

# It's a wrap for 2018 ~ Reflect and set your course for an amazing 1st Quarter of 2019 and beyond!



Most CEO's will share year end accolades related to financial performance, profitability and new development. Although 2019 had great successes in those areas, I would rather share something that means even more to me. So before leaving this topic, thank you all for making this past year our best ever!

This past year saw some serious illnesses. But with every difficult situation, people rise to the challenge. Not just the inflicted person, but everyone around them. At one hotel a serious illness affected everyone on the team. To battle this disease, the team stood by their friend and found ways to pay on his mortgage. They adjusted the schedule to accommodate his needs. They called regularly, embraced him when he could come to work, covered for him, texted him regularly and offered prayers. This team loves him and takes care of him from the GM to the housekeepers.

Another hotel experienced the sickness of a coworker. Similar to the one above, this hotel raised money, gave up vacation and helped her through every day when she was weak.

I get emotional thinking of the struggles of these folks, but I am filled with gratitude and love for all the people who positively impacted the lives of these two People. My mission is to positively impact the lives of our associates, but this time, I was impacted by the love shown to these individuals. Thank you all for living our culture and taking care of each other.

Sean

Quotes from associates....

"I love working holidays. I have fun with guests"

"There are a lot of lonely people in hotels on holidays. I just want to do my part. "

Positively impacting lives!!!!



## *I Call Her Mom By Sherri Worth*

*Daughter, Sister, Wife, Mother, grandma,*  
*I CALL HER MOM*  
*Friend, Confidant, Helper, Encourager*  
*I CALL HER MOM*  
*Faithful, Dependable, trustworthy, understanding*  
*I CALL HER MOM*  
*Piano Teacher, Hampton Inn worker, Church member*  
*I CALL HER MOM*  
*An inspiration to us all*  
*A light in the Darkness*  
*A compass to help us find our way*  
*I CALL HER MOM*  
*Dedicated to her Lord and Savior above all else*  
*I CALL HER MOM*  
*A Donna Rae of Sunshine, Always spreading joy and cheer*  
*I CALL HER MOM*  
*Her Light will always shine Bright Amongst US*  
*I CALL HER MOM*

On December 27, 2018 our Freeport Hampton Inn and MCHG lost a very loved member of our Breakfast staff. DONNA BREWER, was the "smile" that lit up our hotel. She had an amazing gift to make every guest she talk to feel like they have known her for years. As a staff we learned so much from her faith in seeing the good in people and other "DonnaLogic". It was not possible to be down when Donna was in the room. She will always be in our hearts. Our thoughts go out to her family and friends during this difficult time. Credit to the poem to her daughter Sherri Worth







Who has the most fun at Networking events? Chris & Deidra, that's who at the BDA...annual auction at the Daniel in Brunswick!



Gilford (left) is grateful to be involved in Local Tourism events and meetings. Thanks for having us New Hampshire Lakes Region Tourism Association at your annual meeting!



Team Hampton Inn Waterville participated in the 15th Annual Walk for Hope. Funds raised for this event goes directly to the Harold Alfond Center for Cancer Care. This year the funds will be used for new treatment chairs and new PET technology.



We want to sincerely thank our guests, employees and friends for donating toys to toys for tots. It was an honor to drop off a stuffed box on behalf of the friends of TPS Laconia/Gilford!



Where does your networking take you? Make it fun!



Stefania Watson sent an updated picture of baby Elliott born in June 2018. Such a cutie and getting sooo big! Love the shirt!!



Boating Karaoke anyone?

Happy Birthday Josh! Chief Engineer at Clearwater Beach, 29 right?



