



# MCHG ~ 2020

## 3rd Quarter Newsletter



“If you’d like to know what it feels like to be in the hotel business during COVID?”

Remember when the Titanic was going down and the band kept playing?

Well the incredibly hard working MCHG family did just that! We kept playing!!! In fact we opened 2 new hotels in 3 months, both of which started out strong.

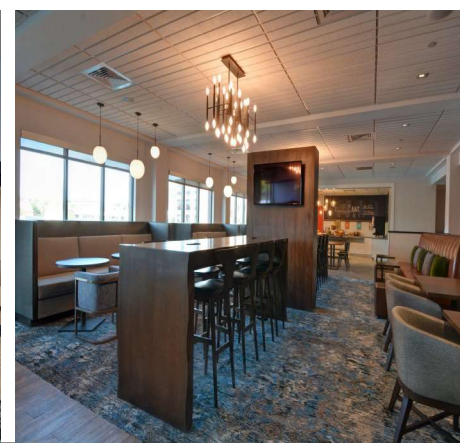
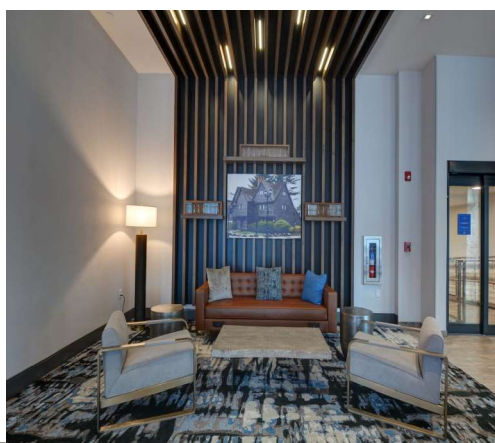
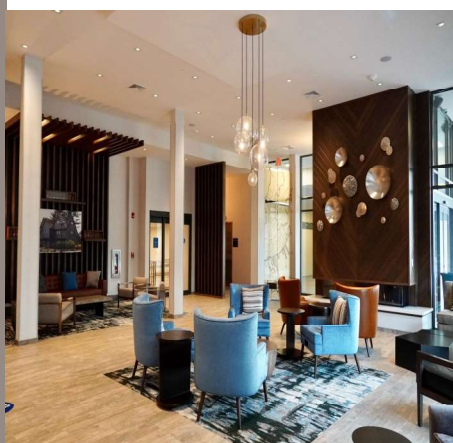
Thank you to the leaders and associates of the Home2 (opened June 11) and Hampton Inn Salem (Opened Sept 23)

Thank you also goes to the leaders and associates who were part of the Maine Course band that kept playing during our most difficult time.

Although we may all feel like people on the titanic, we will not end with the same fate. We are strong and resilient. Just keep the music playing and support each other at work and in our personal lives.

“Congrats on the new hotels and thank you for being there for Maine Course and each other.”

Sean



Don't you just love a great success story of a wonderful person!



The MCHG support office is excited to announce that Wendy Foley has accepted the position of Accounts Payable Manager! After an intense search resulting in over 60 applications and 6 interviews, Wendy was the clear choice to fill this role. Wendy has extensive experience in the hotel industry, and she comes to us from our very own Courtyard Portland Downtown/Waterfront. Her journey at DTCY began as a night auditor when the hotel first opened in 2014. After a little over a year as night auditor, she was promoted to Front Office Supervisor and eventually to Operations Manager. Aaron Marks, the General Manager of DTCY, highly recommended Wendy for the AP Manager position and praised her for her dedication, work ethic and can-do attitude. As Operations Manager, in addition to being responsible for the daily operations of the hotel, Wendy also handled various payroll and accounting functions, including coding and processing accounts payable invoices. The fact that Wendy already knew M3 accounting software as well as having valuable insight regarding AP invoice processing from an operations perspective will no doubt be extremely beneficial to her success as AP Manager. With several weeks under her belt already, Wendy is off to a great start in her new "home". By nature, Wendy is very smart, friendly, organized and hard-working, and she also shares many of the same core values as MCHG. Our entire accounting staff is thrilled that Wendy has joined our team and we are all looking forward to working with her! Please join me in congratulating Wendy on her MCHG career path from night auditor to the MCHG support office!!



