

# 2019 2ND QUARTER NEWS LETTER

Celebrate all of the small things....everyday! It will undoubtedly lead to the BIG things!



A message from Jamie Mulley Corporate Director of Operations:

What an amazing experience for me and our company this June. We completed a series of Regional workshops for our Operations Leaders from Manchester, NH to Waterville, ME. How fortunate are we? To be able to bring our talented leaders together, to share their best practices with peers and help guide MC into the future. Let's Celebrate!

As I listened to our teams, I was humbled and inspired. I was surrounded by so many talented leaders sharing their knowledge, perspectives, ideas for innovation and detailing opportunities for our future as a hotel company. I am truly excited to be a part of the next phase of growth for MC. However, I am ecstatic to have the opportunity to work beside our amazingly talented leaders and learn from them through it all. The endless opportunities MC holds for our associates makes my heart happy! So today, I celebrate you! All of our MC associates and leaders who inspire me to be a better version of myself tomorrow than I was today! Thank you for impacting my life and for positively impacting the lives of others!



Kevin Pagnano has been selected to serve on a Steering Committee for a Tourism Improvement District for Portland and surrounding areas. The CVB Director wanted a person who can help coordinate this massive plan.



Paul Lohnes and Charlie Laverty, his business partner of over 40 years, were honored today by the city of Cambridge by naming a square after them. Generosity and their vision of investing in the community were just a couple of the many accolades.



Jamey Kitchen is currently Chairman of the Hospitality Maine. Formerly Maine innkeepers & Maine Restaurant Assoc. It's a big deal! In addition, Hilton has asked Jamey to serve on the SAC. (Sales Advisory Committee) they wanted someone with deep operation knowledge in a company that operates great Hilton Hotels.



The home 2 in Williston, Vt. is on schedule to be opening Spring 2020. Wiring and plumbing is being installed through its 100 suites. Indoor pool, patio with fire pit and a really cool lobby will make this a real winner.

Jamie on the 6th floor of the Hampton Inn Salem. This 113 room hotel, has a custom lobby, indoor pool, and a huge, state of the art fitness room. Opening Summer of 2020 in the heart of downtown Salem.





Let's take a look at who's celebrating SUCCESS and how!



Associate appreciation week at Clearwater Beach, Fl. (top) and Exeter, NH (below)



Augusta Hampton Inn celebrated it's 7th Birthday and Employee Appreciation Week with a trip to Red Robin. Way to go Augusta Team!



Augusta Fairfield Inn & Suites celebrates as Fairfield Inn opens its 1000 hotel with a team taco luncheon.



Treats for all at the Bath Hampton as they celebrate Year # 9!





Leaders having fun while collaborating on best practices, guest service and yes, stacking nickels!



Three days of Regional Leadership meetings packed full of info, learning, inspiration and fun!

Jamie Mulley says "Leaders are lifelong learners, so excited to learn with all of you"

Jamey Kitchen quotes "Leadership is not a destination, it's a journey with no end point!"



Future Leaders?







The Maine Writers & Publishers Alliance recently presented their annual Maine Literary Awards in several categories. Alexa Barstow, a team member at the Thomaston Hampton Inn and student at Oceanside High School, received a youth fiction award for her short story, Greased Lightning. Alexa is pictured receiving this statewide recognition in Bangor on June 13th. Way to go Alexa, great job!



Virginia Tobias, a senior from Cony High School who has been participating in a Job's for Maine Grads Internship with Augusta Fairfield since March. Virginia is receiving credit for this project and will be attending college in the fall in Southern Maine in a Hospitality program. Thank you for choosing MCHG Virginia!

