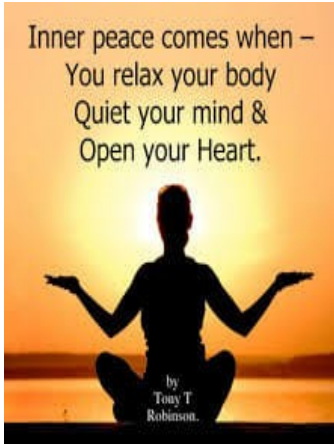


MCHG Newsletter ~ 1st Quarter 2020



Construction inspection with my assistant.

Reflections



Fantastic to join Sean Riley, President & CEO of [Maine Course Hospitality Group](#), and Jamie Mulley, Corporate Director of Operations, on a hard hat tour of the [Hampton Inn Salem](#). It was great to see first-hand the progress that has been made on this project.
#NorthShoreMA Senator Joan Lovely



As we all navigate this very difficult time, let's not forget who is important to us in our lives, wonder at the little things that we missed in the hustle and bustle of our daily lives and do something kind!



Our sales leaders sure have been busy brainstorming to represent MCHG to the fullest, thank you for all you do!



Home2 in Williston gearing up to open with a little help from leaders. Welcome to an AWESOME new team!



Doctor's Day

March 30



In Bangor, TownePlace Suites and Courtyard by Marriott shared a huge THANK YOU to all of the doctors with- in [Northern Light Eastern Maine Medical Center CMN Hospitals](#) and [Saint Joseph Hospital](#) for all they do each and every day, especially with the challenges we are facing this month! We are sending appreciation and well wishes to you and your families on this National Doctor's Day 2020!

Silvia Cofone joined the Courtyard by Marriott Portland Airport team in February of this year. She started her Hotel industry journey in 2005 when she got her first front desk agent position at the Hilton Garden Inn Portland Airport. She then was promoted to Front Office Supervisor in 2006, Front Office Manager in 2007, and an Assistant General Manager in 2014. She became the General Manager of the hotel in 2016. In 2017, Silvia was awarded "General Manager of the Year" for New Castle Hotels and Resorts for leading the most improved hotel within the Company (Guest service scores, and financial performance). In 2018 after the Hilton Garden Inn Portland Airport was sold, Silvia was offered to stay within New Castle Hotels and Resorts by becoming part of the Westin Portland Harborview hotel team as an Assistant General Manager. Silvia enjoyed her time at the Westin, and loved her team very much, but ultimately decided to join the Maine Course Hospitality Group family for the Company's great values, and the fantastic Courtyard by Marriott Portland Airport team.

Silvia is a proud mother of two children – Julia and Valerie (they love listening to music, cheering, graphic novel club, etc.) Favorite quote that Silvia wishes was hers': "Never doubt that a small group of thoughtful, committed people can change the World – Indeed, it is the only thing that ever has."

Welcome Sylvia, as we say at Hilton "we love having you here"!



Meet Jill Gray of Salem Hampton opening this Summer. Jill is a wife and mom of twin 3 year olds first and secondly your go to at the Hampton.



SSS welcomed Kim White as our new Director of Sales. Kim brings with her a wealth of industry experience starting in operations and quickly finding a home in sales, overseeing three properties in the Hanover area, Element, Courtyard, and Residence Inn, as their Sales Manager. We are thrilled that Kim chose to join us, she makes our team stronger.



We have added two highly skilled new sales leaders to our team. Welcome Jill Ann Gray (Red Jacket) for Salem and Kim White to the right of Jill. Kim joins us at Six South after being the Sales Manager helping with 3 hotels in the Hanover area Courtyard, Residence Inn and Element hotels. She started in operations and quickly found a home in sales. Jill comes to us after leading sales for a 280 room Sheraton. She has both Hilton and Marriott experience and has lead sales in a couple of major hotel renovation projects. We had a great day yesterday visiting some of our hotels and meeting other sales leaders as well as a Sean chat with a focus on what's most important, relationships with people! Welcome Jill and Kim!

