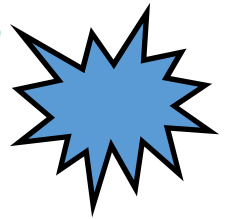




Maine Course Hospitality Group

4th Quarter Newsletter ~ 2017

How will you make 2018 #FUN?



My leaders “are caring and very understanding. We are a family, we celebrate birthdays & holidays. We have potlucks or BBQ's just because.”

Jet Blue Fun ~ Sean on culture ~ Let's make 2018 a #FUN one!

As I sat in my JetBlue seat, watching people file in, I watched people board and noticed that no-one was smiling. In fact, most looked irritated, confused or angry. Of course the flight attendant was looking at reports and never really looked up. But then one older couple (my age) started laughing and smiling. People all around me started smiling. Then the cranky ones followed. Finally, the flight attendant started greeting people with a smile. From that moment on people were smiling and seemed happy.

I learned an invaluable lesson about the power of a smile and attention, on this flight. An associate had the power to make the entire plane in a good mood. It made me think about each of us in our roles in the hotel business. Do we stand in front of the desk or hide behind it? Do we look up and smile when a guest walks by us in the corridor? (5 – 15 Rule) How do we greet our coworkers? Remember, if you catch me being down or negative I will pay you \$5 out of my pocket. Could you make that bet with your coworkers or guests. Even if you don't make that bet, think that way and practice the Maine Course Value: #Fun.

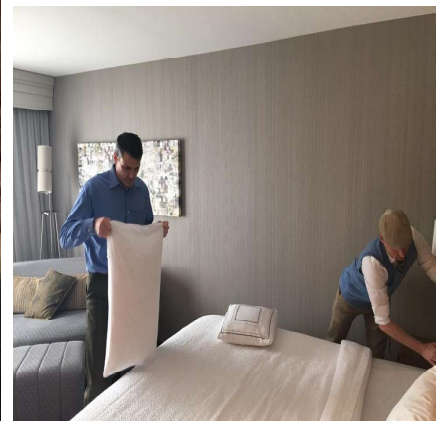
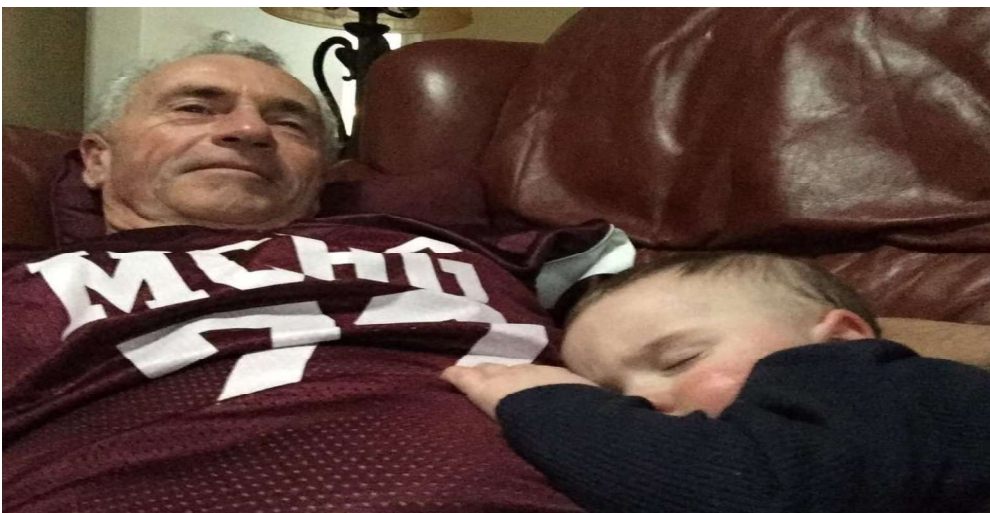


Man, Pop!!! That was exhausting! But so worth it.

