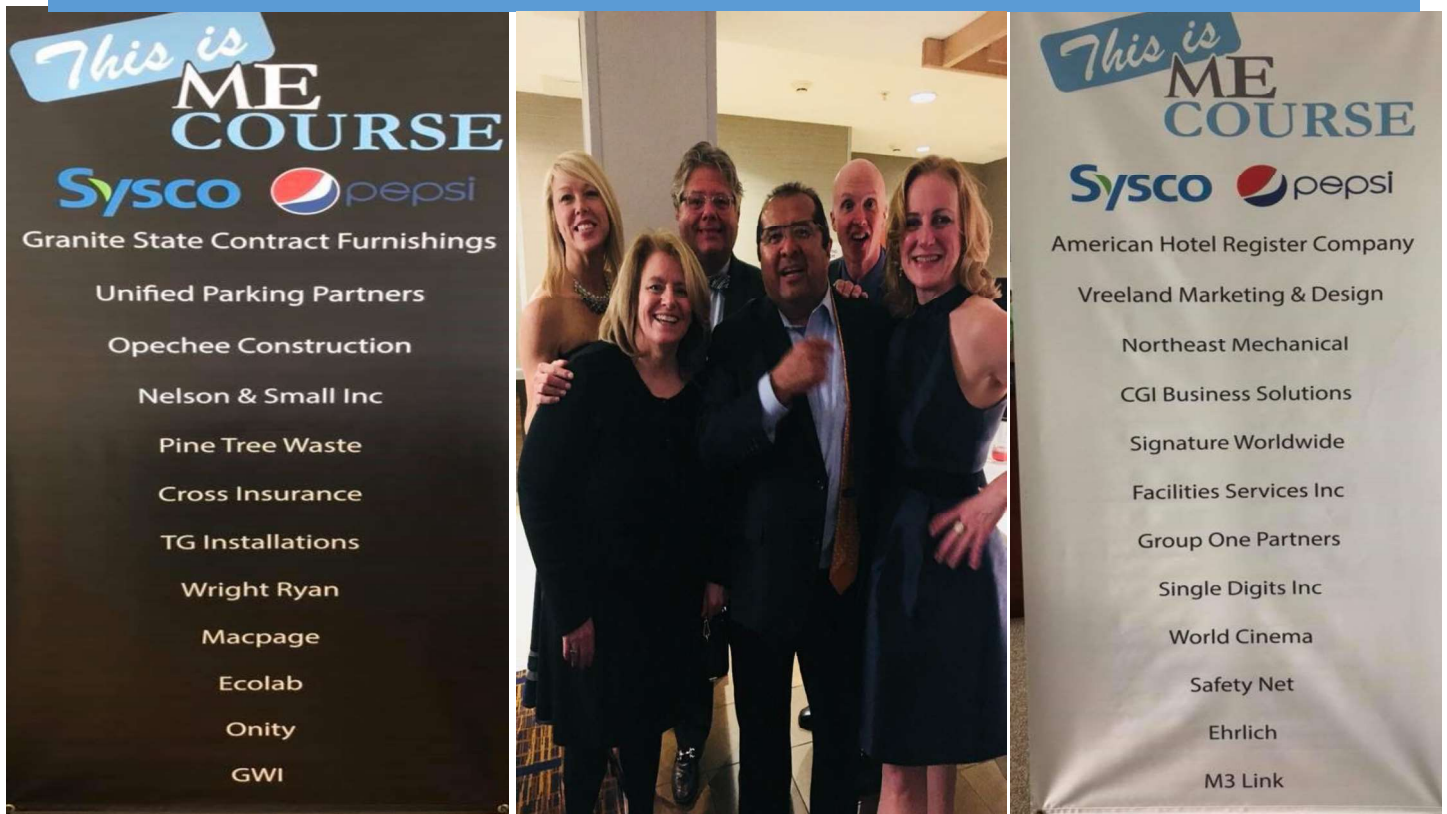


This is ME COURSE

MCHG 1st Quarter News Letter 2018

This is Me. This is ME Course. This is Us

Thanks to the Supporters that help our hotels run smoothly everyday!