# HR

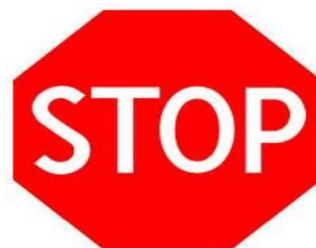
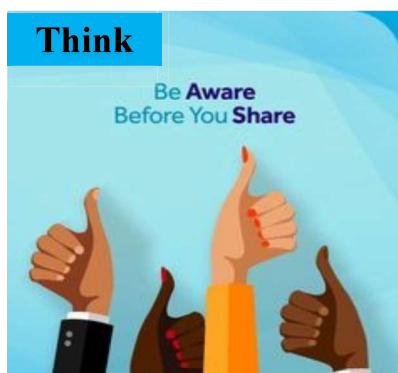


# Corner

Celine Gauthier (207)865-6105 ext 106

*Hello to all from HR*

- Be on the lookout for fraudulent phone calls for unemployment. People stating they are from Maine Course Hospitality Group asking you for unemployment information. Remember no one from MCHG will call you directly for unemployment benefits. If you are concerned, please call me or speak with your Manager.
- Reminder: If you were employed prior to January 1, 2019, your PTO will be rolling over effective January 2021. Only 40 hours can be rolled over therefore please use any amount over 40 before December 31, 2020.



Think before clicking.



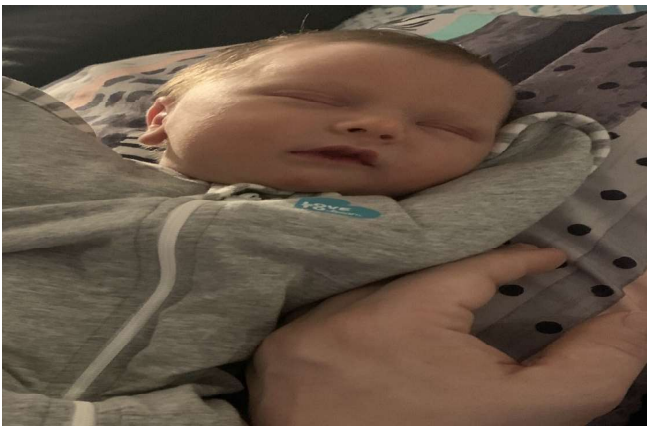
MCHG Cyber Security Team message:

1. We have a cyber security team providing training for our leaders.
2. We have new Software and protocol to keep us safe.
3. Hotel Computers are to be used for hotel business only.
4. On a personal level, think before you click.
5. Banks and the government will not solicit info via an email or website.
6. **Call don't click!** Call HR, Ops leader or GM, Bank or Government.





Operations leader at Hampton Inn Augusta, Angel Crowley and her wife welcomed their first child, Jackson Elliott on September 3<sup>rd</sup>. He weighed a healthy 6lbs 13oz and was 19 ¾ inches long. Baby and Mama are doing great! He has got to be the CUTEST baby I've ever seen (don't tell my nephew) says Virginia!



Andre does an amazing job grilling for housekeeping appreciation week in Freeport, it's reported he makes great food but doesn't like his picture taken. LOL



Gordon gets sweet treat's for his Birthday!

Eenie, meenie, minie mo



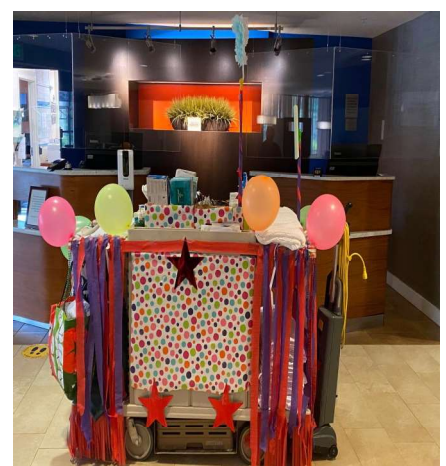
**Housekeeping / Team Week get's employee's the recognition they deserve....bring on the fun and games!**



South Portland Courtyard had a super great Housekeeping week! Phil Smith – our Housekeeping Manager, and Shamus Riley – our Operations Manager were absolutely amazing in making sure they take great care of our fantastic Housekeeping team.

