MCHG 3rd Quarter Newsletter

Most exciting MCHG groundbreaking yet! Lead by Kevin Pagnano with the help of Jamie Mulley and Jamey kitchen.



It was an honor to have Massachusetts Governor Charlie Baker, Mayor Kim Driscoll and MCHG leaders at the Salem groundbreaking of the 113 room Hampton and mixed use development to include 58 residential units along with retail and restaurant with a parking garage. Opening summer of 2020!



Experiencing North Shore of Boston with Colby of IRC. IRC will be doing custom design for the Hampton Inn Salem. Exciting design coming!



MCHG leads the way in Community Involvement!



Wow, a check in the amount of \$1,035.35 CY & TPS presented to Children's Miracle Network as a result of the fundraising from #FloatsForKids. Our Director of Sales Erica Whitten organized the week long float fest and we were joined by children who had received services from CMN. Here is a link to the news story about our donation. https://www.wabi.tv/content/news/Bangor-hotels-raise-money-with-root-beer-floats-for-children-at-EMMC-494183501.html



BFFIS participated in National Root Beer Float day by selling Root Beer and Orange Soda Floats to raise funds for The Barbara Bush Children's Hospital. After only a few short hours they were able to raise over \$250.00! Great job Fairfield Inn & Suites!



Golf anyone? Deidra, Ehrika & Dawnelle volunteer at Midcoast Hospital Golf Tournament on a beautiful September day!



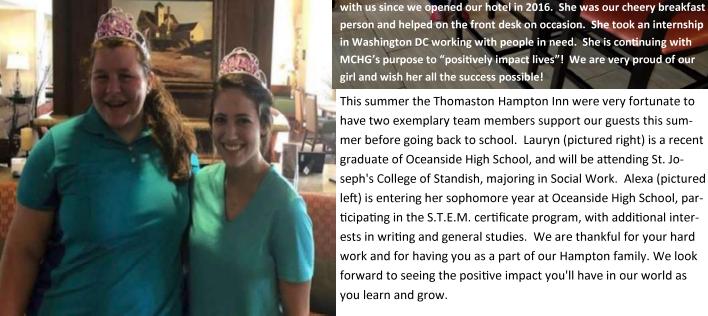




The Thomaston Hampton Inn was proud to sponsor a Challenger baseball team for Oceanside Little League for a second straight year. The Challenger Division of Little League is made up of players ages 4 to 22 with developmental and physical disabilities. Those disabilities vary and can include those of a physical, mental or emotional nature, or a combination of the three.



In late August we said goodbye to our sweet Heidi (Mills) who had been with us since we opened our hotel in 2016. She was our cheery breakfast person and helped on the front desk on occasion. She took an internship in Washington DC working with people in need. She is continuing with MCHG's purpose to "positively impact lives"! We are very proud of our girl and wish her all the success possible!



Six South Street has lots to smile about!



In July SSS team volunteered at the Prouty, an annual fundraiser for cancer. Playing golf to raise money and manning the hot dog



tent to feed the golfers. Great contribution SSS!

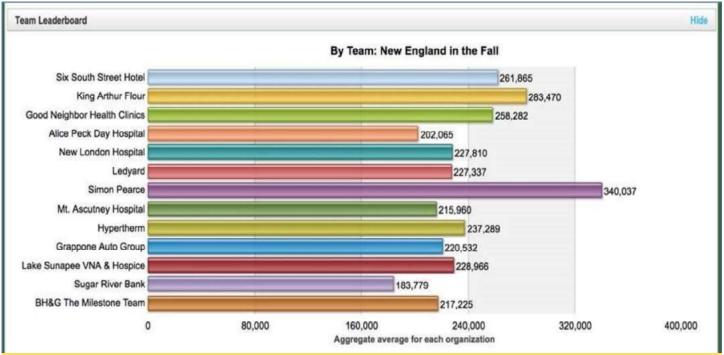
The SSS Housekeeping team prepared a delicious taco bar for our staff luncheon.



SSS team participated in the Ledyard Walking Challenge to promote healthy living. The team placed 3rd overall, out of 13 teams, and Prince Golam, Valet/Breakfast cook won the Steppin' up Award with 912,603 steps. Ledyard will make a \$500 donation to the non-profit organization of Prince's choice. Great job!







