

# MCHG

## 3Rd Quarter Newsletter 2019



Please welcome our newest hotel GM, Billie Quintin. Billie will be leading our new Home2 Suites by Hilton Hotel located in Williston, VT. Billie joins us from her previous roll as GM of the Courtyard Hotel in Williston, so she knows the market well. Her hotel experience began as a Front Office Associate for our own Shannon Moore, GM HGI Burlington, when they were both working at the Comfort Suites Hotel. Welcome Billie, we are glad to have you join MCHG.



Patti at Six South welcomes Melissa Rozestraten, our new DOS for the Home2 Williston, VT. Say hello to her as she just joined the group! Welcome to MCHG!



Well look who's our new Sales Manager for Bath and Freeport Hampton, Meghan Catanese! Meghan has done a great job as Sales Coordinator for Bath Hampton Inn. It will be exciting to see what she can do in this new role. Gordon and the Freeport team are happy to have some sales help in the market. Special thanks to Sarah Hartwell for being her "sales on boarding" buddy and a great resource to her! MCHG sales teams better together!

Leaders of Maine Course Hospitality Group spending time with aspiring hospitality students #SalemState. Mchg will be opening the Hampton Inn by Hilton Summer 2020.



Please welcome Mr. Charlie Martin to our team! Charlie is our new Sales Coordinator for the Augusta FFI. He's excited about joining a company he can grow and flourish in. I've bragged about all of you so let's welcome Charlie!!



MCHG spends time with Chris Nassetta, Hilton CEO!



### A quick email ~ a positive way to WOW a guest!

I wanted to thank you for your response. In all of my years staying at Hilton and filling out surveys, I can't remember that anyone took the time to reply --- despite a few stays where there were significant problems. I appreciate the additional bonus points, but it means more to me that you actually seemed concerned about our experience. Please don't ever under-estimate the impact of this kind of customer service. Well, this is what I call a win-win!



# Celebrating Team Spirit and Appreciation



We were thrilled to have Ellen spend her corporate leadership day with the Bath Team and treat her to lunch at Kennebec Tavern, a local favorite!

Leave it to the ladies in Bath to celebrate July 4th in their matching lobster attire, while Alex enjoys the 1st pop of the season!



Look at all the talent radiating from Rockport, Ma while enjoying an associate appreciation paint night...Lookin' good!



Celebrating Pawtucket Team for Appreciation Week!



Dawnelle and her "A" Team enjoy an evening of bowling and Mexican after successfully crushing the Hilton Honor quarterly sign ups goals!



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Erica Whitten proudly announces that both Courtyard and TownePlace Suites in Bangor fundraised for the Children's Miracle Network Hospitals. Way to go team...look at all the happiness!!



In celebration of Bill Roman's retirement from Maine Course Hospitality Group, the Thomaston Hampton Inn held a party and lunch in his honor. Before working at the Rockland Harbor Hotel since its opening, Bill worked for several years at the Thomaston Hampton. Congratulations to Bill on his many years of loyalty and quality work in support of our respective properties!



The Muscular Dystrophy Association also benefited from Thomaston's "Denim Donation" program, as the hotel donated \$100 to their annual Muscle Walk. This pledge was given to Shelby Riley Gray, D.O.S./F.O.M., who participated in this walk on October 19th.



Via our "Denim Donation" program, our team donated \$100 to JDRF in support of their annual Color Me Cured 5K event, raising money in support of juvenile diabetes research and treatment. Thomaston's "Denim Donation" program raises money by having our team provide a \$1 per day donation for team members that want to wear jeans during weekend coverage. Way to go Thomaston Team!



Congratulations to Danielle Morin, who just finished her first Marathon in Portland Maine. That's 26 miles 385 yards. It took hundreds of hours of training, diet, and most of all determination. Many of us followed her on line but I got a quick hello as she breezed by at mile 10.5. Well done!!!!



Cindy Zarr celebrates her 50th birthday with her Six South Street Team!