#### Tripadvisor Guest Review:

"I travel for work and have stayed at many hotel's. This place is my favorite! The staff is amazing, very friendly and helpful. During this time with Covid this hotel has gone above and beyond keeping it clean and safe. You will not be disappointed. The management team, housekeepers, front desk, maintenance and cafe employees always make you feel welcomed"



# Housekeeping Week

September 13<sup>th</sup> – 19<sup>th</sup>

Sunday, September 13<sup>th</sup> – Dunkin Donuts Coffee and

Donuts day



Monday, September 14<sup>th</sup> – Sweets for someone sweet

Tuesday, September 15<sup>th</sup> – We appreciate YOU!



Wednesday, September 16<sup>th</sup> – Ice Cream Party



Thursday, September 17<sup>th</sup> – HSK cart decorating contest

The winner will get \$15 Amazon gift card

Friday, September 18<sup>th</sup> – Thank you from us!



Saturday, September 19<sup>th</sup> – Pizza Party





“This year, Bangor’s Courtyard and TownePlace Suites held our annual Children’s Miracle Network Hospital fundraiser virtually, calling it Root Beer Float Week 2.0. We designed the fundraiser with CMNH on a web-site for online donations. Many local accounts joined in with support, and enjoyed the summer treat. We missed working with the families and dishing out the ice cream to make the floats in person this year, but it was fun to see pictures come in on social media and promote the Courtyard reopening and continuing to help our Bangor CMN Hospital. We delivered ingredients to local companies, and had individual float kits made up for our associates on site as well. We created the opportunity for donations near and far, and look forward to having both in person and online options available next year! With the help of a local sponsorship through Bangor International Airport, we surpassed our \$1,000 goal for the week! Sales Director, Erica, flew in to thank them with float ingredients for their team as well! Cheers!”





Gathering the leadership team for our reopening.



After four long months, Six South Street Hotel opened its doors on August 1st!



Remembering to fit in some fun on National S'mores Day!



Anytime is a great time for S'more fun!!





SSS welcomes a floor full of Dartmouth students with arrival gifts and a special bedding package.



Tripadvisor Guest Review:

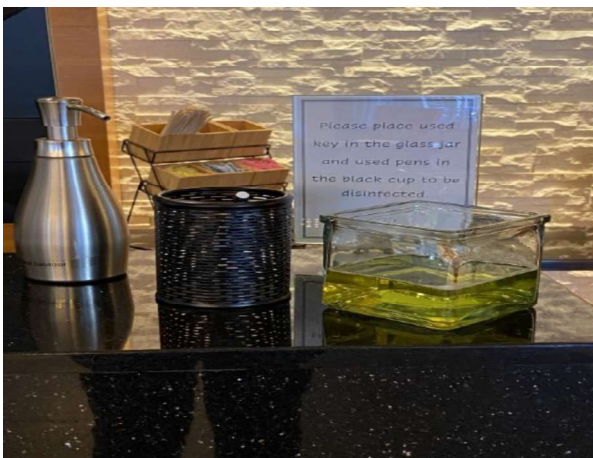
“Maeve at the front desk was great. She couldn't have been better at making us comfortable, thanks”!



Tripadvisor Guest Review:

“I loved the experience of staying at Six South. Whenever I'm in Hanover I look forward to the stay. The staff were friendly and the rooms were very nice and clean. You don't need your car because everything you need is within walking distance”.

Getting our hotel ready to keep our guests and associates safe.