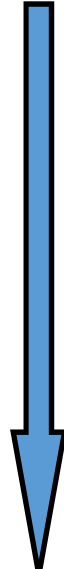
And the comeback of the Presidents award is presented to Shannon Moore ~ Hilton Garden Inn ~ Burlington, VT.
Graciously accepted by Michelle and Sam is hotel TEAM of the year ~ Town Place Suites ~ Gilford, NH.



Shamus Riley at 20 Years and counting!



Congrats to Doreen Salls as Leader of the year!



Dawnelle Ventry leads the team to success!



"Can't stop the MAINE COURSE feeling!"



Maine Course Team having so much FUN!

Chris Lothridge, Augusta Sales Leader is recognized as Salesperson of the Year.



Congratulations Julie Warner! Operations Leader of the year!

Michelle Bouvier of Marriott International is selected as business partner of the year. Michelle guides the revenue management for 8 of our hotels and is loved and appreciated by all. Thank you Michelle!

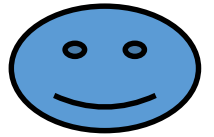


Associate of the Year goes to Patrick Lyne, Courtyard by Marriott ~ Portland Airport.





And From the Horner Corner



Justin Horner (Waterville Hampton) Chris Lothridge (Augusta Hampton and Fairfield) and Diedra Eltzroth (Brunswick Fairfield) took a trip to the major NESAC schools to thank them for continued business, and learn more about their needs when coming to Maine for various sporting events throughout the year. They were able to represent not just their own properties, but all of MCHG when visiting these schools. The trip was very successful in providing valuable information for our Sales team! (And it was pretty fun, too! ☺)



The first 100+ Women Meeting raised \$2,400 for the Pen-Bay YMCA to be used for youth scholarships.



Jamie Mulley reports from the Exetewr Fairfield Inn that Spring Has Sprung! Great kick off to Spring Team Exeter!! We choose to kick off the First day of spring with a 4 week fitness challenge. Self paced and friendly competition, included an official "weigh in" and daily tracking sheets for ounces of water consumed, fitness goals for steps/day, hours of sleep, self care with meditation, yoga or deep breathing and more....Who will be the biggest loser or we should say....the biggest winner? Time will tell! Go Team EFFIS!



Homewood in Scarborough "We were so pleased to host the most beautiful Roseanne while she was in Portland to attend Tim Tebow's Night to Shine Dance. Roseanne and her family enjoyed the event and danced the night

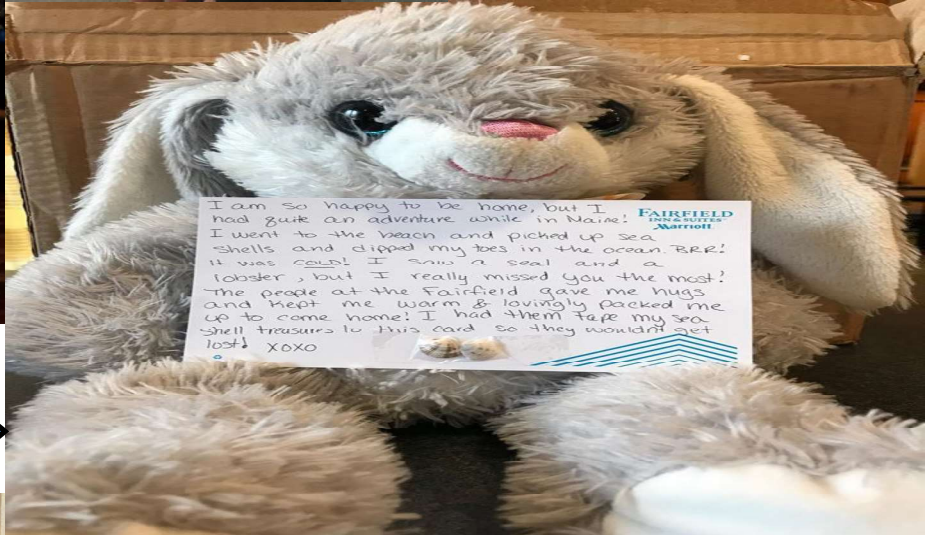
Scott & Theresa representing our Legendary Signature Sponsors.