Mchg in College Job Fairs at Endicott College and Husson University



MCHG shows some LOVE!



Team Augusta had a guessing game for their guests! The correct answer was 397 conversation hearts! Becky A. had the closest guess at 420. Great job Becky and thank you to all who participated!



Meghan at team Bath spread the love to her local clients while Erica's guests in Bangor enjoyed their in-room surprises!



Practicing social distancing and keeping our associates and guests safe. Classy set up!



Kathy at SSS reports... "One of our associates who had been furloughed dropped off pizza for the staff and managers. Supporting local businesses AND her team". I just thought WOW what an incredible gesture of kindness from someone!



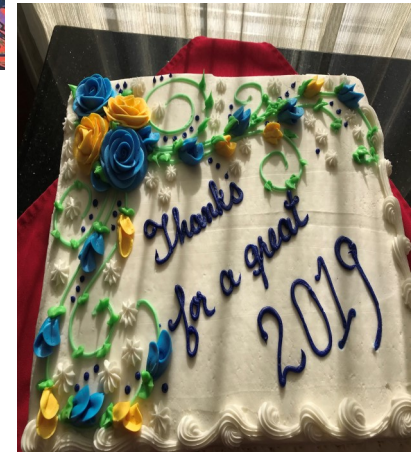
Our front desk at Courtyard SP received this wonderful gift from a grateful guest for their heartfelt service during a difficult time. It was our pleasure!

North shore annual meeting in Danvers, Ma. Nice to have both Rockport and Salem teams participating. Matt Anzivino took the stage for a board members photo.





Brunswick Fairfield and Bath Hampton strikes up a great time at Yankee Lanes!

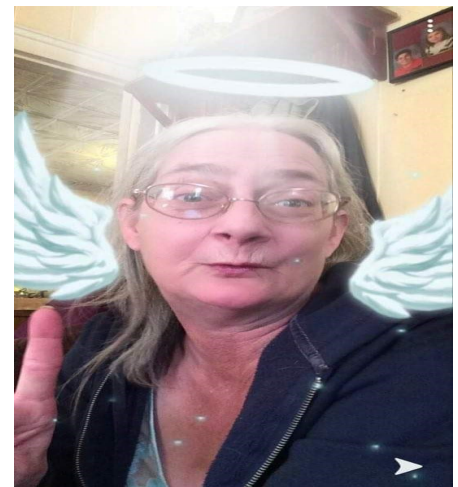


SSS celebrated its 9th birthday with cupcakes in the lobby for guests and staff. They also celebrated their associates with a 2019 Appreciation party with lunch, games and prizes. Congrats to you all!

1st responders can keep in shape with fitness equipment donated by Hampton Inn, Bath !
A big thank you for all they do day in, day out!



Team Bath sadly misses our ray of sunshine! Michelle was passionate about gardening and always enjoyed being outside. For many years she worked as a florist which she loved. She also loved her "boss" Kim!!





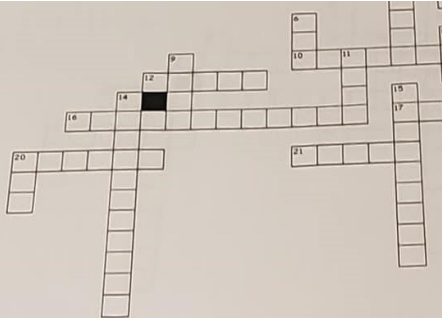
At Waterville Hampton it's Team Building Tuesdays!

For January's installment of team building Tuesday we went all old school and played "Friends" the TV show game. This seems like a simple ball throwing game but the team was required to work together as challenges became harder.

February was a chance to just have a little bit of stress free fun. Kim made up a Crossword puzzle that was all Waterville Hampton Inn and MCHG related. It was a relaxed activity just to get the Team to use the "puzzle brain" for a bit.

March was St. Patty's Day edition! Many games were played. We played "Guess how Many" with pickles, green chewy candies, and green chocolate candies, (Don't worry. Kim wore gloves while counting candies.) "Name these Green Things", "St Patrick's Day Trivia", and a "St Patty's Day madlib".

