

MCHG 2nd Quarter Newsletter 2018

A Shout Out from our inspirational CEO



FUN
RESPECT
INTEGRITY
FAMILY

If a man is called to be a street sweeper, he should sweep streets even as Michelangelo painted, or Beethoven composed music, or Shakespeare wrote poetry. He should sweep streets so well that all the hosts of heaven and earth will pause and say, here lived a great street sweeper who did his job well. —Martin Luther King

I wasn't a street sweeper, but I did do housekeeping and wash dishes.

A LOT!

And I know you do too!

As we come into the hot busy summer, I can reflect of my days folding laundry in the Non air-conditioned laundry room at the Freeport Inn and hauling it up three flights of stairs. Then coming in and getting yelled at by a guest who forgot to make a reservation but said I must have a room tucked away. Then finding out the Dishwasher didn't show for the afternoon shift and I was the dish guy for the night. YUCK!

So I turn to each of you and thank you for all you do. I do know how hard you work and often times the job can be yucky! But if we all just focus on helping each other, respecting each other's abilities, doing the right thing and having FUN — we can overcome the yucky days. I have seen many of our leaders working side by side with you and it makes me proud. Thank you for respecting each other this summer! Smile and make it fun! —Sean





Clearwater FFIS celebrated their Associate of the 1st Quarter winner, Julia Lasso! They played games like musical chairs & bowling. They even had a little dance party! What fun! Congratulations, Julia!



Leadership teams for the Hampton Inn & Suites Rockland and the Rockland Harbor Hotel participated in the annual Pen Bay Chamber Expo. This annual event hosts hundreds of businesses and community organizations, making it a great opportunity for our MCHG hotels locally to connect in our neighborhood.



Congrats to Bangor Courtyard Associate(s) of the Year for 2017: Amy Dwelley and Bistro Expert Fred Kaplan



Rockland Harbor guests enjoy the relaxing patio. It's even more fun when roasting marshmallows



Courtyard Bangor partnered with Clean the World – an organization that collects soap and hygiene products from more than 5,000 hotels and resorts to recycle and redistribute them to families in countries with a high death rate due to pneumonia and cholera (two of the top killers of children under 5). Since 2009, Clean the World has distributed more than 41 million bars of soap in 118 countries!



The entire Management team at Hampton Inn Augusta participated in the Miles for Mills 5K on Memorial Day. Proceeds from the event go to the Travis Mills Foundation which helps wounded soldiers.

Pictured from Left : Angel Crowley, Lee Kitchen, Chris Lothridge and Virginia!



Six South Street hosted a Business After Hours event for the Hanover Chamber. What a great spread!



"The Hampton Inn & Suites Rockland is pleased to announce that Emily Chandler has been promoted to the position of Executive Housekeeper. Emily has been a part of Maine Course for two years, serving at both the Rockland Harbor Hotel and our property. We are excited for Emily to have this opportunity, and look forward to the positive impact she will provide to our team, guests and community."



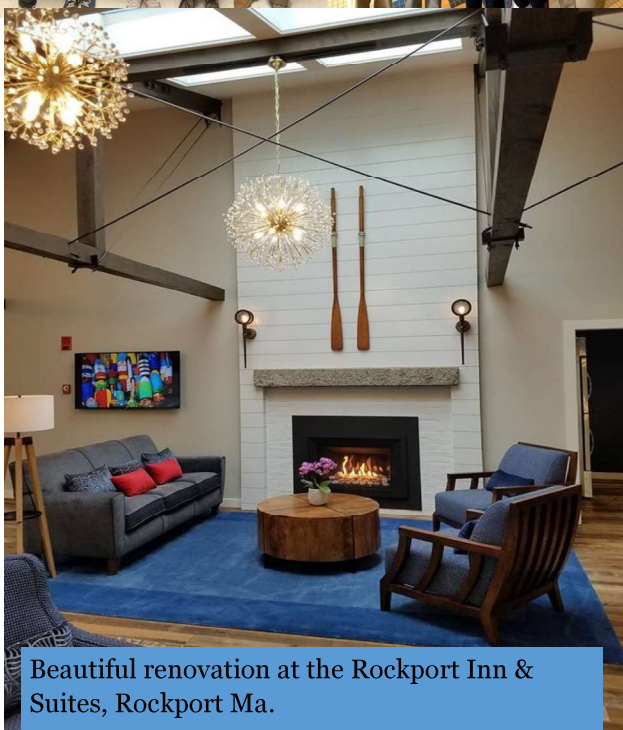
Six South Street participated in the Chambers' "Mom's Night Out" event in honor of Mother's Day with yellow roses and bistro specials for all moms. The leadership team at Rockport Inn & Suites celebrated the working moms on their team with flowers! We wouldn't be here without mothers!