HERE'S TO  
*love*  
& LAUGHTER  
and  
HAPPILY  
even after



Engaged on September 12, 2020  
Meghan Catanese & Tommy Favreau



The future Mr. & Mrs. Favreau met at Husson University. Meghan was a hospitality student and Tommy was a sport management student in addition to them both working towards their MBA's. She was a junior and he was a senior who happened to have a class together in the Fall semester of 2016. He couldn't help but want to talk to the girl on the other side of the classroom, and that is when it all started. The two started dating shortly after in February of 2017. On September 12, 2020, Tommy proposed at his grandparents' home in Harpswell, Maine while surrounded by their closest family. The two are happily engaged and building their first home together in Brunswick, Maine where Tommy grew up. Congratulations Meghan and Tommy!

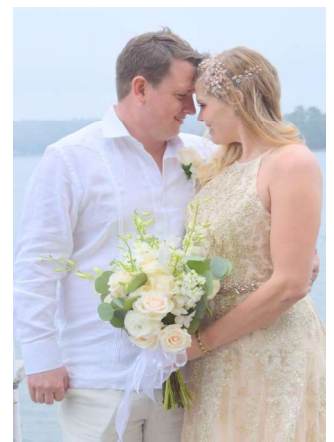


*Congratulations!*



Erin & Alex Greenlaw from Bath were married in the presence of a few friends and family on September 26<sup>th</sup> in South Bristol. Erin has been at the Hampton Inn in Bath since 2011!

Sandy Laurelez also at Bath will have news next time around. Her plans are not quite ready to announce yet! Stay tuned!



Tripadvisor Guest Comment:

"I was always pleased with the cleanliness of Hampton Inns pre-pandemic. Our one night stay at the Hampton Inn in Bath was our first stay at a Hampton since COVID became a thing. They've taken their pre-COVID cleanliness and elevated it to an incredible level. We were VERY impressed with the cleanliness and felt very safe staying here. There was clearly a lot of thought put into the new precautions and methods. The employees we encountered were all very friendly and helpful. The breakfast bags are a good solution to our current no-buffet world, and they contained a nice mix of foods. The location of this hotel is convenient, and the room was well appointed. I would stay here again, and I won't hesitate to stay here during the ongoing pandemic."



**Clearwater beach celebrated Housekeeping Week with a bed making contest, delicious food and had fun with mask decorating...WOW this looks like FUN!!!**



**bed making  
competition**

Can you locate the Fairfield Inn & Suites?



**Tripadvisor Guest Review:**

**“The front desk staff was fantastic! Very friendly and more than accommodating! The hotel is 2 blocks from the ocean, very clean, everyone had their masks on. I can't say enough great things about the customer service and great staff. You can't go wrong with staying there! Great Job on cleanliness.**

**If we come to clearwater again...we will certainly stay here again.**

**Thank you for a wonderful experience”.**



Hampton Housekeeping Heroes,

When my **INCREIBLES** **OUTS!** into the Waterville Hampton Inn, I know I am surrounded by **WIZARDS** of caring and friendly **RESCUERS**. I appreciate all the **JOY** you bring to OUR hotel!

I know that if the Team needs you, you will **POP** right in and be a **LIFESAVER!**

You all **BEAR** great responsibilities at W.H.I. and you all take pride in your **Roll**. I would fall to **PIECES** without each and every one of you! Thank you for everything you do!

♥-Kim ☺

**Waterville INN-Credible Housekeeping Team** celebrated International Housekeeping Week with Every day being a different treat or surprise for the Team. Monday the Team received coupons to the Treat Shop and a thank you card. Tuesday was our annual Ice Cream Social. Wednesday they got INN-Credible gift bags with candies and fun trinkets inside. There was also a "Sweet" letter made up for them by our Housekeeping Leader, Kim O'Connell. Thursday was a BBQ luncheon overseen by our GM (which in this case means Grill Master) Nate Blair. He also served the Team this year for safety sake. Friday culminated this year's week of appreciation with a potluck lunch (and extended lunch break). We incorporated World Dream Day into the celebration by sharing our dreams with each other. All Housekeeping Team Members received a Dream Catcher and were reminded to Dream BIG!