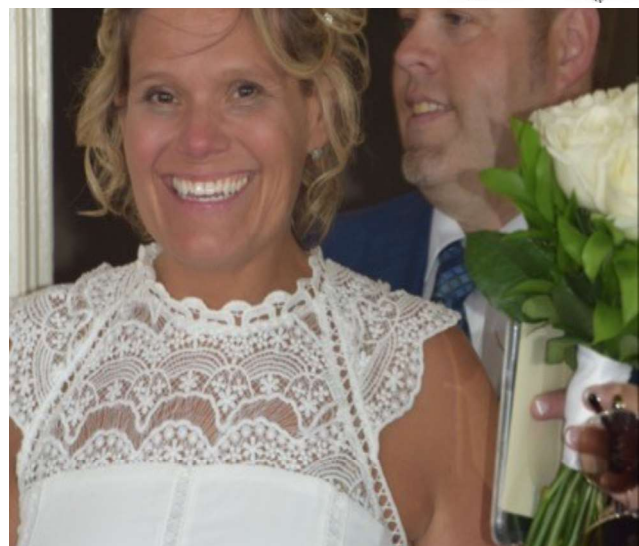


Congratulations to Cindy Zarr for being promoted to Housekeeping Supervisor at Six South Street!

We are pleased to welcome Lee Kitchen to our team as our new Operations Manager. Lee comes to us from the Hampton Inn Augusta, where he served as their housekeeping manager. Lee is joined here by Meghan Riley our new Director of Sales and a 20+ year veteran of MCHG. Two home-grown Maine Course Hospitality Group success stories who have come up through the ranks! We enjoyed a couple of associate cookouts this week to thank our associates for all their hard work so far this summer and to welcome leaders to their new roles. As we work to make sure all of our guests enjoy their time in Brunswick, we wish you all a safe and happy summer!



Congratulations to Shelby Riley, who is now Shelby Riley Gray! Shelby recently got married to Peter Gray on Saturday, June 8th in Rockland.





## So much going on at the MCHG Properties! WOWSAH!

The Thomaston Hampton Inn again served as sponsors and volunteers for Oceanside Little League. The hotel again sponsored a minor league baseball team, with Chris Barstow serving as a volunteer coach and board member, and Emily Chandler helping with concessions.



Our team celebrated Hilton's 100th Anniversary by watching the world-wide live feed celebrating this incredible milestone. Our team was treated to lunch as part of our party.



This past spring, Shelby Gray and the Hampton team helped support Ash Point Community School's field day. Pictured are students participating in some of the field day activities.



Shelby Riley again donated her time as a guest bartender at the 2019 Rockland Main Street Summer Solstice block party. This annual event supports Main Street businesses, assisting with keeping local flavor in Rockland's downtown. Here she is pictured with fellow guest bartender and Trackside Station restaurant manager, Kelly Woods.



Some see old furniture on the move, we see opportunity! As part of our renovation project, we teamed up with our renovation contractor to liquidate our former furnishings, having them move on to Veterans Affairs facilities in state. Special thanks to Granite State Contract Furnishings for assisting us with this move, which will positively impact the lives of our respected veterans who served us and our country.



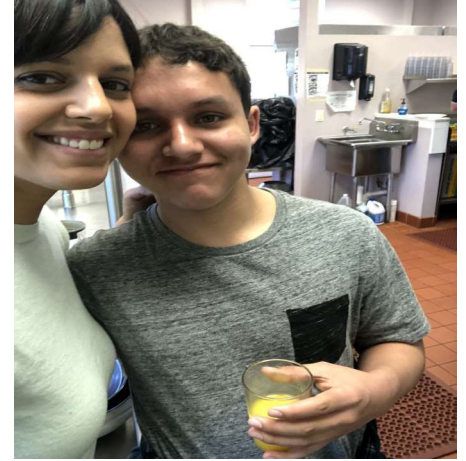
The Hampton Inn Thomaston was proud to have the opportunity to provide accommodations recently to Eli Smith with 4 Corners Hike. Eli is a U.S. Army Veteran currently on a world record trek to all four corners of the U.S., with the goal of raising awareness of PTSD and improving the lives of veterans returning home. Pictured with Eli on his recent visit are Linwood Shields, Eli Smith, Jenn Dennison and Kaylee Dennison.