Be one of the Brave, the Bold and the Daring. If you are chosen, you will receive this years Song and film-ing schedule, taking place in February. You must have moves, or be hysterical in your moves. Either works!



Another #FUN day at Maine Course. Thank you all!



It's great when you're surrounded by people you can work with, sweat with, cry with and laugh with. I am a lucky man. [#FunInTheSun](#) conference. Thank you all.



In November it was called "Fun in the Sun" Conference and here are some things we heard (or read) about it!

Ok, So I am nuts. In my office working on Saturday morning at 4 AM. Why? Cuz I am excited. Listening the Beach Boys and singing. 25 years ago we had one 80 room hotel in Freeport, Maine. Look what you all helped create. Count Down to Fun in the SUN!

Flashlight Sandcastle contest. Teamwork, creativity and fun (not in the sun) Closing activity Wednesday night.

Time to eat, relax and bond at the Riley's. Perfect weather with great friends.

Long day of workshops ending with team shots and beach boy shirts.

Healthy walk on the beach before all day meetings. New lifeguards on duty.

After the surfing competition between Nate and Gary, Jamey Kitchen will give us a wind surfing demonstration.

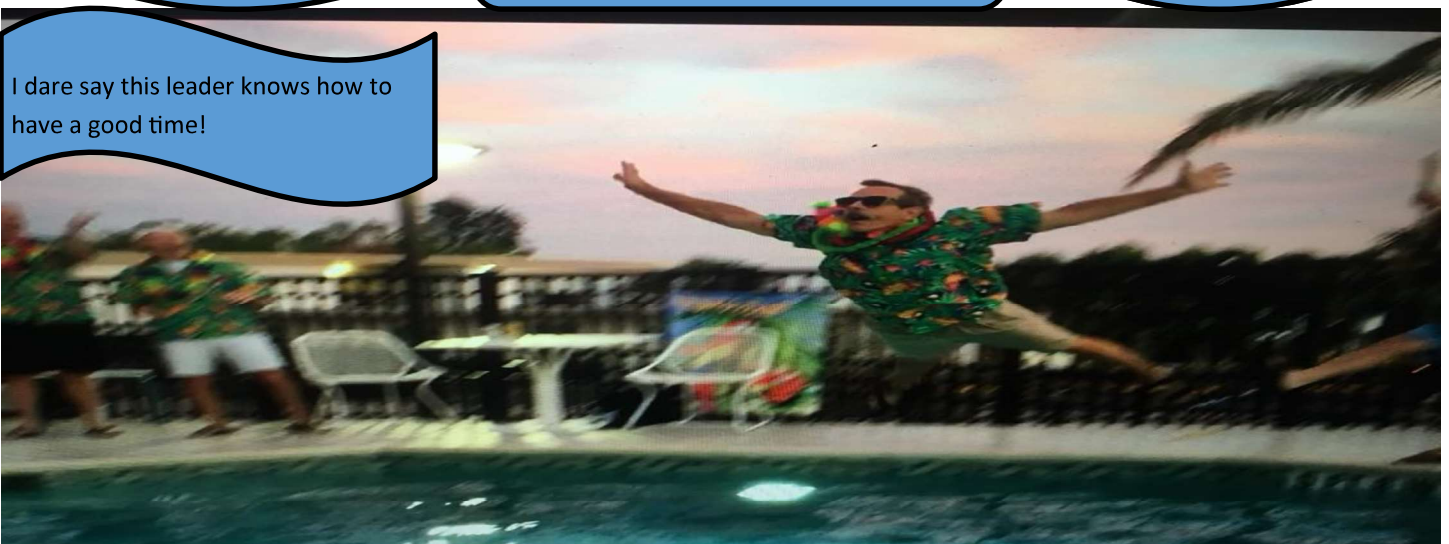
Toast at sunset at one place on the beach followed by dinner across the sand.

