

Maine Course Hospitality Group

2016 Quarter 4 Newsletter



Integrity - Respect - Family - Fun



Recapping 2016 with Sean



It was an exciting year for everyone in the Maine Course team. There were several changes and additions as we continue to grow and expand our hospitable presence into 2017. We invested in and began managing the Hampton Inn's in Waterville and Freeport, adding some wonderful hotels to our portfolio and providing promotions and new opportunities for a number of MC team members. Of course we had the complete renovation and grand opening of the beautiful Rockland Harbor Hotel in Rockland, ME. We finished up some renovations in Bangor and Augusta, reinvesting over one and a half million dollars back into the hotels, and began some new projects in Gilford, Exeter, and Scarborough with plans to reinvest another two million back into those properties. We purchased land in Salem, MA and began architectural drawings for the Hampton Inn Salem. As well as continued construction on the Fairfield in Clearwater Beach, FL with an expected opening of Spring 2017. In other exciting news, we were also listed in Hotel Business as one of the top 100 Hotel Ownership and Developers in the country! Last but not least we have expanded our Maine Course team to 650 associates and we couldn't be happier to have you all on board. If it were not for the hard work of the Maine Course associates and leaders, none of this would have been possible. It is exciting to see this little Maine company grow, while still being recognized as a company driven by values. Thank you to all! We look forward to more excitement in 2017! Let's build our culture and company together, as we move forward into this new year!! - Sean



← One of the first Hampton Inn Salem renderings!

A recent picture of the progress in Clearwater Beach! →



MCHG Celebrates the Holidays!!!



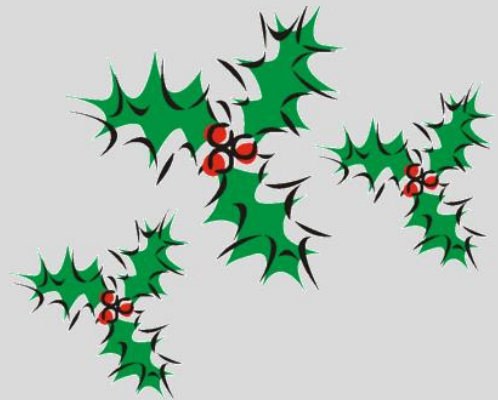
The Hampton Inn Bath team celebrated with homemade goodies and a Secret Santa Swap!!

John Beucler played Santa for the town of Rockport, which is a big event, Santa arrived on a boat and had about 500 kids, it was a great event, we were lucky to be a part of this Annual event. We also helped the local Farm Stand- Lattof Farm which sells Christmas trees, we unloaded 250 Christmas Trees. Then finished the month of December with our employees for our annual Yankee Swap and added a Pot luck Dinner this year, it was a great time, so lucky to have amazing Team here at the Rockport Inn and Suites.

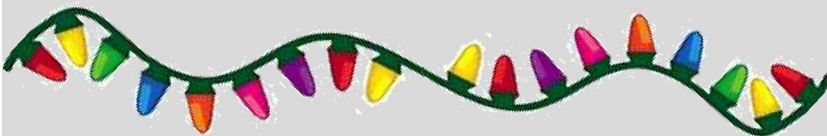




Fairfield Augusta - All the gifts you see on the table were purchase by one of our associates Trina Clark which she had bought for each of the employees. She did this once before in July for a Christmas in July celebration.



