

MCHG ~ 4th Quarter Newsletter

And just like that the year is over and a new one begins. New beginnings are fun and challenging all at once. It's a great moment to reflect on the past year and figure out what needs to change or be modified to make great progress in 2020. Personal relationships effect professional and evaluation /modification of both is often required. Start with the U as in You. Thank you for this great advice Kevin Pagnano!



Be sure and send a warm welcome to Josh Smith as he joins the Maine Course Family as General Manager of the Hampton Inn, Salem with a planned opening of Summer 2020!

Josh has worked in leadership positions in Full Service Marriott's, Homewood Suites, Hilton Garden Inn's, and independent hotels.

Thank you for joining us Josh. Welcome!



Sneak Preview of the Madeira Beach Project. 130 room Hampton Inn, 100 slip Marina for boats (yachts) as big as 150', 1 restaurant with dockside seating, 2 pools and 31 residential units.

Beginning Early 2020





Shine with Purpose. Give without expecting anything in return.

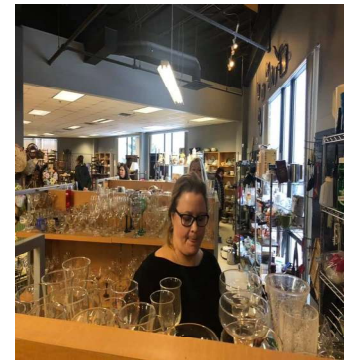
Our MCHG Leaders were overwhelmed with emotion and admiration for this shoe shine guy. But as he says, It's only a shoeshine. But listening and caring for people is the driving cause. Please pay it forward and positively Impact lives.



ILOVermont GM Conference.



#MCHGcares volunteering at Resource, a resource for families needing help. Proud moment!



Self awareness and self defense class, fun yet useful.



Great tour of Burton Boards from a real "Dude".

We just found out that Founder Jake Burton passed away Wednesday. Our condolences to all at Burton's.





Brunswick Fairfield Inn & Suites celebrates with associate Sharrod Mosley with his favorite Oatmeal Raisin Cookies as he completed his course work and earned his diploma....Congrats Sharrod!

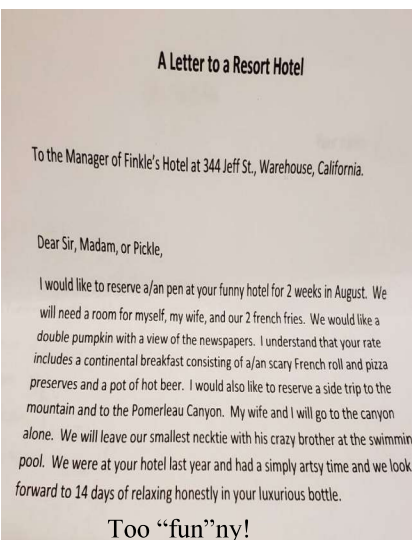
In October, team Hampton Inn Waterville participated in the 16th Annual Walk for Hope. This walk raises funds for the Harold Alfond Center for Cancer Care which provides treatment, education and support to cancer patients, survivors and caregivers. Making it count...great job!

Monthly Team Building Tuesday's mean activities like Minefield! Participants were randomly paired up. One partner wears a blindfold while the other helps guide them through a maze of random obstacles being very careful not to hit a "mine" along the way! Chelsea and Jessi were our fastest team in October. Was very interesting to see the different strategies from team to team on how to most efficiently finish the maze in the fastest time.



MadLib was in November. The team was given a sheet to fill in the blanks; nouns, adjectives, and adverbs. Kim then printed them all out into a letter format. The team had to guess which letter belonged to which team member. It was a blast!

December brought the scavenger hunt. Kim hid multiple items around the hotel. We broke up into teams of 2. We had 20 minutes to find as many items on the list as possible. Congratulations to our winning team Chantelle and Doug!



Clearwater had staff participate in Habitat for Humanity as a way to give back. They had a great time and got to work with the future owners of the house as well. What a nice thing to do!!