Our Rockland Hampton team had the pleasure of dropping off cupcakes to the staff and volunteers at the Penobscot Bay Regional Chamber of Commerce. The Chamber team serve as outstanding ambassadors to visitors of our community during the busy summer and throughout the year. Laugh Loud Smile Big, a local bakery, provided our top notch treats!

Below: During the week of May 14th, the Hampton Inn & Suites Rockland joined the Oceanside school community in thanking our educators as part of Teacher's Appreciation Week. Here are pictures from our cookie drops at Oceanside Middle School and South Elementary School.



It was an honor sharing the Maine Course Culture with Insignia Hospitality Group At their GM conference. Midland, Texas — with Sade Adisa, Rachel Overman, OllieWood Tony Howard III and Tara Riginio.



Beautiful renovation at the Rockport Inn & Suites, Rockport Ma.



It's a pocket square kinda night with our keynote Sean Riley in the house! Follow Maine Innkeepers Association for live updates saluting the next generation of hospitality heroes!

Associate Appreciation Week at Six South Street was eventful! Pictured here:
 Monday – The sales team provided clever treats to everyone!
 Tuesday – Leadership members provided a car wash to associates.
 Wednesday – Associate Luncheon!



Derek distributes thanks to the Amazing Freeport Hampton Inn Team on "Wicked Whoopie Wednesday"!



Bangor Courtyard



The team at Hampton Inn Bath practiced team-work at the Escape Room!



Hampton Inn Thomaston



Fairfield Clearwater:
 "We had our quarterly party where our Maintenance Staff, Josh and Ivan, took everyone's wing sauce orders and tossed the wings in their choice." —Nicely



Associate Appreciation never looked so good!
 [Waterville Hampton]





A 'Fun Friday' at Clearwater Beach, which included an ice cream social along with some great games of corn hole!



Happy 8th Birthday, Bath Hampton Inn!



Courtney Bills and Robert Robinson got married! Both are MCHG associates and they are high-school sweet-hearts—awe! They got married at the Towneplace Suites in Bangor. Congratulations!



Six South Street Hotel

Kathy Decker (Six South) walked her daughter down the aisle! Both looked stunning!

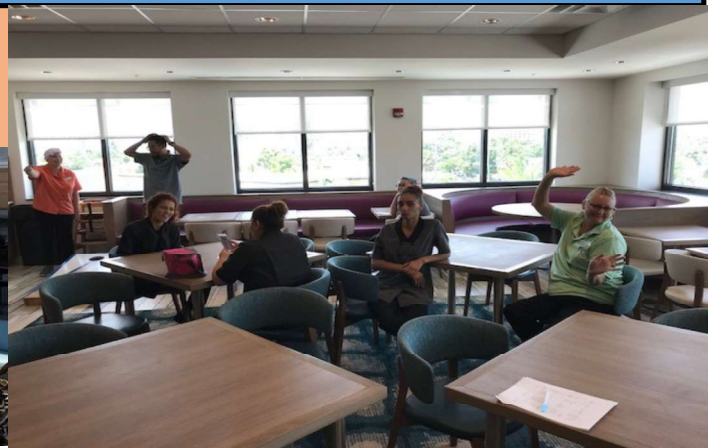


Patti greeted over 100 families who went to visit the college with gifts and info about the hotel.