Happy Birthday Cindy!



What an honor to be part of the retirement celebration for Mary Brooks of the Bangor Courtyard. In the summer of 2008 Mary was the very first person Kevin Pagnano hired in his new job and new company MCHG. Her extensive sales knowledge and network of people allowed the Bangor Courtyard to quickly dominate the hotel market and set a new standard for hospitality in the area. Mary was our Sales Person of the year and served on many boards and donated her time for local events. Mary you left your mark and MCHG thanks you for over 11 years of loyal and dedicated service.





Front Desk Associate, Samantha Hubbard at Augusta Hampton welcomed a baby girl on October 2nd. 7lbs, 4oz and 21 inches long, meet Evelin Marie Crowley.

Mom and baby are doing great! Her proud big brother I'm sure will be an excellent helper!



Samantha at Gilford is proud to introduce Chase Michael Sullivan! Front Desk associate Trisha Smith welcomed her baby boy on September 27.

Dawnelle is a proud Grammy of Owen Maxfield Knizeski, born October 26 to her Daughter Jill and Max. 7.9 lbs. and 19.5 inches long. Our family is feeling very blessed!



We are Family!



We all wish Halimo all the best!

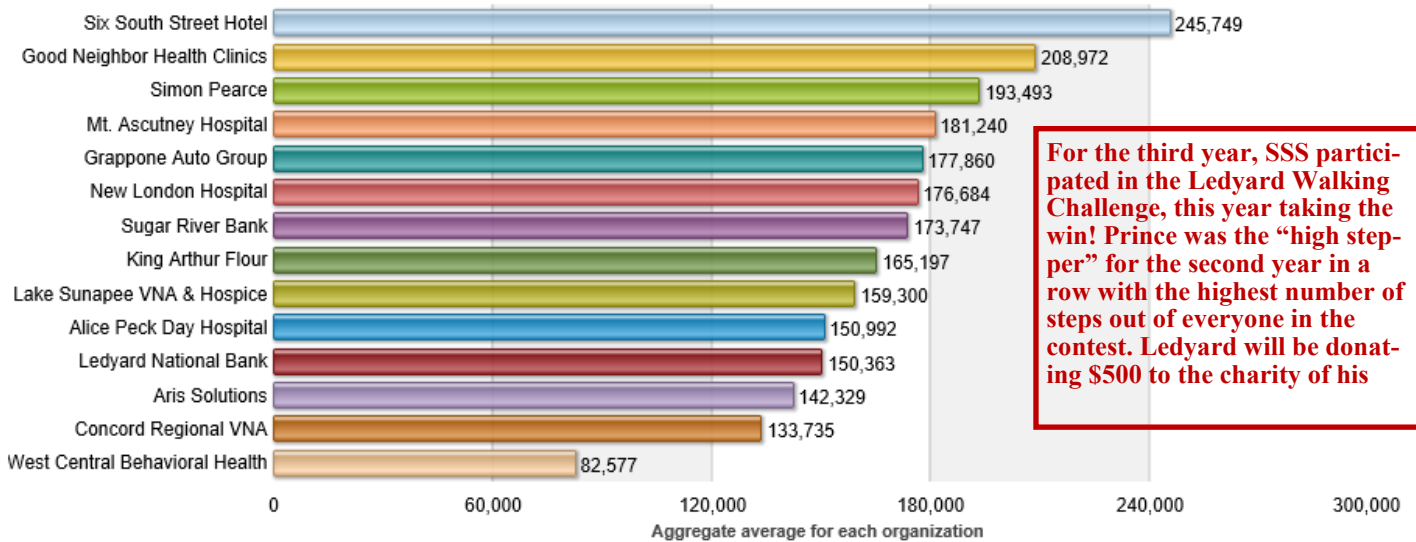


A new American citizen, Stefania Watson, attended her naturalization ceremony at Portland Public Library in September. A few Homewood team members attended the event to support her, and we celebrated with cupcakes and flags when she came for her evening shift at our front desk. Her home country is Romania and she has worked at Homewood for close to 4 years. She is married and lives in Saco with her husband and her 18 month old son.