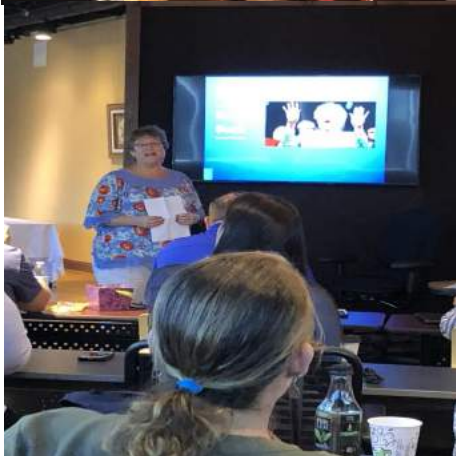


MCHG Leaders just want to have fun at the #sunsetcityconference!

Fun night at the block party at the Madeira Beach Hotel site over Halloween







Each MCHG leader was given an inspirational person to research, write about and share. Dayna Riley researched, made a list and assigned them to us all. Most found this inspiring and rewarding. Thank you Dayna and to all leaders for inspiring us. Even Paul our co-founder did one. Paul shared some Dale Carnegie inspiration. Jenn Libby found Barbara bush to be extremely inspirational. Doreen Salls talked of Bill Belichick, inspiring but related him to a lobsterman friend.







The Thomaston Hampton Inn is again a proud sponsor of a team in the Mid-coast Youth Basketball League. This year's team includes nine players, in grades 5th and 6th from Thomaston. They compete against teams from Rockland, St. George, Camden and Rockport. Best of luck to Team Hampton!

In December, the Thomaston Hampton Inn took some time to pitch in at a local community lunch held monthly at St. Peter's Church in Rockland. Special thanks to Youth Links, who organizes this meal, for allowing us to participate.



Culture Committee meetings was a great excuse for our Charter Members to wear their "Opening Day" shirts! Crazy how fast times flies! April Knight Kathleen Russo Heather J Assi Antonin & Richard! — at TownePlace Suites by Marriott Bangor.

Waterville Hampton wishes Justin best of luck in LA ! It's been a pleasure and we all wish you the best!



**A big congrats to Julieta for earning 3rd quarter Associate of the Month at Clearwater Beach! Way to go Julieta!!**



A surprise baby shower for Kayla in anticipation of Marianna's arrival, Our Six South St family got a little bigger, Marianna was born Christmas Day. How exciting!!







Bath has fun with an array of costumes!



These TownePlace Suites princesses delivered blankets for the pediatric floor at Northern Light Eastern Maine Medical Center CMN Hospitals.



Meanwhile at Clearwater Beach!



SSS served Thanksgiving dinner at our local homeless shelter, Upper Valley Haven.



And suddenly it's the magic of Christmas!

RHH had sweet little Penelope come in for a Thanksgiving photo shoot. She only had eyes for her daddy and GM Tim Prosser!



Thank you, not only to all associates and leaders for working today but to all. Calls to 20 hotels before 7 am. 20 hotels after 8 am. And 20 more after 3. Just to say Happy Thanksgiving and TY !



It's all about Friendsgiving at Exeter!





## MCHG associates loves visits from Santa!



Clearwater Beach strikes up fun at the bowling alley for their

Holiday celebration



SSS (left) hosted a cello group during Celebrate the Season, a Hanover Chamber town wide event.

An Ugly sweater contest is a must during Celebrate the Season!







A big annual event for Rockport Inn & Suites and the town of Rockport, Ma.! With Santa being the one and only John Beucler (Maintenance Engineer) and arriving by boat. The Elves were Missy Anzivino, Samantha Lucas and Rachel Anzivino. Children waited over an hour to meet with Santa while Jordan Anzivino, Jennifer Schrock, Ashley Tumbiolo and Matt Anzivino all helped with the Families and children and taking pictures for family Christmas cards. What a great way to spread Christmas Cheer and give thanks to the Community!







Clearwater Beach celebrates with a bowling party!





The Thomaston Hampton Inn held their annual holiday party for associates. This year's event was held at Rock Harbor Brewing, which provided full catering. Team members enjoyed a Yankee swap and other indoor games.