Rockland Harbor Hotel treated their staff to one of our favorite local hotspots, Claws. We send many guests there for their lobster consumption needs. Our team geared up for a busy summer by taking some time to connect and have fun before the crowds arrived. If you come visit us, we recommend Claws for the best lobster roll around.

"We know that RHH has an amazing housekeeping staff, and AAA knows it as well! We were presented with the best of the best award from AAA after our last evaluation! Congratulations to Carrie Seavey and her elite team!"



Hampton Inn Freeport team says "CHEESE!"



"Another July race has come and gone, but these smiles will be here waiting for you! Thank you to our excellent team! Also thanks to Mike and the team at Dairy Queen Laconia for our DILLY DILLY BARS!"

—TownePlace Suites by Marriott Laconia Gilford



Trip Advisor says...

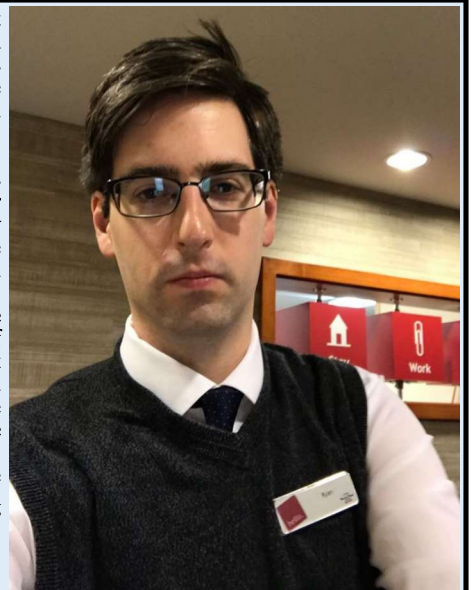
<u>Property</u>	<u>Reviews</u>	<u>4s and</u>
Fairfield Inn Augusta	190	151
Hampton Inn Augusta	509	482
Courtyard Bangor	361	320
Towneplace Suites Bangor	98	81
Hampton Inn Bath	753	721
Fairfield Inn Brunswick	231	197
Fairfield Inn Clearwater	90	74
Fairfield Inn Exeter	221	193
Towneplace Suites Gilford	214	194
Courtyard Portland	456	406
Hampton Inn Rockland	446	381
Rockport Inn & Suites	576	468
Courtyard South Portland	306	249
Homewood Suites Portland	763	693
Six South St	311	278
Hilton Garden Inn Burlington	853	710
Hampton Inn Freeport	711	572
Hampton Inn Waterville	473	438
Rockland Harbor Hotel	314	294
Maine Course Total	7,876	6,902

2nd Quarter Signature Scores

Hampton Bath	91.9% (21 calls)
Hampton Thomaston	97.1% (21 calls)
Hampton Augusta	79.5% (20 calls)
Rockland Harbor	76.2% (21 calls)
Rockport Inn & Suites	68.1% (21 calls)
Six South St	63.3% (21 calls)
Homewood Portland	56.1% (18 calls)
HGI Burlington	51.0% (21 calls)

"Ryan Stanyan has been a Night Auditor with Gilford TPS and Maine Course for 9 years! He was here before the TVs were in the rooms! Ryan worked hard to open Gilford TPS, and has been a loyal, dedicated team member ever since. He is a wealth of knowledge, and is known for being the go to guy for any tech issues on property, mainly because he was here when the systems were installed (and if you ask us he's a certified genius!)"



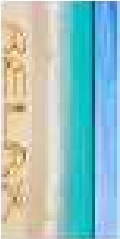


Ryan has a story for everything; he can tell you about locking himself out of the building on the first night of operation, or he can tell you about the thousands of guests he has helped and left a positive impact on! He remembers them all! He spends his free time on Lake Winnepesaukee with his family and catching up with his friends!"



"Glenn Rolfe started with MCHG in 2008 as the part-time Night Audit at the Econo Lodge and then joined team AHI for their opening in 2012. He has been an extremely dedicated and reliable member of our team, working most weekends, mornings and overnights. He's known by our guests for his laid back humor and stylish fedora hat. On his days off he can be found by the Hampton pool with his five year old son, Axl or writing tales of horror. Blood and Rain, The Haunted Halls, Becoming, and Things we Fear can all be purchased on Amazon. We are so lucky to have such a dynamic personality on our team!"