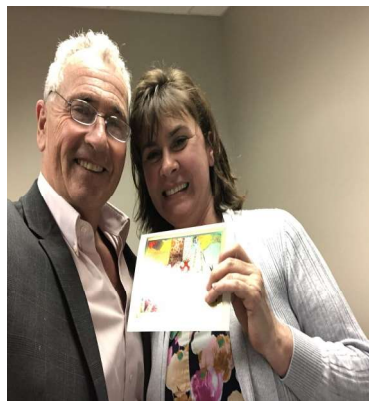




In the last several months, the Thomaston Hampton Inn donated time and money in support of the Midcoast Recovery Coalition. The coalition supports individuals working to cope with addiction and rebuild their lives affected by substance abuse. In addition to our \$100 “Jeans for a Cause” donation, team members also volunteered their time in support of a breakfast fundraiser. Emily Chandler, her son Jack Scanlon and Linwood Shields all provided support for the breakfast event. Pictured as part of the monetary donations are Shelby Riley, Dorothy Linscott, Dr. Ira Mandel and Chris Barstow.



Celebrating Mother's Day with flowers for our SSS moms and our someday moms.



Rita Thacker is the work behind the 1000 + birthday cards you receive from me (us). I delivered her card and said thanks from all of us. Happy birthday and thank you for all the work you do to make a difference.



SSS Hosted 25 Granite State Ambassadors for a tour, swag and sweat treats!

MCHC Support office open house soirée. Great attendance and pleasant gathering.







How much fun can a TEAM have in one week? Just look at Six South Street for the answer! These Rock Star Associates had a week of fun and appreciation!

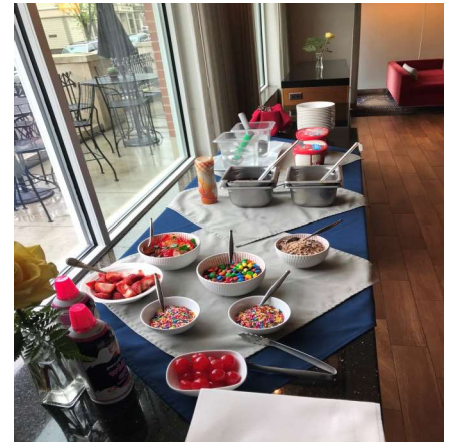
Monday: Coffee Break Kick-off



Tuesday: Treats from Sales/Opps

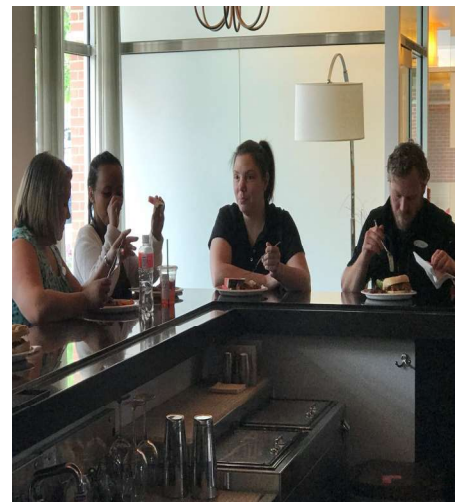
Wednesday: mother nature didn't cooperate with our plans for a car wash.

Look at this spread!