Rockport Inn & Suites gives a BIG THANK YOU to Housekeepers who are working hard in the high temps.... Kayla, Becca, Rebecca and our AMAZING Laundry Attendant Robin...thank you thank you..STAY COOL LADIES!!! Then POP....Popped into Rockport. Gangs hard at work. Thanks All. Seconds allowed. They're in the freezer. (Not the staff, extra pops!)







National Root Beer Float Day 2018 Children C

Look who stopped by to support #FloatsForKids — <u>Courtney Robinson</u>, <u>Heather J Assi Antonin, April Knight</u>, <u>Amy Tinkham</u>, <u>Kevin Pagnano</u>, <u>Erica Whitten</u>, <u>Zach Moeller</u> & <u>Kelly Pearson</u> at <u>TownePlace Suites by Marriott Bangor</u>.



It was an honor for Doreen Salls to be invited to represent MCHG and the Bangor TownePlace Suites at the recent TPS Booster Club meeting which was held at Marriott Headquarters.

TownePlace Suites Brand Executives met with a select group of TPS GM's to discuss brand initiatives including breakfast, the uniform program, upcoming Sales & Marketing Campaigns and GM Conference planning. Booster Club members were also treated to a tour of Marriott's proto type rooms for each brand.

From left in the photo: Glenn Dunlap GM Boyton Beach TPS, April Henline Manager, Marriott Select Brands Classic, Paige Sheedy Director, Brand Management | Marriott International, Miranda Comer GM Joplin TPS, Me J, Linda Hunter GM Red Deer TPS, Virginia Scimeca GM, San Jose Santa Clara TPS, Dave Creager GM Redding TPS, Pat Willenborg Vice President, Marriott Select Brands Classic Extended Stay, Abel Bohorquez GM Tampa Westshore/Airport TPS and Robert Babst GM Ft. Walton Beach TPS



Courtney Robinson was recently hired at the CY as an Operations Leader for housekeeping and laundry departments. Courtney started her career with MCHG as a housekeeper at the CY. Courtney went on to work as a house person as well as a Bistro Associate. In 2014 Courtney was hired as the Housekeeping Supervisor at the Bangor TownePlace where she assisted in opening the hotel. Courtney was honored as Maine Course Hospitality's Associate of the Year in 2016. In 2018 Courtney transitioned to the role of Front Desk Supervisor at TPS. Congratulations to Courtney on her well deserved promotion as an Operations Leader! Pictured below with her Husband and two Sons.



Dani Calkins (above) Joins the MCHG Family as GM of the Exeter Fairfield. Dani is a seasoned Veteran with over 15 years of Hotel experience. She began as a front desk associate, became a supervisor, FOM and GM. Her last role was managing two hotels. But more importantly than her great experience, is her obvious belief in her people. Her drive to build a culture and yes, have fun. That was the clincher. Dani is Married to Dustin and they have two boys Easton and Darren. Her family is important to her both at home and at work! We visited the corp office, SPCY, HWS, and DTCY on the way to meet her new team in Exeter. Welcome Dani!



Teamwork makes all the difference! Celebrating the end of a super summer! Thank you to a great team for pulling together and working wicked hard! Also had out first voting for Badass award. 4 nominees, Sydnie came out the winner - her qualifications are doing her own board in Housekeeping followed by a front desk shift, and smilling a yup, true story!

SPCY is proud to announce their plan to eliminate plastic straws from hotels around the world, which could save more than one billion plastic straws annually.



This past July, the Thomaston Hampton Inn achieved an Outstanding QA for the first time after several audits.

The focus of all team members to provide more consistent guest service and improved cleanliness supported us in reaching this goal. Congrats Team!



Maine Coastal Cleanup every little bit counts! We picked up about 30lbs of trash on commercial street from the hotel to the railroad tracks.

In September, Hampton Inn & Suites, Thomaston took their talents to Belfast to pitch in at Sweetser. Our work involved painting the interior of a home which will soon house local kids and teens in need of support in their lives. Many thanks to Sweetser for providing the opportunity to positively impact those in our community.





Photos and smiles left & right from the Cpl. Eugene Cole Benefit Walk in Norridgewock, Maine. Cpl. Cole was killed in the line of duty in the Spring, which was followed by a 4 day Manhunt for the suspect. Hampton Inn, Waterville walked to benefit Cpl. Coles Wife and Family. Thank you for your efforts Waterville Team!