Outstanding!

August 2018









Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						
5 Yomara Rivasado CPD Ashtley Nye SHS	6 Sarah Pearce BHI Ethika Martin BHI	7 Cassidy West AFI Brittney Kingsbury BTS	8 Itzhak Gadielone CPD	9 Amy Macnam BCY	10 Eric Sampson AFI Helvia Itakooze SPCY	11 Gordon Clark FHI
12 Alyssa Calanzaniti RPI Franciska Donald SHS	13 	14 Nathaniel Fritz BFI Shylu Dawdowicz BTS	15 Diane Cayford AHI Dawn Elzroth BFI Alexander Carpenter BHI Bryn Lay Don HGI	16 Christopher Leithridge AHI Aqni Hurley EFI	17 Morgan Cowette BFI Deborah Fitzgerald EFI Jaymie Munger SHS	18 Carla Hason FHI Kelly McEwen SSS
19 Janelle Cannon BOY Dina Francis BTS Bret Hackell SSS Jessica Blodreau WHI	20 Christopher Gualino CPD Carmie Anderson SPCY Brianna Widdcombe THI	21 Andrew Moulton AFI Rodney Bell SPCY	22 Lauren Macalister COR Paul King SSS	23 	24 Christopher Darlow THI	25 Olivia Tewksbury BFI Autumn Snyder BHI
26 	27 Frederica Howard RPI	28 Elizabeth Fuller EFI Trisha Smith GIL	29 	30	31	

September 2018

HAPPY BIRTHDAY!

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1 Katherine Hansoom BCY
2 Michelle Peasco RHH	3 Jacob Rodriguez AFI	4 Linda Siggeiman CFI Courtne Bouchard FHI	5 Laurie Blouin HGI Michael Luther HGI	6 Candy Simmons BHI Salina Desmond BTS Kijuan Fryar HGI Nicolas Costa RPI	7  [Back to school]	8 Tanya Ridley AFI Mary Healy SHS
9 Leitha Johnson CFI	10 April Knight BTS	11 Tami Parker CPD	12 Toni Delsignore BCY Araceli Perez Mendoz CFI	13 Kimberly Portillo CFI Charles Ruiter RPI Sarah Hartwell SPCY	14 	15 Michael Nesbitt BFI Jessica Bennett SHS Jeffrey Barcome SSS
16 Angelique Ouellette BCY Randal McKenzie HGI	17 Tara Buddinoki HGI	18 E Gaw HGI	19 Ricki Lynn Hyson BCY Emily Chandler THI	20 Lindsay Brown SHS	21 Donna Higgins AFI	22 Courtney Nye SHS
23 Kelly Couture GIL	24 	25 Deana Marston AHI Tanya LaBelle BCY Tatyana Earle BTS	26 Mary Calale EFI Lindsey Buckman SSS	27 Lindsay Terreberry HGI	28 Michelle Judge BHI Dennis Mulvena HGI Jennifer Levesque WHI	29 Richard Hart HGI
30 Glenn Rolfe AHI						

October 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Ashley Russell-AHI Mohamed Noh-SHS Jennifer King-WHI Celine Gauthier COR Margena Isaacs SSS	2 Bambi Messer AHI	3 October Kneer BHI Kevin Pagnano COR Michale Visell RPI	4 	5 Natalie Johnson FHI Kayla Plourde BCY	
7 Margaret Thorne AFI	8 Daisey-Mae PoulinEFI EFI Coral McCluskey THI	9 Autumn Reardon AHI Dena White SPCY	10 Emily Hawkins BTS	11 Melissa Smith AFI Tyler James Austin EFI Kristina Marshall EFI Jolene Dinsmore SHS	12 Benjamin Driscoll SSS	13 Rachel Penney RHH
14 Lyndsey McGowan BCY	15 Timothy Miller BFI	16 Michelle Carter BFI Austin Matus RPI	17 	18 Sean Riley Cor Darlene Cressey BFI Kevin Williams CPD	19 	20 Sherrí Lawrence HGI
21 Golam Prince SSS	22 Brooke Bray AHI	23 	24 	25 Elizabeth Loscalzo CFI	26 Mary Racine HGI Madeline Callahan SHS Darren Stone SPCY	27 
28 Dayna Riley-SPCY Gaelano Micalizzi-RPI Adrianna Powell-SHS Doja Kew-FHS Karl Lee-SPCY Amy Wooster-THI	29 John Pooler WHI Christine Veilleux WHI	30 Mary Seekings BCY Sigourney Pena SHS	31 Julia Field EFI			