And...who doesn't like selfies! Very nice picture ladies :)





“Teams just want to have fun”

Pumpkin



Fun



RHH celebrated Halloween with a costume contest, treats, and pumpkin painting!



Bangor Courtyard and TownePlace Suites dressed as Superheroes and set up a crafts/activities time, decorating pumpkins with the children at Northern Light Health on Halloween day!



A pumpkin contest in Bath was won by Tim, Erin and Meghan!



For Every-one!



Streets of Salem on Halloween!

SSS associates competed in a pumpkin decorating contest by department, voted on by guests. The winners were taken out to lunch by a leader. Winners: Housekeepers – Cindy, Jennifer and Caroline were taken to lunch by Ann.





25 year tradition. Calling all 20 hotels all three shifts. Just to say thanks for working today and Happy Thanksgiving. WOW!

800 associates and leaders make MCHG what it is today and who we are.

SSS – Thanksgiving turkeys were provided to all associates. There's always something to be thankful for on Thanksgiving!



Kerry reports a busy 4th Quarter in Exeter! In among the usually PEA parents weekend, foliage and the Holidays, We found time to enjoy each other's company with a Halloween potluck and Friendsgiving celebration, and to give back to the community with our annual Festival of Trees participation which raises money for the Exeter Children's Fund and, new this year, we adopted a family for both Thanksgiving and Christmas through Seacoast Family Promise, an organization that helps homeless/near homeless families get back on their feet with everything from a shelter to job training, homework help to a safe place after school. For Thanksgiving, we all pitched in to provide a turkey dinner with all the fixings for a family of 8, and for Christmas we provided gifts for 3 children – everything from new winter coats and clothes to sports equipment and toys. Helping us all remember the true meaning of the season and joy through giving back as we closed out 2019. What great ideas they came up with to make a positive impact!



And then comes Christmas.....The Bath Hampton Family decided to Celebrate with a Team and Family gathering with games, Italian food and yes, the ugly (but cute) sweater contest. Thank you for covering our desk Emily Chandler so our entire team could be together! We even had a photographer pop in for some special photo's! Thank you Jill Ventry for helping create special moments! The night would not have been complete without a prize winning game of Bingo, always a favorite!





MAY YOU NEVER BE TOO GROWN UP...



A \$500 donation was made to Toys for Tots, by Ledyard National Bank, on behalf of Golam Prince who represented SSS well in the walking challenge. Way to go Golam and Team SSS!



TO SEARCH THE SKIES ON CHRISTMAS EVE.

Bangor TownePlace Suites Polar Express holiday party with a nearly 100% associate attendance! Secret Santa was a hit and everyone personalized gifts. Special shout out to Kathleen Russo (above) who made our Polar Express train!

We Raffle off a Nintendo Switch and raised over \$100.00 for the Children's Miracle Network hospital in Bangor!

Every Friday in December was Ugly Sweater Day at SSS, great participation from associates .



The RIS brought Santa to Rockport, Ma. for the 4th season!! John Beucler our PT Maintenance guy plays Santa, and Missy Anzivino and Jenn Schrock from our Front office are elves spreading Christmas Joy....





Augusta Hampton parties it up with Mojo, the service dog!



Congrats to winner, Christina Bohurjak for her entry of "Home Sweet Ginger" in the 1st of many Gingerbread House Competitions. They had the guests be the judges!



Elves from the Bangor Courtyard by Marriott and the Bangor TownePlace Suites by Marriott coordinated a Cookies and Milk promotion with partner Northern Light Eastern Maine Medical Center Children's Miracle Network Hospital for December!

The Courtyard Bistro participated in Marriott's CMNH cookies and milk promotion fundraiser. Hotel staff personally decorated sugar cookies, and a team dressed as holiday elves delivered the cookies with milk to the hospital employees to thank them for all they do year-round. Hotel staff also made and delivered fleece tie blankets for the children on the pediatrics floor.