[#FunInTheSun](#)

Meet you on Sunset Terrace, at our hotel with a Maine Course cocktail toast. 4PM Tuesday. Followed by sunset at the Palm Pavilion and dinner at Frenchy's.

Not to worry Chris Barstow. Life guards on duty. That is unless you wear that speedo.

I dare say this leader knows how to have a good time!





Hilton properties across the globe, including our own Hampton teams in Bath and Waterville (pictured), collaborated with Enchanted Makeovers to help kids feel like superheroes by donating custom-made capes to the "Capes for Kids" program as well as other children in need. The capes symbolize suits of armor to inspire play and fill children with strength, imagination and hope.



In the midst of a state-wide power outage caused by a grizzly October wind-storm, these folks found themselves without power to most areas of their hotel! That didn't stop the team at Fairfield Inn & Suites in Brunswick, who were cleaning rooms by head-lamp!



FFIS Exeter participated again this year in the Festival of Trees sponsored by the Exeter Area Chamber of Commerce. Trees are decorated, displayed in Town Hall and auctioned off. All proceeds benefit the Chamber Children's Fund which provides clothing and winter gear to children in need. This year our tree brought in \$445! We had a great time planning and decorating, are thrilled to have contributed to an amazing cause and happy our tree is now livening up the living room of the lucky high bidder!

The first snowfall of the season lead to many good times for our guests ♥

— F F I S Exeter



Santa boated in to Rockport and visited with children for over 2 hours!

Rockport Inn & Suites' John Beucler is Santa! Samantha Lucas and Missy Anzivino are his trusty elves. This is the 2nd year John has been Rockport's Santa!

Oh, what fun!



The talented team at our Portland Homewood Suites made some yummy (and cute!) treats for their most special long-term guests!





Augusta Fairfield



Freeport Hampton



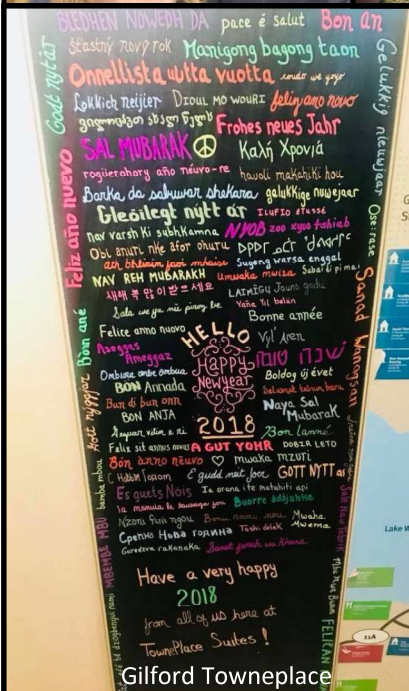
Brunswick Fairfield



← Burlington Hilton Garden Inn →



Exeter Fairfield



Gilford Towneplace

MCHG
knows how to
celebrate!



Portland Homewood



Rockport Inn & Suites



Rockland Hampton



Bath Hampton



Too cute! #elfie



Augusta Hampton



The decorating committee and the tree-cutting committee pose together with their collaborative masterpiece! These committees include:

Shannon Moore, Pam Unsworth, Junior

McKenzie, Kijuan Fryar, Norm Tourville, Myla Mooney, Kiara Crus, and Diane Walker.



Alice Tuck and Patrick Lyne at the Lobster Dip today to raise \$ for Special Olympics .

The Hampton Inn Waterville Team participated in the 14th annual Walk for Hope, benefitting cancer research. The event raised \$166,000!!



In December Six South hosted a Cello group in our lobby as part of the Hanover Chamber "Celebrate the Season".



A SSS Employee Luncheon that included a puzzle making contest. Congrats to Employee of the Quarter Jodeob Cogbill



Celebrating in Rockland, Maine

Continued MCHG Celebrations!



Jane Zeyak Going Away Party (below) ...We were fortunate to have Jane with us for a year and a half, when she relocated to Massachusetts to start her family! While Jane was with us, she helped to update many aspects of our sales department and secured a lot of future business for us! Good Luck Jane!