Thursday: ice cream social

Friday: Associate Luncheon



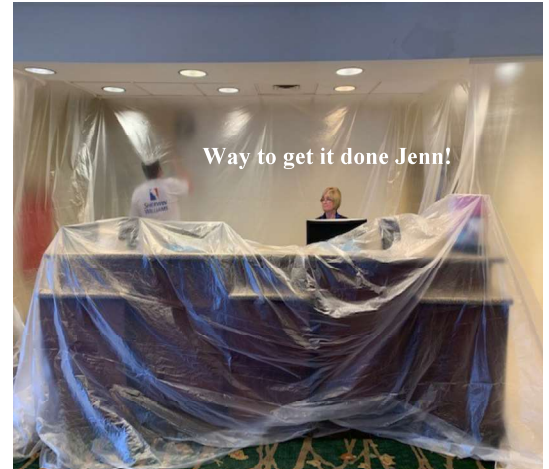


## Dedication and Determination = Success

For those unaware, the Thomaston Hampton Inn recently completed renovations, which included guest room upgrades, as well as lobby and public space improvements. Here is a picture of Jenn Dennison, Front Desk Associate continuing to work in spite of the barriers around her.



Kim Dennis reports a great time celebrating Hilton's 100th!



At Homewood Suites in S.P. Nikki makes towel art for some special guests. Unexpected delight!!



Tadhg and I reading about Hilton's 100th Anniversary during our regular Monday business luncheon. Happy Anniversary to all our Hilton leaders and associates.



Hampton Team in Bath celebrates 100 years with hats and noise makers, when lead by Jenn who would not have a great time?

Sean reports that a couple of really exciting things happened in MC...."We had the pleasure of promoting from within both in Brunswick, ME and in Pawtucket, RI"!

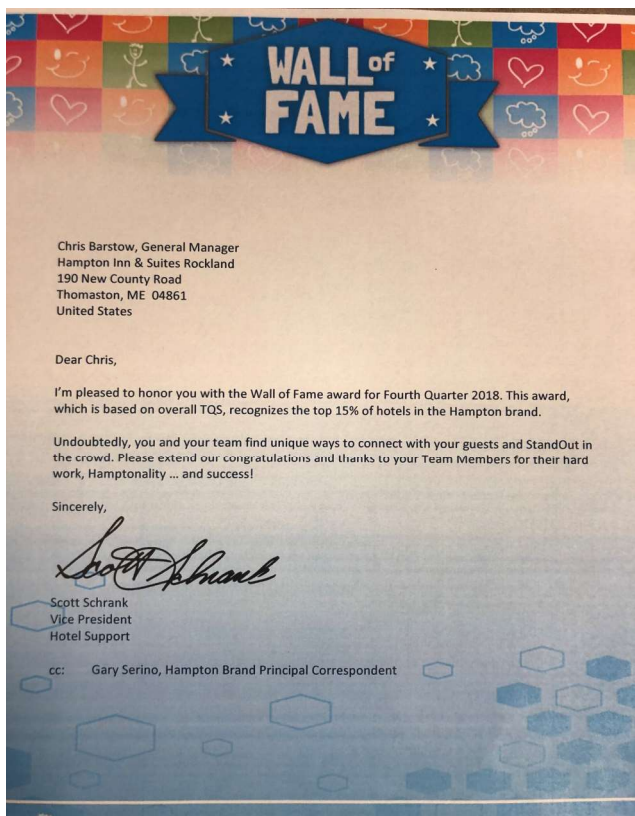
### Hampton Inn Pawtucket, RI

Our new FOM, Richard Chace IV! Richard comes to us with a laser focus on Guest Service. Having been in hospitality at various capacities over the last 5 years, both restaurants and hotels; from food and beverage manager to night audit. Richard has developed a keen eye for anticipating guest needs and delivering service with a smile, both will help him in his new role leading the front office team in RI. Richard enjoys kayaking, camping, and any outdoor adventure with his niece and new rescue puppy!