Bangor TownePlace Suites associates made 40 JB Dog Blankets to deliver to the Children's Miracle Network here at Eastern Maine Medical Centers pediatric unit and Cancer Center. (Above)

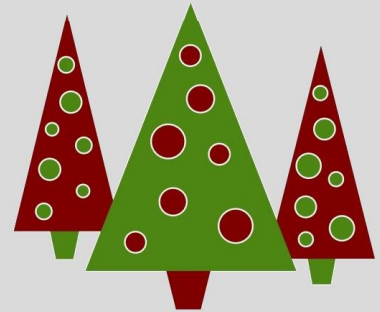


Fairfield inn Exeter showcases the "Snowman Tree" at the annual festival of trees charity event downtown. Proud to report we were the highest grossing tree of the event at \$605 in the silent auction. All proceeds benefit the chamber children's fund providing warm hats and clothing to the children in the surrounding communities! (Right)

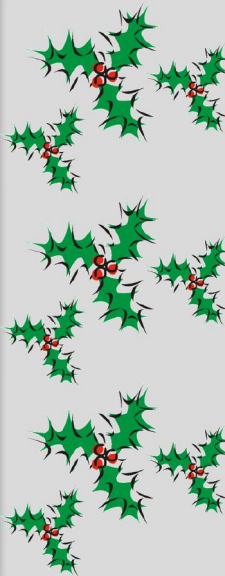


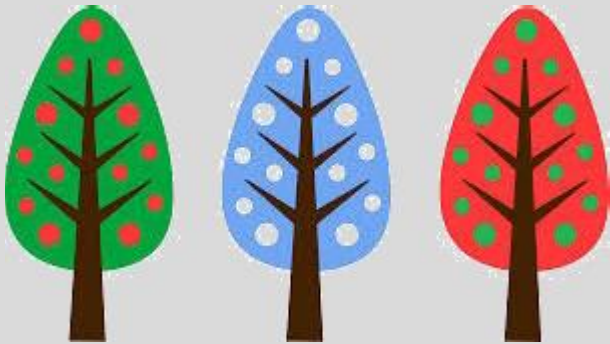


AHI participated in
Downtown Augusta's
Festival of Trees event in
November. Proceeds
benefited Downtown
Augusta Alliance.



At the Rockland Harbor Hotel Chief Engineer Bill Roman played the role of Santa during the teams Holiday party (pictured below to the left) and one of their favorite guests, WWII veteran Mr. Sullivan stopped by to find that Santa had left him some goodies as well! (pictured below to the right)

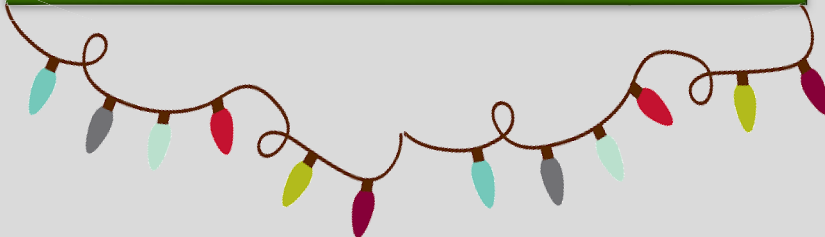




SSS Hotel was proud to be a part of the 19 Days of Hanover again this year. A local non-profit fundraiser to benefit The Upper Valley Haven. Encourages people to shop local in December and retailers give 1% of sales to our local homeless shelter. Then a beneficiary matches all donations to double the fund raising effort. (Above)



We celebrated another great year at the Hampton Inn Waterville with games, food, music and gift cards for our staff! (Left)





Sean Continued his tradition of visiting with MC team members during their holiday shifts. Keeping the Maine Course, and Holiday spirits alive!



During the annual general managers conference our leaders spent some time listening, learning, bonding, and giving back in Ogunquit Maine.



MCHG Gives Back



This October Team Hampton Waterville, with their families participated in the **MaineGeneral's 13th Annual Walk for Hope** in August. The donations from the event help support their mission of providing support and education to breast cancer patients, survivors and caregivers, along with the installation of Tomosynthesis (Tomo), the newest state-of-the-art mammography technology, at both the Alford and Thayer Centers for Health. (Left)



2 brave staff members, Alice Tucker and Patrick Lyne, from the Portland Courtyard took a dip in the Ocean on Jan 1 to raise money for the Special Olympics! (Above)