Each year, Rockland Main Street organizes the Festival of Lights, as well as other holiday activities, including the Christmas Trap Tree and Santa's Workshop. The Thomaston Hampton Inn was a proud repeat sponsor of Santa's Workshop, allowing our community's youth the opportunity to spend time one on one with the man in the red suit himself.



Bath Hampton Inn Employee's decided on a Christmas party at their hotel and had a Yankee swap and saran wrap game with prizes!







Santa missed a visit to Clearwater Beach Fairfield but Sean made it New Year's Day!



Christmas Tree Team mission accomplished! HGI



Rockland Harbor Hotel sponsored five wreaths for Wreaths Across America in it's wreath laying ceremony at Arlington National Cemetery.



Holiday preparations are in full force in Gilford!

It's definitely feeling like Christmas at RHH!

Santa's elves were busy wrapping gifts for our family we adopted for the holiday season.







Family fun in Bath !



Holiday party filled with good friends, tacky sweaters, fun games and lots of adorable kids and babies at RHH!



After all the fun of the Holidays comes a time when you just might want to think about warmer climates, vacations and exploring. I thought I would share a few ideas. Thank you Sean for keeping your facebook page active!







# Signature Corner



Practice makes perfect!



Team Bath celebrating Signature success!

January 2018 thru December 2018				
Rank	Site	Type of Interaction	# of Interactions	Score
1	Hampton Inn ME Bath	Reservations Inquiry	84	91.9%
2	Hampton Inn & Suites ME Thomaston	Reservations Inquiry	84	87.1%
3	Hampton Inn ME Augusta	Reservations Inquiry	81	80.7%
4	Rockland Harbor Hotel ME Rockland	Reservations Inquiry	84	77.3%
5	Rockport Inn & Suites MA Rockport	Reservations Inquiry	84	74.6%
6	Six South Street Hotel NH Hanover	Reservations Inquiry	83	68.6%
7	Homewood Suites ME Portland	Reservations Inquiry	76	64.1%
8	Hilton Garden Inn VT Burlington	Reservations Inquiry	84	54.2%
				Average Score: 74.9%

October 2018 thru December 2018				
Rank	Site	Type of Interaction	# of Interactions	Score
1	Hampton Inn & Suites ME Thomaston	Reservations Inquiry	21	96.2%
2	Hampton Inn ME Bath	Reservations Inquiry	20	92.0%
3	Hampton Inn ME Augusta	Reservations Inquiry	21	82.9%
4	Rockport Inn & Suites MA Rockport	Reservations Inquiry	21	80.5%
5	Rockland Harbor Hotel ME Rockland	Reservations Inquiry	21	67.6%
6	Six South Street Hotel NH Hanover	Reservations Inquiry	21	61.0%
7	Homewood Suites ME Portland	Reservations Inquiry	18	57.2%
8	Hilton Garden Inn VT Burlington	Reservations Inquiry	21	56.2%
				Average Score: 74.4%

A Big Congratulations to Bath Hampton Inn for having the high score of 91.9 for the year for mystery calls through the Signature program! Hampton Inn & Suites did an amazing job of taking the lead and the trophy for the 4th quarter! As we now start off with a clean slate, who will take the 1st quarter and trophy for 2019? Convert the call to seal the deal and be a winner!



Where can you capture the beauty of an hydrangea?