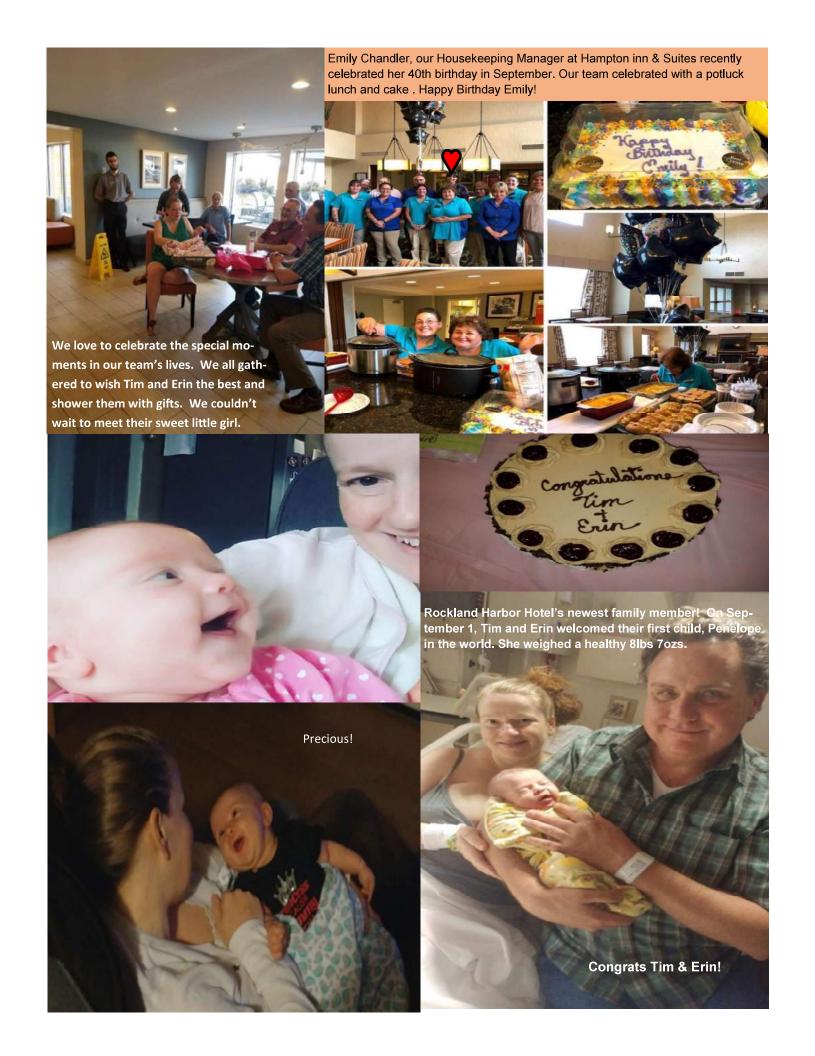


Just look at all the Celebrating!



Celebrate good times ~ Come on let's celebrate now!







Homewood Suites ~ South Portland has a birth announcement!

Stefanie Watson and her husband Tim welcomed Baby Elliot on June 26th, 2018. Stef just returned back to work this week, and could not be more happy! Congratulations Stef and Tim!

Hi Kim, Ashley and Laura,

I know you probably get a lot of feedback from customers. We visit frequently, and are repeat customers to this specific hotel because frankly, your staff always go above and beyond. I've emailed all 3 of you because we've consistently had so many good things to stay about the staff.

Where to begin!! Well for starters, The front desk staff is always so welcoming! when we checked in Friday night, we got a 1st floor room and asked to be changed to a higher room because we think our young kids would be woken up easily with the pool traffic, that wasn't a big deal !!! swapped rooms real quick!!

Breakfast- so since we've been coming here since the kids were about 1 (they're 4.5 yrs now), the breakfast ladies remember every little milestone of these two!! how impressive is that?? They always comment on how big they are since the last time and remember them like it was yesterday! not to mention, they put together quite the delicious breakfast, and if there's something that's not available, they'll see to it that you get it, for example.. yesterday morning, the kids wanted a hard boiled egg, but i told them they weren't serving those eggs today.. and your team made the kids day but going to the kitchen and getting one for each.. it was probably the sweetest







thing and it made their day!!!!

Your maintenance staff is amazing too because they make every effort to ensure the kids are happy and have everything they need (fresh towels for the pool, etc.)

And one of the things that made me tear up a little.. Yesterday we asked for a DVD player to get installed while we were out for the morning, and so we took the "do not disturb" sign off the door, and the kids stuffed animals were left around the room... so the house keeper (i think her name was Emily) put them in different places around the room.. and when the kids got back.. THEY were SOOO amazed and happy and were just blown away with excitement. Words cannot describe the feelings we felt. This made their day.. probably their weekend!!!! I attached the picture .. it was probably the coolest thing i've ever seen.