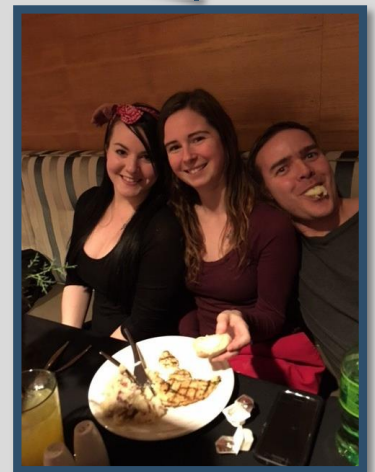
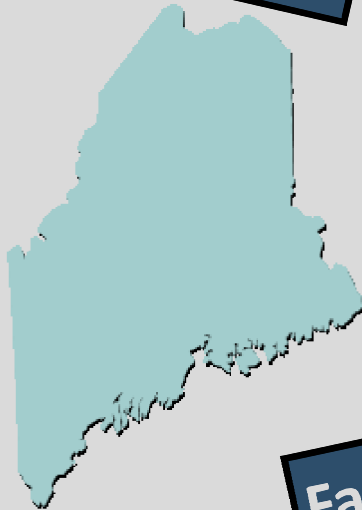
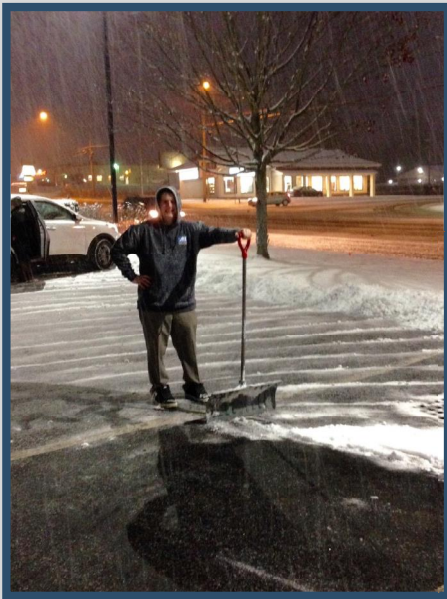


Homewood has begun to collect used soaps and shampoos to ship to Clean the World. CTW provides recycled soap to areas of the world in need of basic supplies. After each shipment that our hotel produces, CTW will send a document on how it has been used. We sent our first batch out last week and are anxious for the feedback! (Above)

Integrity



Respect



Family



Fun

4th Quarter

SIGNATURE RESULTS!

Hampton Inn ME Bath	95.7%
Hampton Inn ME Augusta	96.7%
Hilton Garden Inn VT Burlington	87.1%
Hampton Inn & Suites ME Thomaston	85.0%
Six Street South Hotel NH Hanover	72.9%
Homewood Suites ME Portland	80.0%
Rockport Inn & Suites MA Rockport	64.3%
Rockland Harbor Hotel ME Rockland	70.0%

Comments from our guests

Fairfield Inn & Suites Augusta: "This is a fantastic property. Front desk service during my stay was exceptional. I had requested a late checkout, as I was in town running a half marathon in Jefferson. Front desk staff were both accommodating and friendly. This was a generous accommodation that they seemed pleased to do...an unusual gesture by hotel properties, and one very much appreciated. This property is set back from the main street, which allowed for a great night's sleep. Property is quiet, beds extremely comfortable and rooms very spacious. All day coffee service, newspaper complimentary. Grounds are clean, lobby and rooms have updated décor, and full breakfast in the morning. This property has a great location, near the major highways. I loved this Marriott, and would highly recommend it." - Jodi R.

Hampton Inn Bath: "Located in downtown Bath, the hotel is extremely comfortable and pleasant. has a great pool and hot tub. nice breakfast. overall a wonderful stay...if returning to the area I'd absolutely return to the hotel!" - Peter S.