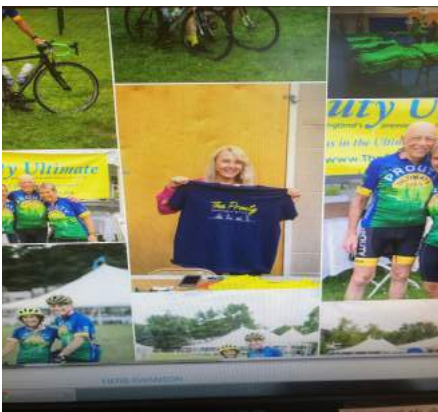
Kim Dennis reports...Our Halimo Azair suffered a horrific accident at her home in Harrison, Maine in July. She was in ICU at Maine Medical for a few weeks, then on to traditional care, and even to a rehabilitation center. She is still not back with us at Homewood yet and we expect her to return one day soon. Her daughter, Faduma, was by her side every step of the way and they are both truly brave and strong women with fierce desire to overcome. Our Homewood staff has visited her in all steps of care, sent personalized letters and cards, made phone calls, texts, worn flowers on our uniforms to honor them, kept fresh flowers in the lobby at all times, made prayer shawl, signed a tee-shirt with well wishes, cleaned her home, opened a Clink account for donated bottles and cans, and contribute to Go-FundMe. Celine has visited them and has helped Faduma tremendously with documentation for insurances, helping to navigate on her mother's behalf. Sean has called her also. Halimo has been our employee for 7 years and is truly one of a kind!



**By Team: Ledyard 5th Annual Live Well Walking Challenge**



**For the third year, SSS participated in the Ledyard Walking Challenge, this year taking the win! Prince was the “high stepper” for the second year in a row with the highest number of steps out of everyone in the contest. Ledyard will be donating \$500 to the charity of his**



Kathy volunteered at the “Yellow Ribbon” table, representing SSS at the Prouty, an annual fundraising event to raise money cancer. Yellow ribbons were distributed for riders and walkers to commemorate a loved one.



Six South St hosted a Business After Hours event with 70 in attendance. The event was entitled SoHa, Hanover’s southie.



Patti welcomed the Dartmouth families back to campus with a table full of treats, lots of great information about the hotel and a smile.



Sean had a great time sharing the Maine Course culture on a podcast with long time friend and colleague, Nancy Marshall PR Maven. Fun in the recording studio. Check it out on this (long) link or see facebook, very informative and inspiring! [https://podcasts.apple.com/us/podcast/the-pr-maven-podcast/id1436184833?i=1000454429448&fbclid=IwAR0KKVnp\\_P7\\_zGjmd\\_PCHA4vellOCwJQYzy3EZyluaA84oujzdxDqpYIF4](https://podcasts.apple.com/us/podcast/the-pr-maven-podcast/id1436184833?i=1000454429448&fbclid=IwAR0KKVnp_P7_zGjmd_PCHA4vellOCwJQYzy3EZyluaA84oujzdxDqpYIF4)



# TEAM MEMBER APPRECIATION



Clearwater Beach had a blast celebrating Housekeeping Appreciation Week, where they treated their team to lunch, presents and even a bed making contest! Jamie says "We all had a blast"

We celebrated our Associate of the Quarter winners for both 2nd and 3rd Quarter. Congratulations to Araceli Perez and Deliris Morales! We also said farewell to our Chief Engineer, Josh, with a parting face full of whip cream (a tradition at the FFI Clearwater) reports Liz!



Like several of our sister properties, the Thomaston Hampton Inn celebrated Housekeeping Appreciation Week. Activities and rewards included Holy Donuts for breakfast, gift cards, a team BBQ and our first ever Housekeeping Olympics.



Kim Abell has a night out on the town with her Team in Downtown Bath !