Dancing with the Stars. I had the honor of dancing with Milani! What a great experience.



Another family member being sent home to its loved ones. Don't worry, it had a great time while vacationing in Maine, but it's happy to be going home again!



An annual Associate Celebration at Courtyard Portland Airport.



Legendary Signature ~ 1st Quarter



It's how Team Bath Celebrates winning Signature and wishing Joanna Johnson much joy, relaxation and happiness on her retirement at the end of February after serving our guests for 6+ years! We'll miss her but will always remain friends thanks to building meaningful relationships within our teams! Joanna is the 2nd one in on left, Jenn is waving . Joanna said no celebration would be complete without cake!

1st Quarter Trip advisor Scores

Property	Reviews	4's and 5's
Fairfield Inn (Augusta)	183	147
Hampton Inn (Augusta)	492	465
Courtyard (Bangor)	355	314
Towneplace Suites (Bangor)	92	75
Hampton Inn (Bath)	717	685
Fairfield Inn (Brunswick)	222	189
Fairfield Inn (Clearwater)	72	60
Fairfield Inn (Exeter)	215	190
Towneplace Suites (Gilford)	208	189
Courtyard (Portland)	434	386
Hampton Inn (Rockland)	431	368
Rockport Inn & Suites (Rockport)	558	454
Courtyard (South Portland)	293	239
Homewood Suites (Portland)	734	666
Six South Street (Hanover)	295	265
Hilton Garden Inn (Burlington)	807	672
Hampton Inn (Freeport)	686	553
Hampton Inn (Waterville)	446	412
Rockland Harbor Hotel (Rockland)	267	250



Signature 1st Quarter Scores

Hampton Inn Bath	22	92.7%
Rockland Harbor Hotel	21	86.2%
Rockport Inn & Suites	21	83.8%
Six South Street Hotel	20	81.0%
Hampton Inn Augusta	20	81.0%
Hampton Inn Thomaston	21	76.7%
Homewood Suites Portland	20	73.5%
Hilton Garden Inn Burlington	21	64.8%

Little of this and a lot of that!



Mackenzie Berlan
being festive .



Laura Botting, Housekeeper at Courtyard Bangor welcomed a baby girl on March 7th. Shyanne Lynn Botting 8lbs 15oz. Talk about adorable!!



Lee Kitchen, our brandy new housekeeping manager. For Augusta Lee started back in January. He had previously worked for the Downtown Courtyard as a Front Desk Agent, and before that the Rockland Hampton Inn as front desk. Virginia and her team are so excited to have him on. 😊



A picture of our ever changing General Manager ~ Guess who?



The man,
the myth,
the legend!



Kathy welcomes
Ann Trussell back
to her SSS team

Here's what they're saying about us!

Letters and SALT Surveys tell the story of what goes on in BATH!

Dawnelle, I just wanted to drop you a line to let you know how much I appreciate the service at the Hampton Inn in Bath. You always seem to find a way to exceed my expectations. Finding a hard hat and having it sent to my room was outstanding. Filling it with a bottle of water and a treat was the extra special touch only a few people would think about! The service I receive from all the staff in Bath is great, and I'm sure that starts from the top! Thanks, Bob Wunderlick

SALT SURVEY: Your staff is what makes my stay there each time a worry free experience. Thank you all for the wonderful hospitality. See you soon. Mark

Dawnelle, It was a great stay (brief but great J). I work in customer service so I appreciate when the service I receive is above and beyond and that was the case at the Bath Hampton Inn. As I stated in the survey the staff was friendly and helpful, the establishment was clean and well kept, the breakfast was nice and the pool and hot tub were well cared for. We really enjoyed our stay and if we plan to be in the area again will not hesitate to stay there again. Great Job to all involved, I know how hard it can be to get all the stars to align when dealing with different staff but you folks hit the mark all the way around... Keep it up, Kim J

WOW.....Rockland Harbor Hotel is ROCKING Guest Reviews...Way to Go TEAM RHH!