Homewood Suites Portland:

"This was an EXCELLENT experience. The room was perfect, staff was friendly, food was delicious and atmosphere cozy/inviting. The furnishings and design of the hotel were very attractive and clean, not to mention how spacious the room was. I have business here once a month and this will definitely be my choice to stay each and every time."

- Cynthia D.

Fairfield Inn & Suites Brunswick: "I can not say enough for the Fairfield staff. Every member from maintenance to the general manager. Every person I came across made me feel genuinely welcome to be there. Which is more than important when away from home for the Holidays. The Facility was all kept clean and up to date, the Breakfast had a lovely attendant that went out of her way to make everyone's morning just a little bit better. The bedding was great, the room was great...Honestly, I could not ask for more. So when in the area, I highly recommend the Fairfield Inn." - William P.

Six South Street: "Amazing hotel! I was so pleasantly surprised. Looks even cuter in person. Very chic decor and bathroom. Everything is new and clean. Super cozy in the winter. Great service. Didn't even want to leave the room. Can't wait to go back!"

- Julia S.



Towneplace Suites Bangor: "Beautiful property, and a terrific stay! You don't get a feeling for how nice this hotel really is from the exterior. It appears as any other property in this category. But once you walk in - wowzers. Sleek, modern, beautiful colors. The rooms are spacious, well-designed, and immaculately clean! (Love, love, LOVE "Closet Envy"!)" Front-desk staff is personable, attentive, and check-in was effortless. Fitness room is clean, and decently appointed. The (salt water!) pool looked nice, but alas, I wasn't able to take advantage this trip. Will definitely stay here again when business bring me to the Bangor area."

- Loutre

Hilton Garden Inn Burlington: "I just loved our stay here at the Hilton Garden Inn in Burlington, Vt. The location was amazing... close to restaurants, shopping and the lake. We enjoyed a comedy club right in the same building. The room was the cleanest room I've ever stayed in! I loved the complimentary coffee and newspapers. The staff could not have been more accommodating! Thanks for a great weekend!"

- Suzanne S.

Rockland Harbor Hotel: "My husband and I stayed here for a weekend getaway to celebrate our 10th Anniversary. The front desk and housekeeping staff were friendly and helpful. The Operations Manager (Michelle) knew that it was a special weekend for us and put together a gift basket to welcome us to the hotel. She also provided us with information about restaurants and events in the area. The rooms were clean and newly renovated. The continental breakfast was delicious and fresh. The hotel is walking distance to the downtown district. The view of the ocean was delightful and we look forward to returning in the summer months. We are so happy we chose the Rockland Harbor Hotel."

- Nicole S.

Rockport Inn and Suites: "We stay here every November for an overnight to celebrate our Anniversary and mutual birthdays-Always clean, always quiet, always friendly. We absolutely love it here! The location is perfect and the rooms are updated and very comfortable as well as the amenities."

- Julie B.

Courtyard Portland Airport: "We chose this hotel for a weekend visit to Portland and found it to be very pleasant and comfortable. The hotel is obviously well managed, with friendly staff and efficient housekeeping. Room was spotless and the bed, super comfortable. Breakfast was also very good."

- Katherine S.

Courtyard Bangor: "I had a spotless room and fantastic service. The staff greet you with a smile and always welcome you back. The in-house bar and food were fantastic. The modern design, cleanliness, climate controls, and fantastic staff ensure that I'm coming back to this establishment in the future." - Andrew D.

Towneplace Suites Gilford: "We are so happy this place was built. It is centrally located and it is brand new!! Best hotel/suites in town, down the road from Gunstock and couple miles from weirs beach. We were able to visit all of our family and even have some come and visit us. The lounge area in the main area is very comfortable and inviting. The rooms are clean, great size and the beds are super comfy. The staff takes great care of you. Can't wait to come back." - Sonjalafond

Hampton Inn Freeport: "Our stay at Hampton Inn Freeport was very restful thanks to the management and staff. Reservation went smooth, checking in early was not an issue, our room and the inn was very clean, the complimentary breakfast had very good selections. We stay at this inn every year and just noticed this time that if you walk out the back door to the rear parking lot it is connected to the Shaw's parking lot and other shopping only a 30 second walk." - Ed A.