We then played a quick game of "We're going on a picnic and I'm bringing..." This game was Jenni's suggestion and her spin to it was that we each had to bring something that starts with the first letter of our names. Example: Jenni brought jelly, Kassie brought krisps, etc. We also had to remember what each person brought as we went around the room.



Across

3. Corp. Director of Ops, Sales, & Revenue
7. Corp. Director of Operations
10. Doing the right thing even when no one is watching
12. Original GM
13. Chief Maintenance Engineer
16. Room Attendants
17. Aretha Franklin song
20. The ones you love and enjoy being with
21. Longevity winner in Hskping Dept.
22. Keeps our linen and terry clean

Down

1. CEO & President
2. Front Office Manager
4. Room needs full clean
5. Our Management Company
6. Abbreviation for our work site
8. Houskeeping Leader
9. Current GM
11. Need paint and deep clean sometimes
14. House Person
15. First face of Hampton the guests see each day
18. Quick 10 min clean
19. Previous Management Company
20. Kim's favorite Core Value

A Crazy St. Patrick's Day

Last week Adam's teacher reminded the class that Tuesday was St. Patrick's Day. But Adam forgot to wear Blue. All the other children tried to pinch him all day long. "Why?!", he cried every time anyone drove him. "What emotional luck!"

Then, Adam saw something that would turn his luck around! In the corner of the room he saw something fighting. At first he thought it was just a little gorilla. But when he hunted again, he realized it was an irritated leprechaun.

If he could find a way to jump that leprechaun, he would be the prettiest kid in all of Kim's Elementary School. He picked up his lamp. It was just the right size to hold the leprechaun. He tiptoed mildly to the corner. He could nap the leprechaun clearly now. He flung his open backpack over the leprechaun's orifice, but he was too quiet.

Adam turned around to see the leprechaun running on all the children's heads then he stumped right out the door. Adam ran to the door. The leprechaun just tried at him ran right between his uvulas back into the room, and jumped onto the teacher's sofa.

Adam dove across the room at the leprechaun, but the leprechaun vacuumed out the window. By the time Adam made it to the window, the leprechaun was nowhere to be waved. Adam felt exasperated and went lonely back to his desk. There he found a gift from the leprechaun! He left Adam a small, green shamrock pin! Adam pinned it to his skirt. He no longer had to worry about being pinched because now he wore the St. Patrick's color! "Thank tired leprechaun!" he said.



The mission of the Blue Angels is to showcase the pride and professionalism of the United States Navy and Marine Corps by inspiring a culture of excellence and service to country through flight demonstrations and community outreach. Sound familiar?



Time to focus on better days ahead!

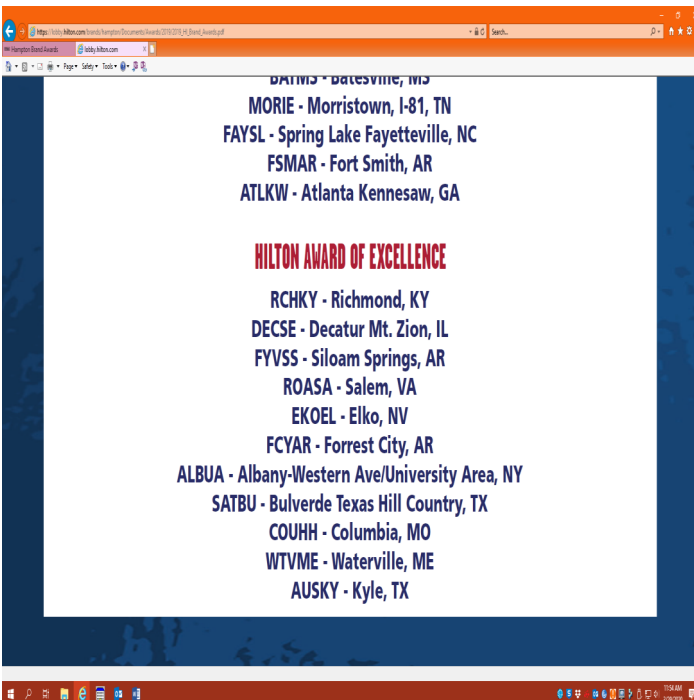


Hilton Award of Excellence 2019 Winner ! Congrats Waterville Hampton Team, being in the top 10% TQS ranking of your brand does not come easy, great job!!!