Hot off the press!

Rockland Harbor Hotel:

*Really nice location on the main strip and the hotel felt clean and updated. All rooms face the harbor which is nice. The staff could not have been friendlier, especially the front desk. Felicia went above and beyond for us and saved our trip. I won't go into detail to protect her from high expectations, but she really did more than most people would.

*RHH is located across from a pier and near downtown. It is conveniently located to restaurants. It was such a relief to leave the car and walk. There is a sightseeing walking tour, stores, ships, excellent restaurants. We were greeted by a super staff. Can't speak highly enough of them. They were helpful and efficient. They were willing to serve as guides for places to visit, restaurants, and even giving change to do laundry. We loved it here. Get a room with a view!

*This hotel has everything going for it. The service is fantastic, and Sandra and Rachael were very special. The rooms were very clean, and the parking could not be more convenient. A nice plus was having the Ferry service right across the street.

TownePlace Suites Bangor:

*Courtney assisted in the booking/confirmation process, Ashley was really helpful upon check in, and Samantha found my sweater that I left there! Each were very helpful in what I needed. This was the easiest reservation and check in process I've ever had.

Hampton Inn Bath:

The front desk staff was so friendly and accommodating as we came in from out of state for our 25th military USS Lake Erie reunion. it was an emotional and wonderful time and your staff helped make that happen from the kitchen/breakfast staff to the front desk we were helped and treated so amazing. the staff laughed with us, and some tears too. they gave us directions and made sure we got in safely as well. We will come back and stay at your hotel, we have traveled and stayed in other hotels and Hampton inns as well and none have compared in quality and service as this one did. This by far is one of your top hotels. Well done, you would do well to use this one as a training model. thank you again from my family for making our stay a memorable one. we also made many new friends from within the hotel that we will be sure to stay in touch with, which again goes to show just how well your hotel is ran.

MUSTARD SEEDS AND VALUES ~ June 18, 2018 Sean Riley Sean's Blog

I heard the priest in church talking about a mustard seed. The smallest of all seeds! But when nurtured it grows into a huge tree. I may have missed his point, but it got me thinking about the MCHG Purpose and Values. I had the honor of sharing these at a state industry event with business leaders and scholarship recipients. They heard about all of you and values we have. This week I am going to Texas to share it with another hotel company who heard about us and our culture. They want to learn more! What an honor it is to talk about our Purpose and Values.

Back to the mustard seed...We were a small hotel company, with one hotel years ago. Driven by our culture and beliefs, we have grown to over 700 associates. Our purpose is the same: "To Positively Impact Lives." Speaking to people about our beliefs, impacts lives and helps others do the same. What an exciting thing to be part of!!!! So lets have all 700 people in our company Positively impact someone's life today, tomorrow and all week. That would be 3500 people whose lives we impacted but us. Thank you for helping build what we have. Keep it alive!

Keep your eyes open and check the MCHG website often for updates and news!

WORK BEGINS ON NEW SALEM HOTEL July 2018

SALEM — Construction is expected to start this week on a long-awaited development that could transform the south end of downtown with a new hotel, a housing complex, restaurant and retail stores. It could be two more years, however, before everything is up and running.

City Planning Director Tom Daniel said Maine Course Hospitality Group is seeking foundation and building permits for the project, which is being built on property bordering Dodge and Washington streets.

The initial phase of work will be for utilities and site preparation, according to Sean Riley, president and CEO of Maine Course.