Hampton Inn & Suites Thomaston: "I had a great experience. The hotel was up to date, clean, quite, and comfortable. The staff were very friendly and helpful. I asked for directions and recommendations and was very satisfied with the response. The complimentary breakfast was wonderful. There is also a local ice cream shop right across the street. I had no problems during my stay." - Joseph T.

Courtyard Portland Downtown: "From our check-in, to the fitness center, hot tub, immaculate and well-designed room/furniture and delicious mattress and high-quality bedding ----- this is THE place to stay in Portland. Quiet location but within walking distance to everything. I believe this hotel is just over 2 years old-- everything is crisp and stylish -- great sitting area and fireplace in lobby. Since my family just moved there and I knew nothing about Portland, I'm happy to report that now I know exactly where to stay for future visits." - Rachelersr

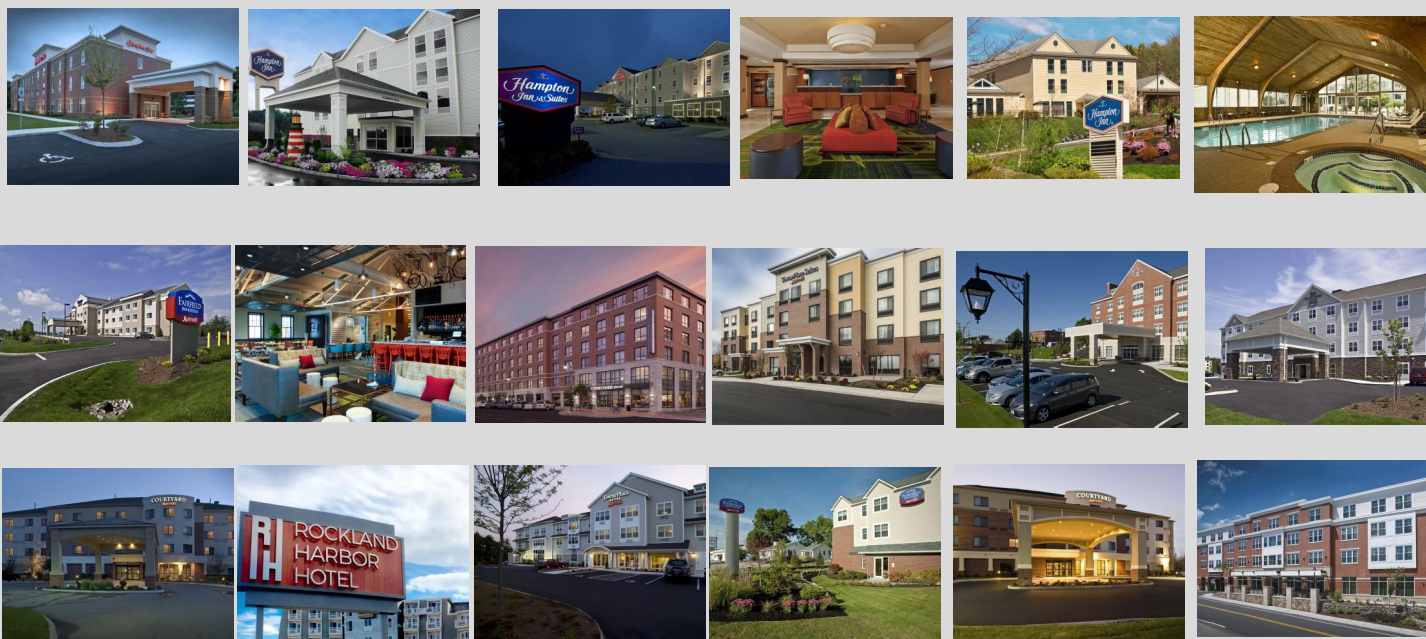
Fairfield Inn & Suites Exeter: “We left Pennsylvania and stopped in Portsmouth NH for 2 nights on our way to Maine. We were very pleased with the layout of the room, the cleanliness, and their front desk staff is extremely helpful. The hotel is in a great area, we weren't far from Hampton Beach. We took a drive down the coast after stopping at Hampton Beach for photos. There are beautiful homes (mansions) along the coast. Many restaurants to choose from too. Very happy with our stay.”