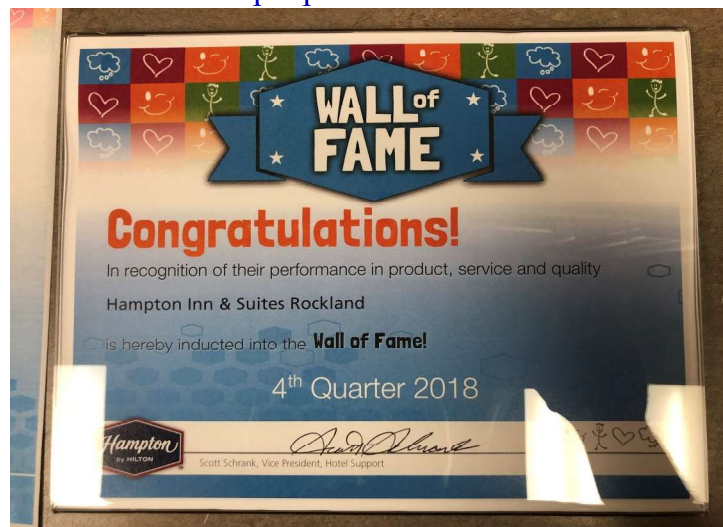
### Fairfield Inn Brunswick, ME

Our new Operations Manager, Lee Kitchen! While he is not new to MC, Lee has moved up from his executive housekeeping role at the Augusta Hampton Inn to assist Jason Greene in leading the Brunswick team! Lee has a vast knowledge of operations in the Hampton world and previously was with MC at the Downtown Courtyard. Now Lee takes on a bigger role at a Fairfield by Marriott to further solidify his expertise in leading both hotel chains! Lee brings with him a passion for people! He is never afraid to raise his hand and always eager to help solve whatever is thrown his way.





The Thomaston Hampton Inn is proud to be recognized as a Wall of Fame recipient for Quarter 4, 2018. This recognition signifies the hotel being in the top 15% of all Hampton branded properties.



These two know how to get people to pay attention. Beware!!!!






And here we are with our Signature 2nd quarter scores with Thomaston leading the way! Congratulations to all teams and thank you for keeping it alive! Sell those rooms and share our hospitality with guests from near and far. Make it fun, have a capture the sale contest! Did you know you can make reservations through the same hotel brand pms for your sister properties? 3rd quarter is up for grabs, who's going to grab it?

#### April 2019 thru June 2019

Rank	Site	Type of Interaction	# of Interactions	Score
1	Hampton Inn & Suites ME Thomaston	Reservations Inquiry	21	100.0%
2	Hampton Inn ME Bath	Reservations Inquiry	20	98.0%
3	Hampton Inn ME Augusta	Reservations Inquiry	21	91.9%
4	Rockport Inn & Suites MA Rockport	Reservations Inquiry	20	87.0%
5	Rockland Harbor Hotel ME Rockland	Reservations Inquiry	21	73.3%
6	Hilton Garden Inn VT Burlington	Reservations Inquiry	21	66.7%
7	Six South Street Hotel NH Hanover	Reservations Inquiry	21	65.7%
8	Homewood Suites ME Portland	Reservations Inquiry	20	51.0%
				<b>Average Score: 79.2%</b>








# August

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
				1 Wendy Foley CPD MiKell McKenzie-HGI Thomas Kurant-HGI Chester Bunsick Jr THI	2 Andrea Duclos EFI	3
4 Joyce Raven AHI Tre Thompson PHI	5 Ashley Nye SHS	6 Jennifer Beckett RHH	7 Patricia Cooper BFI Brittney Kingsbury BTS	8 Cassandra Daigle BTS Ifrah Gadidche CPD	9 Amy McCann BCY	10 Eric Sampson AFI
11 Gordon Clark FHI	12 Franciska Donato SHS	13 		15 Dawn Eitzroth BFI Diane Cayford AHI Alexander Carpenter BHI	16 Michelle Qualley-AFI Chris Lothridge AHI Samantha Ramsey BHI David Denbow-SPC	17 Deborah Fitzgerald EFI
18 Cynthia Kelly RHH Kelly McEwen SSS	19 Janelle Cannon BCY Naomi Kihn RHH Bret Haskell SSS	20 Brianna Widdecombe THI	21 Andrew Moulton AFI David Corey EFI	22 Marilyn Dall AFI Lauren MacAlister COR	23 	24 Chris Barstow THI
25 Kelly Witham BCY Autumn Snyder BHI Brady Marchessault THI	26 Theresa Joseph PHI Ian Goff RHH	27 Patrick Malloy AFI	28 Zheng Chen FHI Trisha Smoth Gil	29	30 Valerie Gusler RHH	31 Michelle Vanhorne Davis CPD Ebenezer Yeboah SPC