Let's CELEBRATE!

Our team is positively growing!....Welcome!!



Kate McKenney has joined us as Housekeeping Manager at the South Portland Courtyard! "It already seems like she has always been a part of our team, and she just started in September."

We here in Clearwater Beach are proud to welcome our new Operations Manager, Kay Butler! Kay comes to us with years of hospitality experience and a strong background in Housekeeping. Kay adores her family, to include her three daughters and has a passion for bringing sunshine to everyone!



Welcome to our Maine Course Family!



Pamela Unsworth joined our team (Burlington) in August as Director of Sales. She comes to us from the Vermont Convention Bureau and has made a seamless transition into the Family!

We are happy to welcome Patti Friedman to Six South St Hotel as our new Director of Sales. Patti is a lifelong Upper Valley resident with a strong background in direct and indirect sales and customer service. In her free time

Patti loves to play golf and is an avid New England sports fan.



We are also happy to announce the promotion of Lindsey Buckman! Lindsey has been with us since September of 2014 and has become our rock star at the front desk.

As well as taking on a bigger leadership role as the Front Desk Supervisor, Lindsey will also be providing support in our Sales Department as our part-time Sales Coordinator. Congratulations Lindsey, we are so proud of you!



Sarah Hartwell is our new Director of Sales at South Portland Courtyard doing double duty with the Homewood Suites. We are so happy she moved to this area and decided to join our Team!



Justin Horner has been with Maine Course for over 2 Years now, starting with the company as a Front Desk Associate at the Augusta Hampton Inn in September 2015.

Prior to that he began his career in hospitality at the Doubletree by Hilton in South Portland. His passion for hospitality stems from a long time love of traveling, which he does whenever he gets the chance! Justin is a great fit to the Waterville Team as DOS!



Jeff Hutchins (right) started at the Hampton Inn Freeport as a front desk associate and quickly proved he had what it takes to be a successful Front Office Manager. He's a really good fit for our culture and has great rapport with the guests. Derek Johnson (left) got his start at the Courtyard Bangor while finishing up his degree at Husson College. After leaving a great impression there, he found a place closer to home at the Courtyard Downtown Portland where he spent his time helping to oversee the housekeeping dept. among other things. When we had an opening for Executive Housekeeper in Freeport, his work ethic and dedication made him the perfect choice to take on new responsibilities.



The stars align!

Odd's N Ends

Ok. So there are some very important clients of our many hotels. Denise and Joan from Direct Travel are some of the most valuable and they dared me. When great partners like these say jump... The CEO jumps.



Happy Birthday to MCHG Family & Friends!!