- Lisa G.

Hampton Inn Waterville: “We had been in an accident that evening and our car was not drivable, so we were not able to get back to where we were staying an hour away. We were extremely appreciative of the staff's complete understanding of our situation and helpfulness under the unexpected and undesired circumstances. I've always had great experiences with Hampton hotels and this one topped them all.” - Jeffery H.

Hampton Inn Augusta: “This is the place to go if you are looking for an easy, comfortable and efficient place to be outside Augusta. We were visiting relatives in Hallowell, and this hotel was plenty close. The complimentary breakfast (including waffles and an egg/meat offering) was convenient, and was available until 10. Newspaper provided. Other family members enjoyed the pool. Beds very comfortable.” - infomaniac

Our Beautiful Properties



TRIPADVISOR REVIEWS



Property	Reviews	4's and 5's
Fairfield Inn (Augusta)	156	125
Hampton Inn (Augusta)	391	369
Courtyard (Bangor)	327	288
Towneplace Suites (Bangor)	67	53
Hampton Inn (Bath)	597	569
Fairfield Inn (Brunswick)	503	172
Fairfield Inn (Exeter)	184	163
Towneplace Suites (Gilford)	177	163
Courtyard (Portland)	345	307
Hampton Inn (Rockland)	365	310
Rockport Inn & Suites (Rockport)	494	408
Courtyard (South Portland)	252	205
Homewood Suites (Portland)	607	557
Six South Street (Hanover)	240	218
Hilton Garden Inn (Burlington)	544	453
Hampton Inn (Freeport)	567	448
Hampton Inn (Waterville)	354	324
Rockland Harbor Hotel (Rockland)	115	109