A blanket was given to each child with a new book on Christmas morning!





Waterville celebrates Christmas with a team party and candy cane game!



Bath celebrates too!



Hampton Inn Freeport had fun playing games and celebrating Christmas together. Thank you Mandy from Bath for covering their party!



Thomaston Hampton Inn decided to take the entire team out for a Christmas get together! Thank you Sandy for covering from Bath and thank you Emily for covering Bath's party. It's extra special when the entire team can get together.



Rachel Penney decorated RHH's tree donation to the Friends of Rockland Public Library silent auction. The public library uses this Christmas tree auction to raise money for its programming!



Great idea Rachel, the tree looks wonderful!



Happy Birthday to Gene, not a day over 39!



For our Holiday Gathering we did a Scavenger Hunt here on the island, visiting the statue of our local hero Hulk Hogan and having some fun playing pool and darts after our hunt!

A scavenger hunt at Clearwater Beach sounds like fun to me!



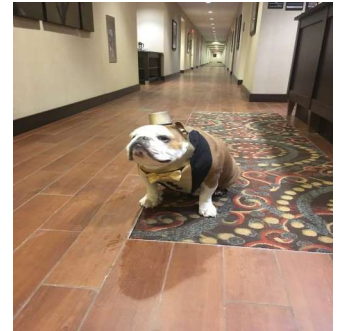
Some write up's by our special guests.

[Augusta Hampton](#).....“Great location and fantastic Staff, highly Recommend. Great Breakfast. I spent a month and can tell you the staff appreciates all of their guests. The location is quiet and perfect for a good night's rest. “

My front desk clerk and Houseman did this last minute when they found out we had an Anniversary in house. We do this kind of stuff all the time for our guests at [Clearwater Beach](#), and they love it! :)

[Clearwater Beach](#) gives and gets some love!

I don't usually take the time to fill out these surveys but felt compelled to this time. The service at this hotel is quite amazing. Every single person we interacted with was friendly, kind and helpful. Just an amazing level of service. The hotel is in great shape and very clean. Wonderful location. I travel quite a bit and this hotel is definitely one of the best! Kudos to the staff.



Mojo loves his time in Augusta!

TripAdvisor Review (5 all the way)

When traveling to the [Bath](#) area of Maine, the Hampton Inn is THE only hotel I ever stay. We are treated like family and the staff goes above and beyond to make us feel like we are at home. I can't say enough about this hotel and the entire staff.

SALT survey: [Bath, Maine](#)

I travel quite often, and the staff at this hotel is better than at most resorts. The hotel is spotless, even the pool and hot tub. Breakfast was super, something for everyone.

Congrats to [Rockland Harbor Hotel](#).....Amazing guest service by RHH employee's!

[Harbor View and Amazing Service](#)

My husband and I stayed at the Rockland Harbor Hotel in December while traveling to celebrate our anniversary and check off a bucket list item of walking the Rockland Harbor Breakwater to the lighthouse. Upon our arrival, we were warmly greeted and they remembered that we were celebrating! Our room was amazing with harbor views (including the lighthouse and ferry terminal) and they'd left a sweet treat bag for us. Restaurants and shopping are within walking distance, even with the cold weather. We highly recommend Rockland Harbor Hotel for service and value.

[Great hotel](#)

Ian at the front desk greeted us warmly and had great tips and suggestions as to where to go and what to do. The location of the hotel is perfect, views spectacular. the room decor is not fabulous, but it doesn't matter as it is so spacious. Totally worthwhile and we will definitely be staying again. Breakfast was great, place was clean! I would suggest it to anyone.

[Wonderful stay](#)

What a pleasant place to stay. The staff is impeccable. Helpful, courteous, and friendly. Rachel is the best person to have in the morning time - so cheerful. The rooms were extremely clean and huge. Will stay again if we come back to the area.