Housekeeping left us a HANDWRITTEN note of welcome. I've never had that, even at The Ritz in South Beach. The room was spotless, even in the corners. We enjoyed the private balcony. The beds were very comfy. The oversized towels and washcloths were great and the quantity was perfect. I was traveling with my son so the sink vanity being separated from shower/toilet worked really well. You have ample FREE parking. I would definitely stay here again. Thank you.

I rarely give anyplace 5 stars across the board but the RHH deserves a high score. The people are genuinely nice. No, fantastic. I travel a lot for work and stay in Marriott's and other chains. The people are forced to smile at you and say "good day to you sir". Quite fake. The staff at the RHH just treat you as you want to be treated - with respect for your needs while staying there.

I should have started with you will never stay in a cleaner hotel, it's pristine. They constantly upgrade to keep things fresh and recently added an outdoor, gas fire pit which is great.

I will say that this is a hotel, not an Inn and maybe lacks that homey feel. It's on a busy but not loud road and overlooks the bay but it's not so picturesque. They make up for it with cleanliness and comfort. The beds are great and the linens clean.

We were there to celebrate my son's 7th birthday and you guys made it very special to him from the moment we arrived to our room. He loved the decorations on the door and the little gift that was waiting for him inside... Thank you for doing that for him and for taking such great care of us during our visit to Maine.

One of the most outstanding hotels I've ever stayed. Friendliest and most helpful staff I've ever encountered. Cozy stay. Felt at home. Friendliest and most helpful staff I've ever met. They were much fun for an out-of-state visiting traveler. Very insightful for restaurants, sites, and shops to visit. if you stay here, you must ask for and meet Rachel - very professional and friendly with advice on "where to go/what to do".

The day I left, there was a storm and my car was covered with snow, an employee (Bill) of the hotel volunteered to clean off my car. He was terrific. I tried to pay him but he refused saying that he was happy to do this for a customer of the hotel. That left a good impression with me and I will use the hotel again as well as tell people of my experience. Hotel was clean and friendly!

This was my second stay. This time I was trying to get to Vinalhaven but couldn't get on the ferry. I called the hotel and the person at reception was welcoming, understanding and even offered an island discount which I truly appreciated. My room was great. The bed was very comfortable, the room was immaculate. I'm a "germaphobe" and have high standards for cleanliness. I felt very comfortable in the room. I will definitely return.

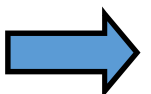
I needed to use a printer and I was directed to the business center computer. It didn't print my page. The person on front desk duty came over promptly to try and get the printer going. When it didn't cooperate quickly he ushered me behind the desk and allowed me to use a computer and printer there. Very helpful and attentive clerk! You have the best staff by far in the area... Thank you

Shawn, the front desk representative went out of his way to help me as I traveled up from Portland at the last minute. I have stayed at the hotel a couple of times and the staff led by Tim do an exceptional job getting to know you and your needs without being too personal or intrusive. I am happy to recommend this facility to anyone. Thanks for being so professional and great at what you do.

Happiest of Birthdays to the best TEAM ever!

