNITA SUBBA (HGI) LOKA NEUPANE (HGI) DUGA TIWARI (HGI) TULASHI DHAURALI (HGI)			1 HALIMO AZAIR (SHS) MULKI ADEN (SHS)	2 EDWARD GIROUX (AFI)	3
4	5 ALLISA CORRADO (SHS)	6 COURTNEY BILLS (BTS) NORMAN WARREN (CPD) DEBORA DAMI (GTS)	7	8	9	10
11 NORMAN TOURVILLE (HGI)	12 SANDHYA CHHETRI (HGI)	13	14 ASHLEY TUMBILOLO (RIS)	15 GARY SERINO (CORP)	16	17 JANICE PICKENS (AHI) REBECCA MCNEAL (CPD) CONOR KUYKENDALL (RIS) BENJAMIN JUDKINS (SHS)
18 DANIYIL KLIMOV (BHI) JULIE DURMIS (EFI)	19	20	21 AMY DWELLEY (BCY) REBEKAH WALLACE (BHI) KIM DENNIS (SHS)	22	23	24 ISRAEL DORMAN (BCY)
25 PAMELA MASON (AFI)	26	27 NANCY MAO (CPD)	28	29 RICHARD HAY (SSS)	30 CHERYL BLACKMAN (BTS)	31

# February 2015

SUN

MON

TUE

WED

THU

FRI

SAT

1

MEGHAN RILEY  
(BFI)  
  
MATTHEW BUT-  
TERFIELD (CORP)  
  
MINNA BRACY  
(SPC)

2

JENNIFER HODGE  
(SSS)

3

KAREN PENDOLEY  
(AFI)  
  
LISA NICKERSON  
(THI)

4

JACOB ROBINETTE  
(GIL)  
  
LAURA RUMSON  
(SHS)  
  
BERNADETTE  
QUINN (SHS)

5

CHELSE LEWIS (AFI)  
  
KRYSTLE TOMLINS  
(BFI)

6

RICHARD FLANA-  
GAN (CPD)  
  
MANTRA BUNMAI  
(CPD)  
  
SANDRA  
SCHAEFFER (THI)

7

ANNA BENITEZ  
(AHI)  
  
BRIANA FRAZIER  
(BTS)  
  
LORETTA CURRAN  
(GIL)

8

CAROLINE RENO  
(BFI)  
  
KIERSTEN COOK  
(BFI)  
  
SHELBY OAKES  
(THI)

10

BRENDA HILL (SSS)

11

AMANDA BURNS  
(RIS)

12

KATHLEEN YUKICA  
(SSS)

13

MARY BROOKS  
(BCY)  
  
LAWRENCE HAHN  
(GIL)

14

15

JOHN REDLON (BFI)  
  
DEVIN QUINN  
(HGI)  
  
AMY PRIOR (SSS)

16

MARGARET GRACE  
(BHI)  
  
CANDY DESORCY  
(SHS)

17

ROBERT ROBINSON  
(BCY)

18

18

19

20

21

BEVERLY SMALL  
(EFI)  
  
MATTHEW GOUPIL  
(GIL)

22

MELISSA STAIRS  
(BCY)  
  
STACY CAREY (EFI)

23

24

25

ELI IRVIN (RIS)

26

27

28

SCOTT AUDIT (AFI)  
  
SARAH MCDOU-  
GALL (SSS)

29

EMMA STEVENS  
(HGI)



# MARCH 2015

SUN	MON	TUE	WED	THU	FRI	SAT
1	2 KATRICIA URBAN- SKI (BCY)  KATHY CULBER- SON (CPD)  SEAMUS PERRY (SPC)	3 MARIA CUTAMA (SPC)	4	5 HELEN TORRES (BTS)  NIMO HASSAN (CPD)  JEFFREY PINGREE (SHS)	6	7 KAITLYN ABELL (BFI)
8 VIRGINIA BURNS (AHI)  BRIAN HARRIS (BCY)  WILLIAM KELLEY (CPD)	9	10	11 STEPHANIE CREAM- ER (BFI)  NATASHIA GUZ- MAN (GIL)	12	13 ASHLEY CLARK (BCY)  PATTI RULLO (SSS)	14 JANA BRYAN (BTS)  JASON WROMAS (HGI)
15	16 DANIELLE TUR- MENNE (AHI)  STEPHEN JAKU- BOWICZ (BCY)  DANIELLE NICHOLS (RIS)	17 ANITA PRIESING (BCY)	18 KATHERINE HAND (GIL)	19 NICOLE WHIPPLE (RIS)	20 MARY BURRIGHT (BFI)	21
22	23 REBECCA AN- THOINE (SPC)	24	25 CYNTHIA PRATT (HGI)  RUDY CLARK (SHS)	26 MAKUMBUNDO FRANCISCO (SPC)	27 THELMA JEAN LEFEBVRE (AHI)	28 TAMMY ABBOTT (AFI)  KATHRYN WALSH (CPD)  BOBBI JO SMITH (GIL)
29 MICKIE CYR (SHS)	30 MARK NICHOLS (SSS)	31 FELECIA PELLETIER (GIL)				