Birthdays of the Month

2017

January

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
26 Sado Gouled (CPD) - Jowhara A. Mohamed (CPD) - Maymuna Abdi (CPD) - Farhia Abdi (CPD) - Habibo Abdi (FHI) - Rukia Aden (FHI) - Sirad Jimale (FHI) - Dil B. Gurung (HGV) - Budda Subba (HGV) - Rupa Magar (HGV) - Indra B. Rai (HGV) - Santa B. Gurung (HGV) - Tak Magar (HGV) - Halimo Azair (SHS)	27 Sado Gouled (CPD) - Jowhara A. Mohamed (CPD) - Maymuna Abdi (CPD) - Farhia Abdi (CPD) - Habibo Abdi (FHI) - Rukia Aden (FHI) - Sirad Jimale (FHI) - Dil B. Gurung (HGV) - Budda Subba (HGV) - Rupa Magar (HGV) - Indra B. Rai (HGV) - Santa B. Gurung (HGV) - Tak Magar (HGV) - Halimo Azair (SHS)	28 Sado Gouled (CPD) - Jowhara A. Mohamed (CPD) - Maymuna Abdi (CPD) - Farhia Abdi (CPD) - Habibo Abdi (FHI) - Rukia Aden (FHI) - Sirad Jimale (FHI) - Dil B. Gurung (HGV) - Budda Subba (HGV) - Rupa Magar (HGV) - Indra B. Rai (HGV) - Santa B. Gurung (HGV) - Tak Magar (HGV) - Halimo Azair (SHS)	29 Sado Gouled (CPD) - Jowhara A. Mohamed (CPD) - Maymuna Abdi (CPD) - Farhia Abdi (CPD) - Habibo Abdi (FHI) - Rukia Aden (FHI) - Sirad Jimale (FHI) - Dil B. Gurung (HGV) - Budda Subba (HGV) - Rupa Magar (HGV) - Indra B. Rai (HGV) - Santa B. Gurung (HGV) - Tak Magar (HGV) - Halimo Azair (SHS)	30 Sado Gouled (CPD) - Jowhara A. Mohamed (CPD) - Maymuna Abdi (CPD) - Farhia Abdi (CPD) - Habibo Abdi (FHI) - Rukia Aden (FHI) - Sirad Jimale (FHI) - Dil B. Gurung (HGV) - Budda Subba (HGV) - Rupa Magar (HGV) - Indra B. Rai (HGV) - Santa B. Gurung (HGV) - Tak Magar (HGV) - Halimo Azair (SHS)	31 Sado Gouled (CPD) - Jowhara A. Mohamed (CPD) - Maymuna Abdi (CPD) - Farhia Abdi (CPD) - Habibo Abdi (FHI) - Rukia Aden (FHI) - Sirad Jimale (FHI) - Dil B. Gurung (HGV) - Budda Subba (HGV) - Rupa Magar (HGV) - Indra B. Rai (HGV) - Santa B. Gurung (HGV) - Tak Magar (HGV) - Halimo Azair (SHS)	01 Sado Gouled (CPD) - Jowhara A. Mohamed (CPD) - Maymuna Abdi (CPD) - Farhia Abdi (CPD) - Habibo Abdi (FHI) - Rukia Aden (FHI) - Sirad Jimale (FHI) - Dil B. Gurung (HGV) - Budda Subba (HGV) - Rupa Magar (HGV) - Indra B. Rai (HGV) - Santa B. Gurung (HGV) - Tak Magar (HGV) - Halimo Azair (SHS)
02 Asah Wheeler (SSS) - Renee J. Landre (THI)	03 Kimonie Brown (CPD) - Barbara T. Anderson (EFI) - Courtney Prime (RIS)	04 Angel L. Crowley (AHI) - Samantha Hubbard (AHI) - Ashley E. Clark (BTS) - Ganga Gurung (HGV) - Jessica Witham (SPC)	05 Jesse Breda (RHH)	06 Courtney J. Bills (BTS)	07	08 Catherine Dicenso (SHS)
09	10 Mariah Castillo (RIS)	11 Zachary Moeller (BTS)	12	13 Jamie Fisher (CPD) - Barrett Gareau (HGV)	14 David D. Young (AFI) - Ashley A. Tumbiolo (RIS)	15 Gary E. Serino (CRP) - Emily Caron (SHS)
16	17 Jasmine M. Cote (BCY) - Conor Kuykendall (RIS) - Benjamin A. Judkins (SHS)	18 Danyil Klimov (BHI) - Kasey L. Godbout (BHI) - Caitlin Eddolls (CPD) - Linda Davis (WHI)	19 Darcy Lancor (SSS)	20	21 Cie Nat Tang (AHI) - Amy L. Dwelley (BCY) - Rebekah L. Wallace (BHI) - Kim E. Dennis (SHS)	22 Susanna M. LeBeau (HGV)
23	24	25	26	27	28	29
30 Julie A. Clark (AHI) - Cheryl Blackman (BTS) - Johnna M. Field (THI)	31	Notes:				

The Rockport team celebrating the holiday season and gearing up for a new year! →