Fiona Kathleen Riley, born February 24th, 8 lbs 4 oz. Mom and Dad are doing well. Tadhg showed what love was all about. Beautiful day!

KINDNESS
IS
Magic

Congrats to the Riley's!



Polar Bear Dip- This year's dip took place at the Annual Maine Pond Hockey Classic at the Snow Pond Center for the Arts in Sidney. Both of these events benefit the Alford Youth Center in Waterville.

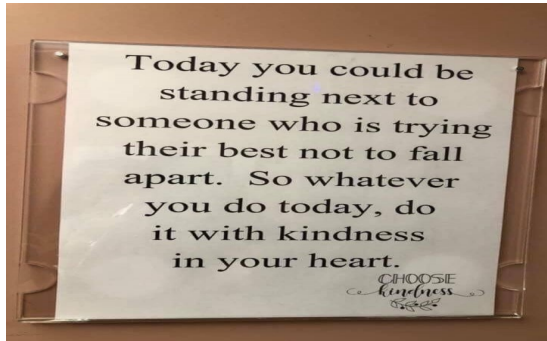
Team Hilton,

I've been saying this phrase a lot lately: "This too shall pass." It sounds like a platitude, but history has proven it to be true. Even during our toughest moments, humanity has prevailed. Generations of people around the world have faced seemingly insurmountable odds and time and time again, they have survived and even flourished.

This moment is no different. In fact, as one of our GMs reminded me last week, it's actually very similar to what Conrad faced when he founded Hilton a century ago. The world was in the throes of the 1918 flu epidemic, but Conrad persevered. With nothing but his instincts and sheer grit, he proved that travel – and Hilton's hospitality – had the power to make the world a better place.

Conrad faced adversity that could have knocked anyone off course. But he believed in his vision. And now, in our own moment of adversity, we are building on the incredible foundation he laid so many years ago. The world will recover and our guests will once again walk through our doors, hungry for the connections only we can create and the experiences only we can offer. And when that happens, we will be ready and waiting for them with the confidence, hope and joy that comes from knowing that we bet on ourselves – and we won.

As confident as I am in our future, I know you are too. I see it every day in the unwavering hospitality you're demonstrating. And our guests are recounting your actions in powerful words that only begin to tell the full story.



"I can't thank the entire staff enough for taking care of this beautiful woman that means so much to so many." – New Orleans, Louisiana

"Extraordinary times call for extraordinary people. You are one of them."

– Singapore

"In these hard times for everyone worldwide, the way I have been helped here will always be one of the most special memories of my whole life. I am actually struggling to find adequate words to describe it." – Safranbolu, Turkey

These are all quotes from real customers, and there are thousands more just like them. Thank you, from the bottom of my heart, for everything you do to spread the light and warmth of hospitality – even when the days are long and challenging. I am so proud of you all and so thankful to be part of our Hilton family.

Stay healthy and safe – I'm keeping you in my thoughts. Chris



Humane Society Donation– Waterville Hampton Inn team (and even some of our guests!) made a donation of supplies and food to our local humane society, the Waterville Area Humane Society for their annual giving tree donation drive.