I Dream of being in a World full of Mutual love and Respect for all.

One of... my dreams is to retire and live on the lake all year long and have my grandchildren each have their own room in my house and a family room to celebrate with all my family.






**Congrats on the promotion Kassie!** One of our shining star Front Desk agents, Kassie Ayer is joining our sister hotel, Hampton Inn Augusta as an Operations Supervisor. Kassie has done some tremendous things since joining our team. She will be the first graduate of Hospitality Maine's Apprenticeship program.

**We wish you the best! You rock!**







# November

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Jodi Cunningham BTS Harry Hall PHI	2 Matthew Daly RHH	3 Kamesha Christie CPD Andre Caron FHI Brian Simmons THI		5 	6 Jordan Anzivino RPI	7 Erika Tillman SHS Rosemary Connelly SSS
8 Joanne Souliere EFI	9	10	11 Matthew Wilkinson SPC Caroline Murphy SSS	12 Michael Foster SPC	13 	14 Nairobv Ventura SHI SHI Silvia Cofone SPC
15 Tammy Leber GIL	16 Danielle Morin COR Dennis Bellucci PHI Ma Rebecca Walker AHI	17 Justin Towle CPD	18 Nathan Blair WHI	19 Dacey Holland RHH	20 Maria Frias Cabral PHI	21
22 Vince Mott GIL	23 Mandy Kidney BHI Isabel Gilbert SHS	24 	25 Shazaib Maqsood EFI	26 Gisela Suarez SHI Casandra Strong RPI	27	28 Pamela French CFI
29 Lee Kitchan BFI Jeremy Parent BTS	30 Angel Young HTW Susan Sajacki SHS					








# December

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 Eugene Gumaer SHS Monica Jensen SPC		3 Diana Londono PHI	4 Kathleen Russo BCY/BTS Carrie Seavey RHH	5 Joyoe Powell SHS
		8	9 Edward Faucher PHI	10 Derek Johnson CPD	11 Jonathan Evequoz SHI	12
6 Chelsea Shively WHI	7 					
13 Domanick Miller BCY Doreen Brown WHI	14 Ruth Morales Lopez CFI Joshua Smith SHI	15	16 Laura Botting BCY Joseph Grimando HGI Tammy Byrnes SPC	17 Claudia Burton AFI Missy Anzivino RPI	18 Ashley Rideout THI	19 Stefania Watson SHS
20	21 Melinda Peters BCY	22	23 	24	25 Jonathan Reeks BTS	26 Jason Greene BFI
27	28 Paul Beaudin AHI Cassidy Rolfe THI	29	30 Maruj Garcia Ruda SHI	31		



# January

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						
3 Laur Hunn CFI Tiffany Jefferies PHI Peter Gay Williams CPD	4 Angel Crowley AHI Joshua Kennedy HGI	5	6 Courtney Robinson BCY/BHI	7 Guzette South CFI Sara Fanning HGI Gabe Gould CPD Inara Chherti HGI Dil Gurung HGI Inara Rai HGI	8 Mon Manager HGI Luk Murphy HGI Dee Gurung HGI Robin Knorr RP Hilario Azair S HGI Dennis Morales-Sandoval CFI	9 2  Melissa Wolf COR
10 Chelsea Savoy BTS Norman Tourville HGI	11 Danka Mala HGI Maria Jardin PHI	12 	13	14 Colleen Veino HGI Ashley Turnbulo RPI	15 Gary Serino COR Emily Caron SHS	16
17 Carol Drummond CPD	18 Linda Davis WHI	19	20 Kirstan Drew BCY Nichole Murphy HGI	21 Amy Dwelley BCY Kim Dennis SHS	22 Joselyn Padgett HGI	23
24 Erica Whitten HGI	25 Pamela Mason AFI Jeffrey Millawski CFI	26 Alyssa Nurse THI	27 Shanna Varner WHI	28 	29 Elizabeth Alvarez CFI	30 
31 Kaley Furtado SHS						