Augusta Fairfield Inn	Sodaba Aryaie	01/01	Brunswick Fairfield Inn	Meghan Riley	02/01
Bath Hampton Inn	Katherine Grant	01/01	Corporate	Matthew Butterfield	02/01
Clearwater Fairfield Inn	Suzette South	01/01	Rockland Harbor Hotel	Timothy Prosser	02/02
Courtyard Portland Down-town	Sado Gouled	01/01	Augusta Fairfield Inn	Karen Pendoley	02/03
Courtyard Portland Down-town	Jowhara Mohamed	01/01	Gilford TownPlace Suites	Jacob Robinette	02/04
Courtyard Portland Down-town	Maymuna Abdi	01/01	Scarborough Homewood Suites	Laura Rumson	02/04
Freeport Hampton Inn	Amina Abdi	01/01	Brunswick Fairfield Inn	Krystle Tomlins	02/05
Freeport Hampton Inn	Omar Hassan	01/01	Courtyard Portland Downtown	Richard Flanagan	02/06
Hilton Garden Inn Vermont	Dil Gurung	01/01	Courtyard Portland Downtown	Mintra Bunmai	02/06
Hilton Garden Inn Vermont	Budda Subba	01/01	Rockland Harbor Hotel	Sandra Schaeffer	02/06
Hilton Garden Inn Vermont	Indra Rai	01/01	Gilford TownPlace Suites	Loretta Curran	02/07
Hilton Garden Inn Vermont	Santa Gurung	01/01	Augusta Hampton Inn	Hillary Megill	02/09
Hilton Garden Inn Vermont	Deo Gurung	01/01	South Portland Courtyard	Samantha Quirion	02/09
Scarborough Homewood Suites	Halimo Azair	01/01	Thomaston Hampton Inn	Shelby Riley	02/09
Six South Street	Asah Wheeler	01/02	Bangor TownePlace Suites	Amy Tinkham	02/10
Thomaston Hampton Inn	Renee Landre	01/02	Six South Street	Marc Tyburski	02/10
Augusta Hampton Inn	Angel Crowley	01/04	Bangor TownePlace Suites	Heather Brooks	02/12
Augusta Hampton Inn	Samantha Hubbard	01/04	Courtyard Portland Downtown	Jessica Trujillo	02/12
Bangor TownePlace Suites	Ashley Clark	01/04	Rockland Harbor Hotel	Cathy Mank	02/12
Hilton Garden Inn Vermont	Ganga Gurung	01/04	Six South Street	Kathleen Decker	02/12
Rockland Harbor Hotel	Jesse Breda	01/05	Bangor Courtyard	Mary Brooks	02/13
Bangor TownePlace Suites	Courtney Bills	01/06	Exeter Fairfield Inn	Charlotte Legg	02/13
Freeport Hampton Inn	Donna Brewer	01/07	Waterville Hampton Inn	Kimberly Varricchio	02/14
Clearwater Fairfield Inn	Michelle Rivera	01/08	Bath Hampton Inn	Margaret Grace	02/16
Scarborough Homewood Suites	Catherine Dicenso	01/08	Clearwater Fairfield Inn	Ivan Cruz-Perez	02/16
Scarborough Homewood Suites	Catrina Zografos	01/08	Scarborough Homewood Suites	Candy Desorcy	02/16
Bangor TownePlace Suites	Zachary Moeller	01/11	Bangor Courtyard	Robert Robinson	02/17
Hilton Garden Inn Vermont	Norman Tourville	01/11	South Portland Courtyard	Alika Nicolas	02/18
Hilton Garden Inn Vermont	Yuwaree Buchanan	01/12	Clearwater Fairfield Inn	Faviola Badillo Davila	02/21
South Portland Courtyard	Angela Maynard	01/12	Exeter Fairfield Inn	Beverly Small	02/21
Waterville Hampton Inn	Trisha Maxwell	01/12	Scarborough Homewood Suites	Justin Berry	02/21
Thomaston Hampton Inn	Michael Perrin	01/13	Six South Street	Emily Colwell	02/21
Rockport Inn & Suites	Ashley Tumbiolo	01/14	Exeter Fairfield Inn	Stacy Carey	02/22
Corporate	Gary Serino	01/15	Six South Street	Joshua Levasseur	02/22
Scarborough Homewood Suites	Emily Caron	01/15	Augusta Fairfield Inn	Brandon Calden	02/25
Hilton Garden Inn Vermont	Matthew Gaboriault	01/16	Bangor TownePlace Suites	Zachary Judkins	02/25
Waterville Hampton Inn	Tovah Michaud	01/16	Augusta Fairfield Inn	Jordan Stebbins	02/26
Exeter Fairfield Inn	Rachel Shaw	01/17	Bath Hampton Inn	Tarian Elwell	02/26
Scarborough Homewood Suites	Benjamin Judkins	01/17	Exeter Fairfield Inn	Theresa Brock	02/27
Brunswick Fairfield Inn	Makayla Drouin	01/18	Waterville Hampton Inn	Sonja Okishoff	02/29
Bath Hampton Inn	Daniyil Klimov	01/18			
Bath Hampton Inn	Kasey Godbout	01/18			
Waterville Hampton Inn	Linda Davis	01/18			
Bangor Courtyard	Amy Dwelley	01/21			
Bath Hampton Inn	Rebekah Wallace	01/21			
Scarborough Homewood Suites	Kim Dennis	01/21			
Hilton Garden Inn Vermont	Susanna Lebeau	01/22			
Hilton Garden Inn Vermont	Kiara Cruz	01/22			
Bangor TownePlace Suites	Erica Whitten	01/24			
Exeter Fairfield Inn	James Cooper	01/24			
Clearwater Fairfield Inn	Elizabeth Alvarez	01/29			
Hilton Garden Inn Vermont	Lauryn Rowland	01/29			