2017

February

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
30	31	01 Meghan M. Riley (BFI) - Matthew K. Butterfield (CRP) - Tha L. Pount (HGV)	02 Timothy S. Prosser (RHH)	03 Karen A. Pendoley (AFI) - Torie Lynn Staples (FHI) - Charlotte Murphy (SPC)	04 Jacob A. Robinette (GTS) - Laura Rumson (SHS)	05 Krystle L. Tomlins (BRI)
06 Richard W. Flanagan (CPD) - Mintra Bunmai (CPD) - Sandra L. Schaeffer (RHH)	07 Anna M. Benitez (AHI) - Loretta A. Curran (GTS)	08	09 Samantha Quirion (SPC) - Shelby L. Riley (THI)	10 Amy M. Tinkham (BTS) - Katherine Holmes (RHH) - Brenda L. Hill (SSS) - Marc Tyburski (SSS)	11	12 Heather A. Brooks (BTS) - Jessica L. Trujillo (CPD) - Kathleen E. Decker (SSS)
13 Mary M. Brooks (BCY) - Bwi Wah (HGV)	14	15 Storm K. St. Jacques (GTS)	16 Margaret M. Grace (BHI) - Candy J. Desorcy (SHS)	17 Robert L. Robinson (BCY) - Editha Arnesto (CPD)	18 Alika Nicolas (SPC)	19
20	21 Beverly A. Small (EFI) - Justin Berry (SHS) - Emily Colwell (SSS)	22 Melissa Stairs (BCY) - Stacy L. Carey (EFI)	23	24	25 Amanda Reay (BCY) - Zachary Judkins (BTS)	26 Chrystal A. Potter (AFI) - Tarian V. Elwell (BHI)
27	28 Kara Adams (HGV)	01 Sonja L. Okishoff (WHI) (Sonja's a leap year baby!)	02	03	04	05
06	07	Notes:				



The Courtyard Portland Airport hosted a group of Lake Region Students who were exploring career opportunities for a brief tour and Q&A session on October 18. They sat in on our daily meeting and were given an overview of what it entails to work in Housekeeping, Van Driver, and Front Desk. Thank you to Tammy Byrnes, Ervin Bracy and Chelsey Bracy for helping out with this! Then we toured the public areas and spoke with Brian Williams our Engineer who was balancing the chemicals in the pool. They requested to see both a dirty room and a clean one, and we obliged. We visited the laundry room where they were disappointed Rose Meserve wouldn't open the full chute with them there! They were an enthusiastic bunch and a bundle of energy! I had forgotten how much it takes to entertain a group of teenagers and my admiration for those who teach them day in and day out was renewed. - Dayna Riley



Birthdays of the Month



2017

March

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
27	28	01	02 Iolanda Yanagida (CPD) - Seamus K. Perry (SPC)	03	04	05 Nimo Hassan (CPD)
06 Alexis J. Fetteroli (RHH)	07	08 Virginia J. Burns (AHI) - Brian C. Harris (BCY)	09 Joseph Pagano (CPD)	10 Suzanne E. Buchanan (HGV)	11 Stephanie R. Creamer (BHI)	12
13	14	15 Douglas M. Colby (RHH/THI)	16 Danielle N. Turmenne (AHI) - Stephen J. Jakubowicz (BCY) - Cheyenne Fitzpatrick (HGV)	17 James B. Bragg (BHI) - Kenneth M. Bartecchi (EFI) - Robert Clark (FI II)	18	19 Michael B. Delahanty (BHI) - Olivia Williams (CPD)
20 Jody R. Shay (THI)	21	22 Patrick Lyne (SPC)	23	24 Eric J. Clark (AFI)	25	26 Abigail E. Pierce (HGV) - Buddhi Monger (HGV) - Makumbundo N. Francisco (SPC)
27 Cora M. Bishop (BTS) - Iain E. Horton (BTS)	28	29 Mickie Cyr (SHS)	30	31 Felecia M. Pelletier (GTS)	01	02
03	04	Notes:				

Congratulations to Nathan Fritz from Brunswick-Freeport Fairfield Inn & Suites! Nathan has been with the company for 3.5 years now, and has worked in housekeeping, breakfast and front desk. He has recently been promoted to Operations Supervisor. His new responsibilities include rolling out Fairfield's new breakfast program as well as housekeeping & front desk supervisory shifts. Congrats Nathan!