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**August Team Building Tuesday:** The team split up into two groups and were given the task of building a tower out of 20 pieces of spaghetti, a yard of string, a roll of masking tape and a marshmallow. The goal: build the tallest tower in the time allotted and get it to stand on its own for at least 5 seconds with a marshmallow balancing on top!



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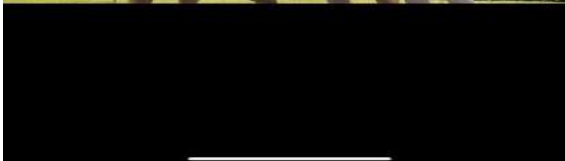
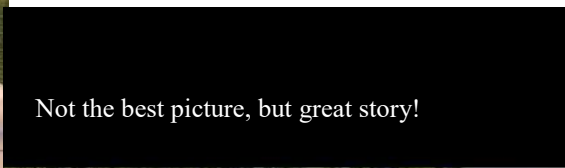
**Corp Cole 5K: Team Hampton** participated in the 2nd Annual CPL Cole 5k. Corporal Eugene Cole was killed in the line of duty on April 25th, 2018. This 2nd annual race was in honor of Corporal Cole and his family. All profits were given to the Cole family towards a scholarship fund. Corporal Cole's badge number was 1312. Corporal Cole is remembered as a compassionate man, a musician, a husband, a dad, and so much more. He gave the ultimate sacrifice protecting our communities.



**September Team Building Tuesday:** Salt N Pepper Each team member was assigned a famous item that comes with a pair, i.e salt (goes with pepper) on a card taped to their back. They then had to walk around the room asking yes or no questions of others until they found the associate who had the matching word on their back.



**Hampton Inn Waterville** exceeded their 125% of your YTD Hilton Honors enrollment goal and won a \$500 gift card! We went cruising the Messalonskee waterways on a 3 hour tour called the Gilligan Cruise and saw bald eagles and loons and ate a lot of food!



**Waterville Hampton** teamed up with the Hampton Inn Augusta at a Golf tournament at The Augusta Country Club to benefit the Kennebec Valley Chamber of Commerce. If you look real close at the picture you can see Nate Blair, GM at the Waterville location wincing due to back pain from carrying the team all day!



**Housekeeping Week: Celebrating** with an Ice Cream Social on Wednesday, BBQ and Gifts on Friday.



A surprise celebration for Nate's 10 year anniversary with some food, presents, and special guests. Congrats Nate!



**Let the POP DROP begin 2019!**

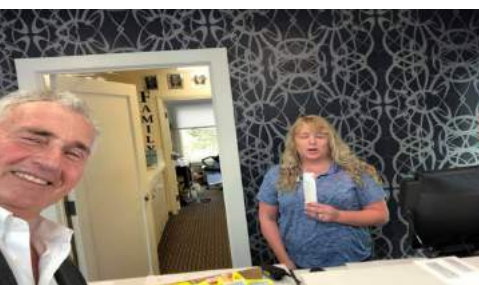




***Thank you to the 750 MCHG associates for the hard work and for Positively Impacting Lives.***











Bath's "Happy Hampton" scarecrow hung out with friends at the Botanical Garden for Scarecrowthe Month!

Sneak peek for 4th quarter newsletter, send in your photo's!



### 3<sup>rd</sup> Quarter Signature Report ~ Congrats to Thomaston and Bath sharing #1!

July 2019 thru September 2019

Rank	Site	Type of Interaction	# of Interactions	Score
1	Hampton Inn & Suites ME Thomaston	Reservations Inquiry	21	98.1%
1	Hampton Inn ME Bath	Reservations Inquiry	21	98.1%
3	Hampton Inn ME Augusta	Reservations Inquiry	20	89.5%
4	Six South Street Hotel NH Hanover	Reservations Inquiry	21	80.0%
5	Rockport Inn & Suites MA Rockport	Reservations Inquiry	21	76.2%
6	Rockland Harbor Hotel ME Rockland	Reservations Inquiry	21	65.2%
7	Homewood Suites ME Portland	Reservations Inquiry	19	58.4%
8	Hilton Garden Inn VT Burlington	Reservations Inquiry	21	49.0%
				<b>Average Score: 77.0%</b>