Your full breakfast was unexpected. I assumed a continental would be offered. And Lorraine who serviced the dining room is a jewel. We told her daily and tipped her numerous times. I hope others do so as well. Your front desk personnel were so helpful with suggestions for dining and sights to see. The housekeepers were grand too.



And a chopsticks “pass the object” competition, won by Geary (left background) and Nicky (Right).



Our guests sometimes will bring the sweetest gifts for our staff. This handmade angel was made for Rachel, our front desk supervisor, from one of our guests that visit quite often.



This year, RHH’s holiday party was a celebration of Chinese New Year – The Year of the Rat.

Complete with Chinese Take-Out from Camden Island Chinese Restaurant.



...and found a solution to Front Desk repetitive stress carpal tunnel injuries: Hire T-Rexes! (Yes, she is checking in a guest) Great Halloween costume!!



Tim and Erin’s daughter, Penelope celebrated her first Birthday at the hotel in September. Happy Birthday!

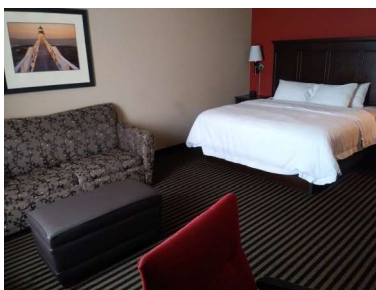


MCHG properties have some exciting things going on. Between new construction, finishing construction for new openings, renovations and refreshes...WOW!!!

New Carpet: Waterville Hampton Inn has more exciting news! New Corridor carpeting! This really puts the cherry on top after undergoing a complete renovation to our guest rooms. Come check it out!

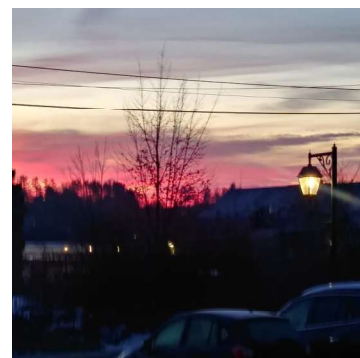
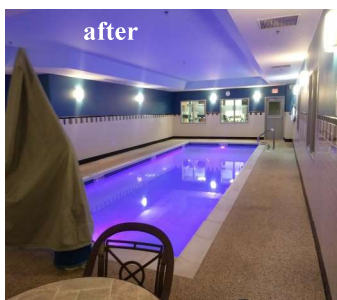
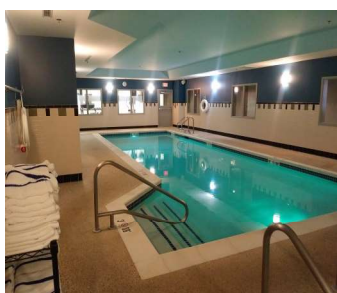
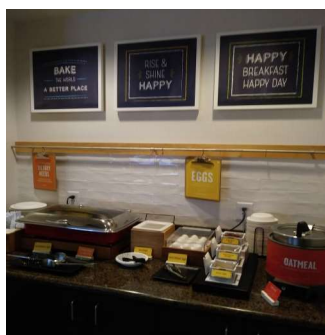
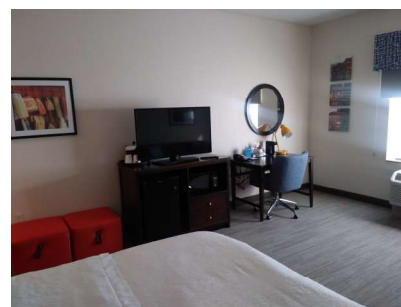
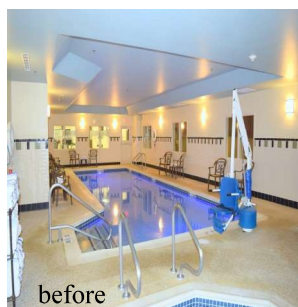


Bath is having it's first renovation, employees and guests are loving it!



Amazing transformation in our breakfast, meeting room and pool area!

Great job by Granite State team led by Ines Jacqmin!