# September

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Katherine Hanscom BCY Jessica Phair CFI	2 Michelle Peaco RHH	3 Jacob Rodriguez-AFI Monika Patenaude-BFI Anthony LaBounty-HGI Amber Pinkham-RPI Jennifer Mclean-SSS	4 Cortnie Bouchard FHI Elizabeth White THI	5 Michael Luther HGI	6 Candy Simmopns BHI Nicolas Costa RPI	7 Victoria Francis RPI
8 Rebecca Bessey BCY Mary Healy SHS	9 Sophia Pena SHS Emily Mcfarlin SSS	10 Kristen Dunton-BCY BCY April Knight BTS Hannah Langworthy BTS	11 Tami Parker CPD Teofilo Cardoso PHI Lorraine Fowles RHH	12 Kelsey Thibeault BFI Araceli Perez Mendoza CFI Bailey Brown HGI	13 Sarah Hartwell SPC	14 Athelie Danforth FHI
15 Brittany Turner RPI Jessica Bennett SHS	16 Angelique Ouellette BCY Randal Mckenzie HGI	17 	18 Myra Encabo-FHI FHI Sabrina Kondos-Read HGI Sophie DePina PHI	19 Lucinda Zarr SSS Emily Chandler THI	20 Mariisa Williams PHI	21 Helena Whitcomb SSS
22 Courtney Nye SHS Lacey Dall BFI	23 Luke Briggs AFI Kelly Couture GIL	24 	25 Deana Marston-AHI Amerika Stewart-BCY Tayana Earle BTS Calla Papademas HGI	26 	27 Kathleen Trobough BTS	28 Michelle Judge-BHI Dennis Mulvena-HGI Neo Gracey THI Jennifer Levesque WHI
29 Jacqueline McKnight SPC	30 Glenn Rolfe AHI	Back 				



# October

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 Celine Gauthier COR Canise Jackson SPC Margena Isaacs SSS	2 Rotraud Johnson BHI Man Maya Danuwar HGI Edwin DeArce PHI	3 October Knerr-BHI Kevin Pagnano COR Michael Viselli-RPI Kassandra Packard WHI	4	5 Michelle Brandt AFI Yahaira Flores PHI
	6 Kayla Plourde BCY	7 Meghan Christie AFI Isaiah Buckingham BFI	8 Michele Langevin BFI Adreal Railton BFI	9 Jamie Wilhite HGI Dina White SPC	10 Emily Hawkins BTS	11 Melissa Smith-AFI Emily Fitzmorris-BTS Sarah Knos-CPD Tyler James Austin-EFI Kristina Marshall-EFI Kelsey Emery-GIL Bruce Butland-HGI Jolene Dinsmore-SHS
	13 Rachel Penney RHH	14 Lyndsey McGowan BCY	15 	16 Austin Matus RPI	17 Mary Flores PHI	18 Sean Riley COR
	20 Meghan Catanese BHI Sherri Lawrence HGI	21 Aryana Familia PHI Ernest Ferreira PHI Golam Prince SSS	22 	23	24 William Rathbun GIL Albert Touri SPC	25 Liz Loscalzo CFI
	27	28 Ashley Elliott-BFI Doja Kew-FHI Gaetano Micalizzi-RPI Dayna Riley-SPC Julia Wizeman-SPC Amy Wooster-THI	29 Lisa Bertolino RPI John Pooler WHI	30 Sigourney Di Risi SHS	31 Joanne Simpson Stone SPC	