# Renovation Success in Thomaston!



This past off season, the Thomaston Hampton Inn completed renovations to their guest rooms, as well as to their lobby, meeting and dining areas. Improvements included new furniture in the dining area, new wall vinyl for the dining room and lobby, new wall vinyl and carpeting in our meeting spaces, brighter wall coverings in the guest rooms, as well as new guest room window dressings and select furniture replacement.



From: Office Of Chris Nassetta <Office\_Of\_Chris\_Nassetta@hilton.com>

Sent: Monday, August 26, 2019 1:57 PM

To: Jenn Libby <Jenn.Libby@hilton.com>

Subject: From Chris Nassetta

Good afternoon, Jenn. I wanted to share with you the email below I received from Tamar Magdovitz expressing her pleasure with the outstanding assistance she and the guests attending her son's recent wedding received while staying at your property. I was impressed to read how extremely professional and helpful everyone was and eager to fulfill every request. I believe your whole team really left a lasting impression, and the exceptional guest assistance they provided did not go unnoticed. I would like to especially recognize Dawnelle for going above and beyond anything expected and for the role she played in making this truly a special event for everyone in attendance. Over the last 100 years, Hilton has had a transformative positive impact on the communities where we live, work and travel. That Hilton Effect is still spreading around the world thanks to incredible Team Members like yours, and especially Dawnelle. Please take a moment and thank her and everyone on my behalf for creating an experience that truly illustrates the heart & spirit of Hilton. Very nicely done.

From: Tamar Magdovitz

Date: August 18, 2019 at 11:16:31 AM EDT

To: sean.riley@mchg.com, chris.nassetta@hilton.com

Subject: Recent amazing Hilton experience

Dear Mr. Riley and Mr. Nassetta,

We recently celebrated the wedding of our son and his fiancée in Georgetown, Maine. The nearest hotel for our 200+ guests was the Hampton Inn at Bath. Our initial conversations with them were difficult, but after a minor staff change, we were able to work closely with the personnel there, under the direction of Ms. Dawnelle Ventry, the Front Office Manager.

She was a joy to work with, and her staff was excellent! They could not have been kinder, even when confronted with 58 enormous gift bags to store somewhere on or near their own desks! Ms. Ventry's calm, confident and knowledgeable manner helped us feel calm in the days leading up to our event, and we really appreciated her "solutions-oriented" attitude to everything.

All of our guests were very happy at the Hampton Inn and talked about how kind and helpful the staff was. On one of the busiest and hottest weekends of the year, we heard only praise! Ms. Ventry's professionalism and positivity made working with her and the rest of the Hampton Inn at Bath truly wonderful!

Very Sincerely,

Tamar and Sam Magdovitz

Proud Diamond Club Members



# November

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
			1	2	1	2	
					Jodi Cunningham BTS Harry Hall PHI	Massinga Malebo CPD Matthew Daly RHH	
3	4	5	6	7	8	9	
Dakota McDonald THI		Kamesha Christie CPD Andre Caron FHI Brian Simmons THI	Danielle Plumlee BCY Jordan Anzivino RPI	Lein Vo HGI Erika Tillman SHS	Jacqueline Woods BFI Jennifer Cassidy BCY Joanne Souliere EFI	Brett Phillips CFI	
10	11	12	13	14	15	16	
	Jazmin Ortega CPD Caroline Murphy SSS	Kayla-Wagner Coughlin FHI Michael Foster SPC		Caitlyn Brennan AFI	Erin Lally CPD Tammy Leber GIL	Dennis Bellucci PHI Danielle Morin COR Ma Walker AHI Sarah Vincent WHI	
17	18	19	20	21	22	23	
Justin Towle CPD imee Faulkinghar THI	Joshua Croy CFI Nate Blair WHI	Melissa Lenihan HGI Alyssa Carey THI	Deborah Grindle BFI Maria Frias Cabral PHI Tatyana Osterday THI	Alicia Colpitts BCY Quillan Kern SPCY	Brittanie Parker CPD	Mandy Kidney BHI Isabel Gilbert SHS Shawn Staples SHS	
24	25	26	27	28	29	30	
Rebecca Fendrick RHH		Kristen Swimm BCY	Amber Greene BFI Ann Winship FHI	Pamela French CFI	Lee Kitchen BFI	Ronald Haskins BTS Susan Sajecki SHS	