Nice addition form the HR corner.....

Kindness at work...

Spreading kindness in the workplace can diffuse negativity and boost morale. It can be as simple as greeting coworkers by name, thanking someone or returning a favor. You can take steps to create a culture where people feel inspired to do good things.

Try it today: Order an extra coffee for a coworker.

Come see the wonderful views for yourself from the rooms at Bath and enjoy the downtown for a day!




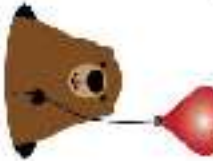



Signature 4th Quarter Rankings Report...Congrats to Bath for a winning quarter, great job!

October 2019 thru December 2019				
Rank	Site	Type of Interaction	# of Interactions	Score
12	Hampton Inn ME Bath	Reservations Inquiry	21	97.1%
39	Hampton Inn & Suites ME Thomaston	Reservations Inquiry	21	93.3%
107	Six South Street Hotel NH Hanover	Reservations Inquiry	19	85.8%
133	Hampton Inn ME Augusta	Reservations Inquiry	21	81.9%
147	Rockport Inn & Suites MA Rockport	Reservations Inquiry	21	81.0%
213	Homewood Suites ME Portland	Reservations Inquiry	20	74.0%
288	Rockland Harbor Hotel ME Rockland	Reservations Inquiry	21	65.2%
343	Hilton Garden Inn VT Burlington	Reservations Inquiry	21	56.7%
				Average Score: 71.0%




2019 Rankings Report...A big CONGRATS to Thomaston for taking the 2019 Trophy...Display it proudly!

January 2019 thru December 2019				
Rank	Site	Type of Interaction	# of Interactions	Score
3	Hampton Inn & Suites ME Thomaston	Reservations Inquiry	83	97.7%
10	Hampton Inn ME Bath	Reservations Inquiry	83	96.9%
103	Hampton Inn ME Augusta	Reservations Inquiry	82	84.6%
140	Rockport Inn & Suites MA Rockport	Reservations Inquiry	83	80.6%
212	Six South Street Hotel NH Hanover	Reservations Inquiry	82	74.6%
265	Rockland Harbor Hotel ME Rockland	Reservations Inquiry	84	69.5%
342	Homewood Suites ME Portland	Reservations Inquiry	76	60.4%
354	Hilton Garden Inn VT Burlington	Reservations Inquiry	84	58.1%
				Average Score: 71.3%

February

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1 Matt Butterfield Cor Meghan Riley BFI Suman Mangar HGI
2 Stefanie Roy FHI Candalaria Beaton PHI Tim Prosser RHH	3 Karen Pendoley AFI	4 Logan Fisher CPD Laura Rumson SHS Rebecca Bernard SPC	5 Joyceelyn Lassiter PHI	6 Mirta Bunnai CPD Anita Wentworth GIL	7 Alexia Cronin CPD Loretta Curran GIL	8 
9 Hillary Megill AHI Samantha Quirion SPC Shelby Gray THI	10 Amy Tinkham BCY/BTS Jennifer Kirkland-CFI Amarissa Robbins-Hall SSS Chantelle Shibles-WHI	11 Babette Eldert AFI Richard Hale AFI Lourdes Vines Nunez CFI	12 Brandon Ryder-BCY Heather Brooks-BTS Paul Lavelle-CFI Cathy Mank-RHH Kathy Decker-SSS	13 Charlotte Legg EFI	14 Kimberly Varricchio WHI	
16 Ivan Cruz-Perez CFI Candy Desorcy SHS	17 Karyssa Depina PHI	18  <i>President's Day</i> 		20 Theresa Brock EFI	21 Beverly Small EFI Maria McDonnell EFI Justin Berry SHS	22 Stacy Carey EFI
23	24	25 Nancy Meerbolt PHI Jennifer Schrock RPI	26 Jordan Stebbins-AFI Clay Crosby-BCY Jennifer Felton-CFI Liana Sterling-HGI	27	28	29 Sharrod Moseley BFI