# February

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Meghan Riley BFI	2 Candelaria Beaton PHI
					Matthew Butterfield COR	Timothy Prosser RHH
					Mariama Diallo PHI	
<b>HAPPY BIRTHDAY</b>						
3 Karen Pendoley AFI	4 Laura Rumson SHS Rebecca Bernard SPC	5 Joycelyn Lassiter PHI	6 Mintra Bunmai CPD Anita Wentworth GIL Meisa Dzombic HGI Sandra Schaeffer RHH	7 Sandy Davis CFI Loretta Curran GIL	8 	9 Hillary Megill AHI Cameron Dickson BCY Samantha Qurion SPC Shelby Riley THl
10 Amy Tinkham BTS Marc Tyburski SSS	11 Babette Eldert AFI	12 Heather Brooks BTS Vicki Catella HGI Cathy Mank RHH Kathleen Decker SSS	13 Vanessa McDaniel AFI Mary Brooks BCY Charlotte Legg EFI	14 Kimberly Varricchio WHI	15 Jenna Weare SPC	16 Ivan Cruz-Perez CFI Candy Desorcy SHS
17	18 Alika Nicolas SPC	19 	20 Dillon Santiago PHI	21 Beverly Small EFI Maria McDonnell EFI Justin Berry SHS Osman Mahamud SPC	22 Maria Medeiros BTS Stacy Carey EFI	23
24 	25 Zachary Judkins BTS Jennifer Schrock RPI	26 Jordan Stebbins AFI Clay Cosby BCY Tarian Elwell BHI	27 Theresa Brock EFI	28		





# March

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					1 Brandon Allaire GIL Sean Drumm HGI Caitlyn Levesque SPC	2 Iolanda Yanagida CPD
						
3	4	5	6	7	8	9
Alexandria Hoskins EFI Jennifer Biven GIL	Nimo Hassan CPD William Martin CPD Skyler Austin EFI Jodeob Cogbill SSS		Kaitlyn Abell BHI	Virginia Burns AHI Brian Harris BCY Kaitlyn Buckingham BFI Charles Napier PHI Merl Martinez PHI	Jennifer Gagnon BFI Joseph Pagano CPD	
10	11	12	13	14	15	16
Miranda Sawyer AFI	Lisa Rollins GIL	Roy Appleton BFI Sarah Allen BTS	Tracy Gomes SPC	Christina Bohurjak AHI	Ashley Chalmers- Ferris BFI	
17	18	19	20	21	22	23
Anita Priesing BCY Kenneth Bartecchi EFI Michael Jones EFI			Ryan Wescott CPD Jody Shay THI	Laurie Jacobs HGI	Jamie Sovia RPI Patrick Lyne SPC	
24	25	26	27	28	29	30
Rebecca Schaeffer RHH Gabrielle Miller BCY Mark Icangelo BFI	Ida Henley CFI Mangal Magar HGI	Frederick Kaplan BCY Buddhi Monger HGI	Thelma Jean Estabrook AHI Rosanne Petelle SSS	Timothy Silva RHH		Heniben Patel AFI



# APRIL

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1 Nende Makyambe FHI	2 Laurel Dyer SHS	3 Wmichelle Wilson GIL Warren Hoyt SHS	4 Debra Hinkley \BFI Shamus Riley SPC Svtlana Gres SPC	5 Ashley Cate GIL Angelica Vieira PHI	6 Angelita Searless AFI Erin Enemark BHI Sheila Bosworth RHH Kimberly OConnell WHI
7 Robert Lowrie FHI Jessica Crespa Molina PHI	8 Amanda Chance GIL	9 	10	11 Brandon Parker WHI	12 Jeffoery Hutchins FHI Courtney Arnold CFI Liubov Veroni-Quinn SHS	13 Iris Quesada RPI Brianna Cloutier SSS
14 Abdirahman Adaan CPD Valdete Raka CPD Christopher Calhoun SSS	15 	16 Lara Marshall CPD Jennifer McGowan WHI	17 Holden Laplante AFI Heather Assi Antonin BTS Alicia Antuk BTS Monique Colfer FHI	18 Mameine Bynum AFI	19 David Slayton HGI Matthew Anzivino RPI	20 Richard Huntley BTS
21 Karl McDougal BCY Morgan Kindelan BFI Corey Burton HGI	22 Virginia Rutz BFI Jennifer Libby BHI	23 	24 Pamela Unsworth HGI	25 Taylor Giogaia BCY Leryanne Ross BTS	26 Nicol Burns SHS Ethelee Jackson SHS Brian Williams SPC	27 Joshua Peaco RHH Mark Tedeman SHS
28 Lindaguei Roberto CPD Chynell Williams PHI Kyle Aquipel RPI	29 Alexis Barron EFI Makayla Thiverge EFI	30 Phillip Small CFI	31 			