May 1: Rita Thacker (Corporate), Maya Dunning (Rockland Harbor Hotel), Oliver Dirisi (South Portland Courtyard)
May 2: Elizabeth Wila (Brunswick Fairfield Inn), Tiffany Pratt (Waterville Hampton Inn)
May 3: Michelle Turmenne (Augusta Hampton Inn), Jenifer Svien (Freeport Hampton Inn)
May 4: Joseph Cheney (Bangor Courtyard), Julie Warner (Bangor Courtyard)
May 5: Julia Lasso (Clearwater Fairfield Inn), Jessie Cronin (Scarborough Homewood Suites)
May 8: Lee McCain (Exeter Fairfield Inn), Shannon Moore (HGI Vermont), Sarah Day (Scarborough Homewood Suites)
May 9: James Kitchen (Corporate)
May 10: Moo Ray (HGI Vermont), Shea Murphy (South Portland Courtyard), Caitlin Perry (South Portland Courtyard)
May 11: Martinez Pagan-Martinez (Clearwater Fairfield Inn), Amy Kendall (Exeter Fairfield Inn), Deborah Katsuva (HGI Vermont)
May 12: Casey Malik (HGI Vermont)
May 13: Papy Kimbambu (Courtyard Portland Downtown), Michael Healy (Scarborough Homewood Suites)
May 14: Shaelyn Jones (Bangor Courtyard), April Chubbuck (Brunswick Fairfield Inn), Kimberly Abell (Bath Hampton Inn), Vanessa Dearborn (Gilford TownePlace Suites)
May 15: Bonnie Seeley (Bath Hampton Inn), Debbie Salmon (Courtyard Portland Downtown), Ella Smith (Thomaston Hampton Inn)
May 16: Susan Packard (Waterville Hampton Inn)
May 17: Jade Fisher (Exeter Fairfield Inn), Andrea Rice (Freeport Hampton Inn), Sanford Wilson (HGI Vermont)
May 18: Hung Nguyen (HGI Vermont), Rebecca Ogle (Rockport Inn & Suites)
May 19: Hattie Cogburn (Bath Hampton Inn), Fathia Ali (Courtyard Portland Downtown)
May 20: Donna Etchepare (Bath Hampton Inn), Juanita Myrick (Thomaston Hampton Inn)
May 21: John Beucler (Rockport Inn & Suites), Lori Anastos (Corporate)
May 22: Braden Monteyro (Bangor Courtyard), Tim Hummer (Bath Hampton Inn), Sherry Brownlie (Exeter Fairfield Inn), Amy Miller (HGI Vermont), Rachel Anzivino (Rockport Inn & Suites), Sara Crockett (South Portland Courtyard), Alexis Craig (Six South Street)
May 23: Stephen Scholz (Augusta Hampton Inn), Samantha Lucas (Rockport Inn & Suites)
May 24: Corey Misner (Courtyard Portland Downtown)
May 25: Matthew Gorry (Rockport Inn & Suites)
May 26: Samantha Lavoie (Bangor TownePlace Suites), Michele Moore (South Portland Courtyard)
May 27: Angelina Wakely (Brunswick Fairfield Inn)
May 28: Tiffany Whitney (Bangor Courtyard), Julie Zemla (Freeport Hampton Inn), Fake Haberman-Fake (Rockland Harbor Hotel)
May 29: Melissa Dickinson (Brunswick Fairfield Inn), Pierette Matonga (South Portland Courtyard)
May 31: Juan Retolaza (Courtyard Portland Downtown), Hilda Johnson (Thomaston Hampton Inn)
June 1: Jody Merrill (Augusta Hampton Inn)
June 2: Shawn Tinsman (Rockland Harbor Hotel)
June 3: Kira Innocenti (Bangor TownePlace Suites)
June 5: Jessica Heath (Freeport Hampton Inn), Linwood Shields (Thomaston Hampton Inn)
June 6: Lonnie Monroe (Augusta Fairfield Inn)
June 7: Samantha Claridge (Gilford TownePlace Suites), Ann Trussell (Six South Street)
June 8: Candise Blais (Courtyard Portland Downtown), Cindy Bouchard (Gilford TownePlace Suites)
June 9: Stephanie Hart (Freeport Hampton Inn)
June 10: Diedra Eltzroth (Brunswick Fairfield Inn), Kelly Wentworth (Gilford TownePlace Suites), Robin Perras (Six South Street)
June 11: Ellen Newhall (Corporate)
June 12: Doreen Salls (Bangor Courtyard), Deborah Boissonnault (Gilford TownePlace Suites)
June 15: Ryan Stanyan (Gilford TownePlace Suites)
June 16: Clarice Berard (Courtyard Portland Downtown), Jean Paul Boudreau (Rockport Inn & Suites)
June 17: Julie Karlson (Clearwater Fairfield Inn), Danielle Jordan (Gilford TownePlace Suites), Alexander Goyet (Scarborough Homewood Suites)
June 18: Amanda Pariseau (HGI Vermont)
June 22: Lawrence Nile (Courtyard Portland Downtown), Becky Decato (Gilford TownePlace Suites)
June 23: Stephen Fisher (HGI Vermont), Jaylee Dennison (Thomaston Hampton Inn)
June 24: Alicia Steller (Bangor Courtyard), Christopher Sinclair (Six South Street)
June 25: Rebecca Caswell (Bangor Courtyard)
June 26: Roseanne Taylor (Brunswick Fairfield Inn), Jamie Mulley (Exeter Fairfield Inn), Misty McClure (Rockland Harbor Hotel)
June 27: Parrie Eager (Bangor TownePlace Suites)
June 28: Mamie Murray (Gilford TownePlace Suites), Hay Blu (HGI Vermont)
June 29: Sheila Rotta (Bangor Courtyard), Angela Fontaine (HGI Vermont)
June 30: Kennease Butler (Clearwater Fairfield Inn), Kerry Smith (Exeter Fairfield Inn), Ryan Melchionda (HGI Vermont)