# December

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	1
Deborah Fraleigh BFI Eugene Gumaer SHS Monica Jensen SPC		Diana Londono PHI	Kathleen Russo BCY/BTS Carrie Seavey RHH Alexa Barstow THI	Joyce Powell SHS	Chelsea Shively WHI	
8	9	10	11	12	13	14
Misty Knight AFI	Asia Vo HGI Edward Faucher PHI Alice Tuck	Malene Bossie CPD Derek Johnson CPD	Desirae Larrondo THI	Fathia Abdallah CPD Ervin Bracy SPC	Doreen Brown WHI	Ruth Morales- Lopez CFI
15	16	17	18	19	20	21
	Laura Botting BCY Josphe Grimando HGI Tammy Byrnes SPC	Nancy Gifford RHH Missy Anzivino RPI	Ashley Rideout THI	Eugene Bourgault FHI Stefania Watson SHS	Robin Mastine CPD	Stacie Thompson RHH
22	23	24	25	26	27	28
Melinda Peters BCY Patti Friedman SSS	Stacey Decato GIL Dung Vo HGI Alyssa Powell SPC	Timothy Vokey SPC		Jason Greene BFI		Paul Beaudin AHI Cassidy Rolfe THI
29	30	31				
Patrice O'Brien SSS		Sonam Tamang HGI				



# January

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1	2	3	4
		Katherine Grant-BHI	Indra Rai-HGI	Ashley Greene		Angel Crowley
		Suzette South-CFI	Santa Gurung-HGI	BHI		AHI
		Dil Gurung-HGI	Rebekah Cory-HGI	Amy Kowalczyk		Samantha Hubbard
		Sado Gouled-CPD	Deo Gurung_HGI	GIL		AHI
		Jawhara Mohamed-CPD	Dhan Khadka-HGI	Ganga Rai-HGI		Ashley Clkark
		Fatuma Halane-CPD	Laxman Rai-HGI	Asah Wheeler-SSS		BYS
		Mustafa Hussein-CPD	Halimo Azair-SHS	Renee Landre		Juliet Jarreett
	Ikra Osman-CPD	Tak Magar-HGI	THI		HGI	
	Sirad Jimale-FHI	Deliris Morales-Garcia-CFI				
5	6	7	8	9	10	11
Elizabeth Wentworth			Catherine Dicenso	Melissa Wolf		Norman Tourville
AFY	Courtney Robinson		SHS	COR		HGI
Kathleen McInerney	BCY					Kedar Shrestha
RPI						HGI
					PHI	
12	13	14	15	16	17	18
Kobe Pillsbury		Charles Walker	Gary Serino	Alexander Hill	Carol Drummond	Linda Davis
BCY		CPD	COR	BCY	CPD	WHI
Kenneth Turner		Ashley Tumbiolo	Emily Caron			
RPI		RPI	SHS			
19	20	21	22	23	24	25
	Kirstan Drew	Amyu Dwelley			Erica Whitten	
	BCY	BCY			BTS	
	Nicole Murphy	Kim Dennis				
	HGI	SHS				
	27	28	29	30	31	
	Shanna Varner	Catherine Grant	Saleh Elhag	Lori Keyes	Josefa Paulino	
	WHI	SSS	BTS	RPI	PHI	
			Elizabeth Alvarez			
			CFI			