Gilford TownePlace Suites	Brandon Allaire	03/01	Six South Street	Heather Tullar	04/01
Bangor Courtyard	Daniel Warner	03/02	Scarborough Homewood Suites	Laurel Dyer	04/02
Courtyard Portland Downtown	Iolanda Yanagida	03/02	Gilford TownePlace Suites	Michelle Wilson	04/03
Gilford TownePlace Suites	Mesean Anderson	03/02	Scarborough Homewood Suites	Warren Hoyt	04/03
Clearwater Fairfield Inn	Luis Pineda-Saavedra	03/04	South Portland Courtyard	Shamus Riley	04/04
Exeter Fairfield Inn	Alexandria M. Hoskins	03/04	South Portland Courtyard	Svitlana Gres	04/04
Courtyard Portland Downtown	Nimo Hassan	03/05	Clearwater Fairfield Inn	Ana Zinkwich	04/05
Hilton Garden Inn Vermont	Tar Dah	03/05	Exeter Fairfield Inn	Karina Berardi	04/05
Six South Street	Jodeob Cogbill	03/05	Hilton Garden Inn Vermont	Balika Chhetri	04/05
Waterville Hampton Inn	Brenda Grivois	03/05	Six South Street	Amy Reynolds	04/05
Augusta Hampton Inn	Virginia J Burns	03/08	Augusta Fairfield Inn	Angelita Searles	04/06
Bangor Courtyard	Brian C. Harris	03/08	Bath Hampton Inn	Erin Enemark	04/06
Augusta Fairfield Inn	Nicole L. Doherty	03/09	Hilton Garden Inn Vermont	Jedman Snow	04/06
Augusta Hampton Inn	Nicole L. Doherty	03/09	Rockland Harbor Hotel	Sheila Bosworth	04/06
Brunswick Fairfield Inn	Jennifer Gagnon	03/09	Waterville Hampton Inn	Kimberly O'connell	04/06
Courtyard Portland Downtown	Joseph Pagano	03/09	Clearwater Fairfield Inn	Maritza Rodriguez	04/07
Hilton Garden Inn Vermont	Trisha Denton	03/09	Freeport Hampton Inn	Robert Lowrie	04/07
Rockland Harbor Hotel	Titus Kaewthong	03/09	Bangor TownePlace Suites	Darcelle Howard	04/09
Augusta Fairfield Inn	Miranda M. Sawyer	03/10	Clearwater Fairfield Inn	Daisy Lozada	04/09
Gilford TownePlace Suites	Lisa J. Rollins	03/11	Gilford TownePlace Suites	Nicole Derosia	04/10
Waterville Hampton Inn	Deborah Kilsby	03/12	Freeport Hampton Inn	Jeffery Hutchins	04/12
South Portland Courtyard	Tracey Gomes	03/13	Scarborough Homewood Suites	Liubov Veroni-Quinn	04/12
Clearwater Fairfield Inn	Dilaimary Lopez	03/14	Six South Street	Madison Hayes	04/12
Augusta Hampton Inn	Danielle N. Turmenne	03/16	Rockport Inn & Suites	Iris Quesada	04/13
Bangor Courtyard	Stephen J Jakubowicz	03/16	Courtyard Portland Downtown	Abdirahman Adaan	04/14
Exeter Fairfield Inn	Kenneth M. Bartecchi	03/17	Courtyard Portland Downtown	Valdete Raka	04/14
Freeport Hampton Inn	Robert Clark	03/17	Six South Street	Christopher Calhoun	04/14
Bath Hampton Inn	Michael B. Delahanty	03/19	Courtyard Portland Downtown	Lara Marshall	04/16
Brunswick Fairfield Inn	Mary A. Burrigh	03/20	Waterville Hampton Inn	Jennifer MCGowan	04/16
South Portland Courtyard	Patrick Lyne	03/22	Augusta Fairfield Inn	Holden Laplante	04/17
Rockland Harbor Hotel	Rebecca Schaeffer	03/24	Bangor TownePlace Suites	Heather Assi Antonin	04/17
Clearwater Fairfield Inn	Zenaidyes Echevarria Rodriguez	03/25	Freeport Hampton Inn	Monique Colfer	04/17
Bangor Courtyard	Frederick Kaplan	03/26	Rockport Inn & Suites	Matthew Anzivino	04/19
Hilton Garden Inn Vermont	Buddhi Monger	03/26	Bangor TownePlace Suites	Richard Huntley	04/20
Augusta Hampton Inn	Thelma Jean Lefebvre	03/27	Brunswick Fairfield Inn	Virginia Rutz	04/22
Bangor TownePlace Suites	Cora Bishop	03/27	Bath Hampton Inn	Jennifer Libby	04/22
Courtyard Portland Downtown	Moriah H. Brown	03/29	Hilton Garden Inn Vermont	Pamela Unsworth	04/24
Brunswick Fairfield Inn	Mark S. Icangelo	03/31	Thomaston Hampton Inn	Tracy Camber	04/24
Clearwater Fairfield Inn	Stacy N. Bolden	03/31	Rockport Inn & Suites	Kacia Lowe	04/25
			Scarborough Homewood Suites	Nicole Burns	04/26
			Scarborough Homewood Suites	Ethelee Jackson	04/26
			South Portland Courtyard	Brian Williams	04/26
			Brunswick Fairfield Inn	Kevin Wheeler	04/27
			Scarborough Homewood Suites	Mark Tedeman	04/27
			Exeter Fairfield Inn	Alexis Barron	04/29
			Bangor Courtyard	Krista Hyson	04/30