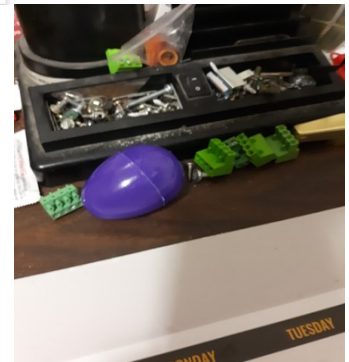
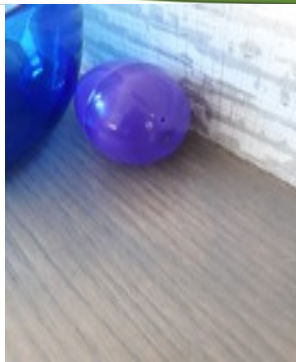
We are so excited to announce that the Hampton Inn Bath/ Brunswick Area has won the Conrad Achievement Award for 2019. This award represents that our scores and guest service has placed us within the top 5% locations of our brand. We can't thank our team enough for all of their hard work and our guests for coming to stay with us and taking the time to leave us reviews. We look forward to our guests coming in to see this in our lobby. We are Team Bath Proud!



Sneak peek into April and that ever elusive Easter Bunny!

 **Gordon Clark** is with **Jenifer Svien**.
 April 12 at 11:30 AM · 🌐

Happy Easter everyone!
 As you know, Governor Mills has declared the Easter Bunny an essential worker. She showed up at the hotel and hid some eggs throughout the hotel so we could have a virtual Easter egg hunt.
 Here are the rules:
 the Easter Bunny (Jen) will post a picture of an egg hidden somewhere around or in the hotel. The first person who comments correctly about its location will win that egg. The person who has the most eggs at the end of the game will win a \$25 gift card to Shaw's.
 Have fun!
 I Miss you all and I hope you're healthy and safe.

Gordon and Jennifer ran a virtual egg hunt for their staff on a group FB page Gordon created for those that were laid off. The rules were simple - whoever guessed where the egg was located first received that egg. The person with the most eggs at the end of the hunt won a prize. Jenn posted a new picture every 30-45 minutes. The response was amazing and enjoyed by all.



Congratulations!
 You found all
 the eggs.



Wonderful job on the Egg Hunt,
 everybody!

The tally is as follows:
 Monique - 5 correct guesses
 Meghan - 4 correct guesses
 Cortnie - 3 correct guesses

**Congrats to our winner
 Monique!**

YES....we're prepared for the phones to ring...ring...ring...

January 2020 thru March 2020

Rank	Site	Type of Interaction	# of Interactions	Score
1	Hampton Inn ME Bath	Reservations Inquiry	20	96.0%
2	Hampton Inn & Suites ME Thomaston	Reservations Inquiry	21	94.8%
3	Hampton Inn ME Augusta	Reservations Inquiry	21	90.5%
4	Rockland Harbor Hotel ME Rockland	Reservations Inquiry	21	86.7%
5	Six South Street Hotel NH Hanover	Reservations Inquiry	21	85.7%
6	Rockport Inn & Suites MA Rockport	Reservations Inquiry	20	75.5%
7	Homewood Suites ME Portland	Reservations Inquiry	16	73.1%
8	Hilton Garden Inn VT Burlington	Reservations Inquiry	21	47.6%

Average Score: 81.4%

A big congratulations to Team Bath for winning the 1st quarter of 2020! And the trophy for 2019 goes to TEAM THOMASTON! Congrats, this is not an easy trophy to win or maintain. Thank you to all for the effort that goes into the Signature program, leaders as well. As you may know this program was Sean's baby and when I came along I thought well this should be easy. Well, it isn't easy but if you love sales, talking and taking care of people it's certainly obtainable. Btw, Bath wants the trophy back!

January 2019 thru December 2019

Rank	Site	Type of Interaction	# of Interactions	Score
1	Hampton Inn & Suites ME Thomaston	Reservations Inquiry	83	97.7%
2	Hampton Inn ME Bath	Reservations Inquiry	83	96.9%
3	Hampton Inn ME Augusta	Reservations Inquiry	82	84.6%
4	Rockport Inn & Suites MA Rockport	Reservations Inquiry	83	80.6%
5	Six South Street Hotel NH Hanover	Reservations Inquiry	82	74.6%
6	Rockland Harbor Hotel ME Rockland	Reservations Inquiry	84	69.5%
7	Homewood Suites ME Portland	Reservations Inquiry	76	60.4%
8	Hilton Garden Inn VT Burlington	Reservations Inquiry	84	58.1%

Average Score: 77.9%