So long long story short, If you have some recognition program, these amazing people... who go out of their way for people like us are just plain amazing and should be recognized for this!!! I'm beyond appreciative because of this and we'll be forever customers!

Thank you and your team for everything you do to make us feel at home, feel welcome and feel so happy to return!!!

Warmly yours, Jessica, Jeff, Jeffrey and Emily Grant





	July 2018 thru Se	ptember 2018		
Rank	Site	Type of Interaction	# of Interactions	Score
1	Hampton Inn & Suites ME Thomaston	Reservations Inquiry	21	90.0%
1	Hampton Inn ME Bath	Reservations Inquiry	21	90.0%
3	Hampton Inn ME Augusta	Reservations Inquiry	20	84.0%
4	Rockland Harbor Hotel ME Rockland	Reservations Inquiry	21	75.7%
5	Six South Street Hotel NH Hanover	Reservations Inquiry	21	62.4%
6	Rockport Inn & Suites MA Rockport	Reservations Inquiry	21	56.2%
7	Homewood Suites ME Portland	Reservations Inquiry	19	53.2%
8	Hilton Garden Inn VT Burlington	Reservations Inquiry	21	49.5%

Average Score: 70.2%



And what happens when you tie the quarter for first palace? Your teams split the bonus!!





MCHG Growing from within.

Jamie Mulley has been a valuable leader in the MCHG family since she started over 20 years ago as a server and bartender in one of our Ground Round restaurants. Since that time she has been a restaurant manager, Front office manager, and General Manager. In addition to her role a GM, she managed the Signature program for MCHG, coordinated all MCHG events and became our opening specialist for new hotels. This past fall Jamie was promoted to Corporate Director of Operations to be our third person in that role. Jamie explains, "I have learned so much from our MCHG leaders over the years. It's exciting to give back in this new role." As one of her associates mentioned, "Its about time!" Well, I guess it is. Congrats Jamie.

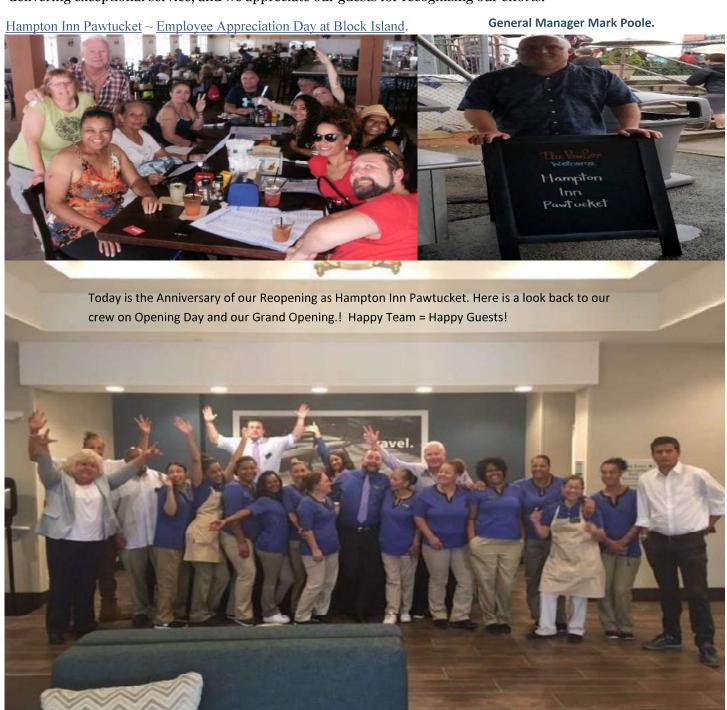
Hampton Inn Pawtucket receives 2018 TripAdvisor award

PAWTUCKET – Hampton Inn Pawtucket has received a 2018 TripAdvisor Certificate of Excellence. The award celebrates hospitality businesses that have consistently delivered a quality customer experience and

earned great traveler reviews on TripAdvisor over the past year.

The Certificate of Excellence considers the quality, quantity and most recent reviews submitted by travelers from around the globe on TripAdvisor. In addition to positive online guest reviews, hotels must have maintained an overall TripAdvisor bubble rating of at least four out of five, have had a minimum number of reviews and have been listed on TripAdvisor for at least 12 months.