Doreen,

My name is Denis Schinderle, and I was one of the football officials that worked the playoff game this past weekend at the University of Maine. We had the pleasure of staying at your property for the weekend and I wanted to send you a huge thank you for the awesome hospitality your staff provided to our entire officiating group. Your rooms were very clean and comfortable; you provided us with a great conference room, and all the personnel working the front desk were friendly and a wealth of information in regard to restaurants and directions around Bangor. It was a real pleasure staying with you.

Please give your staff a big THANKS from me and I will definitely stay with you again the next time I am in Bangor.

Wishing all of you very blessed Christmas Season!!!

Denis Schinderle

Official

Missouri Valley Football Conference



## Reviews from Rockland Harbor Hotel:

We just returned from a weekend in Rockland, with the Harbor Hotel as our base. We have never stayed at a friendlier establishment! Our room was huge, clean and comfy. The staff, particularly Kat, is friendly, helpful and knowledgeable. We couldn't have picked a more perfect location for our long weekend of chasing leaves, visiting ports and watching harbor life. Highly recommend!

Rachel was especially wonderful. Very helpful and personable. Moved rooms to keep our group together without us asking.

Outstanding! Rachel and all staff were warm, welcoming, and helpful. Can't wait to go back!

Lisa at the front desk was hospitable and helpful when she greeted us upon our arrival and is a great face to your hotel.

The Sunday desk clerk and evening desk clerks were the best employees for your business. I traveled a great deal when I was working. Desk clerks were the first impression in every place I stayed. Your clerks set such a great welcome and willingness to help meet our needs that I am going to recommend that all our friends that travel stay at your property. Thanks again for such a great experience in Rockland Maine.

Your employees seem to take ownership of this hotel. Whenever I mentioned how nice it was, they said thank you and took pride in the hotel.

## Reviews from Hampton Inn Bath:

We stayed at the Hampton Inn when we went to Boothbay to the Lights Aglow. The staff were very friendly and accommodating and the following day we were in Bangor and stayed at the Hampton Inn there. Both were very nice hotels and will definitely stay at a Hampton Inn again. One of the reasons we like the Hampton is we don't have to go look for a place for breakfast. And you have a good variety of items.

Our favorite place to stay. The staff is friendly and helpful. The beds are very comfortable the hotel is spotless. We enjoyed shopping and dining in town and were able to walk everywhere. This hotel is perfectly situated on a quiet waterfront with a beautiful park and historic library next door. Highly recommend.

Shortly after I arrived, my door lock failed and I was locked out. Offsite maintenance was called in and while I waited for a pizza that I had already ordered, staff kept me informed of the progress. They paid for my pizza & gave me a soda to go with it. While I was disappointed in having to wait to have my door fixed, I was impressed with the staff's concern & that once fixed, it stayed fixed for the rest of the stay.

We stay at 10/12 Hampton Inns every year . This is one of the best ..and the best breakfast of any we think . ...first rate and we travel all over the world . Thanks!

Super nice people, they allowed me to leave my car in the parking lot to explore downtown Bath for a few hours after I had checked out - I was surprised they offered that and thought that was extremely considerate of them. Will be back!

Again, this Hampton proves to be one of the best Hilton Hotels (not just Hampton) across the country. The staff is phenomenal from the front desk to the kitchen to housekeeping. Everyone is pleasant and goes out of his/her way to make each stay superior. 5 Stars!! Thank you.

Your Bath staff is the best I have encountered anywhere! They exceed all expectations and do their jobs with professionalism and total hospitality. This Hampton has been like this since I first visited the year you opened. Excellent all round!! Can't wait to return!