Continued...



July 1: Lindsay Kane (Courtyard Portland Downtown), Falecia Kaewthong (Rockland Harbor Hotel), Douglas Eldridge (Waterville Hampton Inn)

July 2: Wilber Roman (Rockland Harbor Hotel)

July 3: Aaron Marks (Courtyard Portland Downtown)

July 4: Tayla Weldon (Rockport Inn & Suites), Jo-Ann Howe (South Portland Courtyard)

July 5: Tanner Paladino (Bangor TownePlace Suites), Allyson Ridge (Courtyard Portland Downtown), Par toh May (HGI Vermont), Heidi Mills (Rockland Harbor Hotel)

July 6: Amie Herrick (Rockport Inn & Suites), Jess Perkins (Scarborough Homewood Suites), Maxwell Foster (Six South Street), Dorothy Linscott (Thomaston Hampton Inn)

July 7: Leslie Lovely (Gilford TownePlace Suites), Brenda Welsh (Waterville Hampton Inn)

July 8: David Wilson (Waterville Hampton Inn)

July 9: Alexander Lonsdale (Brunswick Fairfield Inn)

July 10: Margaret Conley (Courtyard Portland Downtown), Diane Walker (HGI Vermont)

July 11: Mitchell Lynes (South Portland Courtyard)

July 12: Dawnelle Ventry (Bath Hampton Inn), Pamela Teele (Rockland Harbor Hotel)

July 13: Brenda Peabody (Augusta Fairfield Inn), Eugene Weakland (Augusta Hampton Inn)

July 14: David Kapu (Bath Hampton Inn), Tam Dinh (GHI Vermont)

July 15: Courtney Ainsworth (HGI Vermont), Karen Rackliff (Thomaston Hampton Inn)

July 16: Shannon Vachon (Courtyard Portland Downtown)

July 17: Nichole Kelly (Bangor Courtyard), Patricia Denny (Exeter Fairfield Inn), Angela Bazemore (HGI Vermont)

July 18: Maddy McKenna (HGI Vermont), Thomas Berecz (Six South Street)

July 19: Sofi Francis (Courtyard Portland Downtown)

July 22: Maisha Jones (HGI Vermont)

July 23: Elizabeth Peters (Corporate)

July 24: Krista Rickett (Courtyard Portland Downtown), Sally Chapman (Scarborough Homewood Suites)

July 25: Macon Jackson (HGI Vermont)

July 27: Allison Trask (Augusta Fairfield Inn), Getachew Yoseph (Courtyard Portland Downtown), Tasha Perras (Six South Street)

July 28: Jamilee Kus (Augusta Hampton Inn), Peter Anastos (Corporate)

July 29: Taylor Hamor (Bangor Courtyard), Larissa Bartlett (Bangor TownePlace Suites)

July 30: Nichole Branch (Brunswick Fairfield Inn), Joseph Giaquinta (Gilford TownePlace Suites), Anne Marie Mathieu (Waterville Hampton Inn)