March

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 Brandon Allaire GIL	2 Daniel Warner BCY Iolanda Yanagida CPD	3 Krista Crawford BCY	4 	5 Skyler Austin EFI		7 Kaitlyn Abell BHI
8 Virginia Burns-AHI Kaitlyn Buckingham BFI Meri Martinez-PHI Bobelyn Fisher CPD	9 Jennifer Gagnon BFI Joseph Pagano CPD	10 David Safford SSS		12 Roy Appleton-BFI Sarah Sanborn-BTS Joshua Velez-CPD Andrew Montella-PHI	13 Patti Rullo SSS	14 Christina Bohunjak AHI
15 Jessica Lyons BFI Angela Volpone-Riccio EFI	16 Jennifer McRae PHI	17 Anita Priesing BCY Michael Jones EFI	18 	19	20	21 William Leavitt AFI Laurie Jacobs HGI Catherine Graham SHS
22 Patrick Lyne SPC	23 Paulo Dagraca PHI Stephen Feeney SHS Jessica Hamm WHI	24	25 Mangal Magar HGI Sonya McBaron SPC Ida Henley CFI	26 Frederick Kaplan BCY	27 Thelma Jean Estabrook AHI Alexandra Souza SPC	28 Timothy Silva RHH
29	30 Nicholas Giacoppo CPD Hilarie Benner THI	31 Mark Icardello BFI				

April

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
          			<p>1 Haley Winokurzew BFI Deo M Gurung HGI</p>	<p>2 Laurey Dyer SHS</p>	<p>3 Michelle Wilson GIL Yamilka Garcia PHI</p>	<p>4 Ryan Hart-CPD Chi Wong CPD Shamus Riley SPC Svitlana Gres-SPC</p>
<p>5 Ashley Dimock-BFI Ashley Cate-GIL Baifka Chhebt-HGI Sarah Ramsey-SHS</p>	<p>6 Angelita Seares-AFI Krystal Carver-AFI Erin Enemark-BHI Kimberly O'Connell WHI</p>	<p>7 Cynthia Boyd-CFI Robert Lowrie-FHI Jessica Crespo Molina-PHI Sherri Barker-FHI</p>	<p>8 Amanda Chance GIL</p>	<p>9  </p>	<p>10 Breanna Stratton AFI</p>	<p>11 Brandon Parker WHI</p>
<p>12 Courtney Arnold CFI Liubov Veroni-Quinn SHS</p>	<p>13 Chloe Siegfried CFI Sarah O'Malley CPD Ins Quesada RPI</p>	<p>14 Abdrahaman Adaan CPD Valdete Raka-CPD Michelle Stanley-RHH Christopher Calhoun SSS</p>	<p>15 Brenda Pelleber SPC</p>	<p>16 Lara Marshall-CPD Joshua Spinney-RPI Ins Aiken-THI Jennifer McGowan WHI</p>	<p>17 Alicia Antibuk-BCY Heather Assi Antonin BTS Monique Colfer-FHI Brittany Jewell-HGI Penny Crosby-HGI</p>	<p>18</p>
<p>19 David Slayton HGI Matt Anzivino PTI</p>	<p>20 Caroline Phillips AHI Richard Huntley BTS</p>	<p>21 Jade Bovill EFI</p>	<p>22 Virginia Rutz BFI Jennifer Libby BHI</p>	<p>23</p>	<p>24 Daniel Brogan GIL Pamela Unsworth HGI</p>	<p>25 Ana Miranda CPD</p>
<p>26 Nicole Burns SHS Ethelene Jackson SHS Brian Williams SPC</p>	<p>27 Dawn Estey BHI Mark Tedeman SHS</p>	<p>28 Lindaguei Roberto CPD Chynell Williams PHI</p>	<p>29 Ashley Preble BHI Maria Ramos Dubon CPD Makayla Thivierge EFI</p>	<p>30  </p>		