SIGNATURE CORNER ~ Last Three Months

Site	# of Calls	Score
Hampton Inn ME Bath	19	95.3%
Rockland Harbor Hotel ME Rockland	21	89.0%
Hampton Inn ME Augusta	21	88.1%
Rockport Inn & Suites MA Rockport	21	87.6%
Hampton Inn & Suites ME Thomaston	21	73.3%
Six South Street Hotel NH Hanover	20	72.0%
Hilton Garden Inn VT Burlington	21	70.5%
Homewood Suites ME Portland	19	55.3%



How Bath celebrates the win with our Hampton Family!



Fairfield Inn (Augusta)	183	147
Hampton Inn (Augusta)	487	461
Courtyard (Bangor)	355	314
Towneplace Suites (Bangor)	85	69
Hampton Inn (Bath)	711	679
Fairfield Inn (Brunswick)	220	187
Fairfield Inn (Clearwater)	56	47
Fairfield Inn (Exeter)	213	188
Towneplace Suites (Gilford)	203	185
Courtyard (Portland)	423	378
Hampton Inn (Rockland)	431	369
Rockport Inn & Suites (Rockport)	553	450
Courtyard (South Portland)	288	234
Homewood Suites (Portland)	730	661
Six South Street (Hanover)	288	258
Hilton Garden Inn (Burlington)	776	647
Hampton Inn (Freeport)	678	545
Hampton Inn (Waterville)	441	407
Rockland Harbor Hotel (Rockland)	260	243