"We are honored to be awarded with the Certificate of Excellence by TripAdvisor for our commitment to customer satisfaction," said Hampton Inn general manager Mark Poole. "I am extremely proud of our team for consistently delivering exceptional service, and we appreciate our guests for recognizing our efforts."



MCHG Adds # 20!!!!

In September, Maine Course added its 20th hotel to the portfolio. But more importantly it added 40 people to our family. The newly renovated Hampton Inn Pawtucket is a 135 room hotel with beautiful pool, nice meeting space and a leased restaurant (Murphy's Law). Mark Pool, GM has been with the property for close to 30 years. A transition is not easy, but thanks to over a dozen people from MCHG, who spent time there over the last 6 weeks, the new team members felt welcome. Mark recently said, "The support we received is by far the best I have encountered in all my years in the hospitality business. I am Proud to be part of MCHG." This is a testament to Mark and his team, as well as the entire MCHG family! Welcome to Maine Course!



What a fantastic huddle with our team this morning! Thank you Chris for visiting us.

I love this hotel! The accommodations are updated immaculate the rooms and bathrooms are clean & the bedding is so comfortable. There is nothing worse than staying in a hotel with uncomfortable beds and pillows so this hotel definitely surpasses this expectation! The staff is helpful and friendly and is always present. This was Beautiful! I stayed here one night during a business trip. The hotel is clean my second stay at this hotel for business and I will certainly be returning again.



and new. Everything about the room is new. I only realized in the morning that the hotel had been renovated. They did a complete and beautiful job!

Fantastic Weekend! Great Location! Room was clean and comfortable and NEW! We are a family of 4 and were in a room with 2 queen beds. At check in we requested a cot so my 2 daughters could have their own beds. Within minutes it was at our door, made and equally as comfortable as our beds. Amazing! Can't say enough! Would definitely return!

Great location, newly renovated.! We stayed at the Hampton Inn for Columbus Day weekend to attend a hockey tournament. It is located right off the highway. The staff did a great job accommodating our hockey team so our rooms were near one another. The rooms themselves were beautiful. Newly updated and spacious. Breakfast was traditional complementary hotel breakfast (cereal, muffins, waffles, eggs, bacon, potatoes, juices, coffee etc.). There was also coffee, tea and water in the lobby available at all times. The hotel was sold out due to the hockey tournament and 2 weddings. You would have never known that walking the halls or in your room. It was so quite.



Smiling faces in Pawtucket. L-R. Charlie, Dennis, Mark, Nicolette. Our leaders at the Hampton Inn. Welcome aboard, we're happy to have you join our MCHG Family!

Congratulations MCHG on the acquisition of the Pawtucket Hampton Inn, in Pawtucket, RI. Paul Lohnes and Charlie Laverty closed on the 135 room Hampton.

The growth of MCHG is reflective of the hard work of all of you. Thank you!



What an incredible group of people who have joined the MCHG Family. This is going to be awesome! Welcome Hampton Inn Pawtucket. MCHG's 20th hotel and 6th Hampton. We are so fortunate to have such a wonderful team to join our family.





This Photo is from the Retreat in May, But if you have space I would love to put a little farewell message in the newsletter, since it is my last quarter with Maine course.

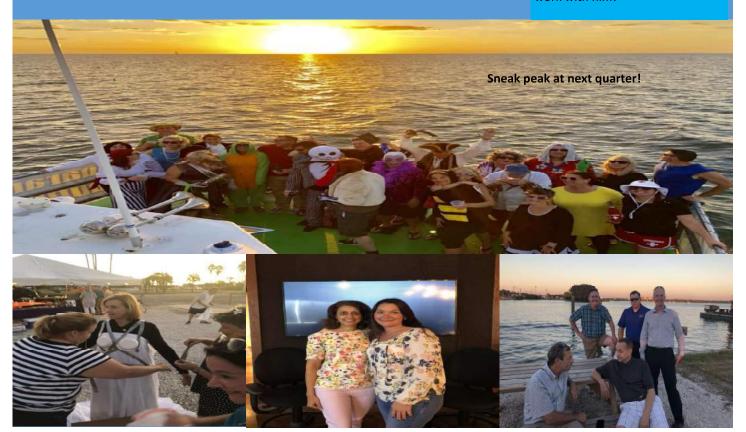


Thank you MCHG for the opportunities I have been given, and the fun I have had being part of this amazing group of leaders. I don't think enough people are as lucky as us, to be part of a company that feels like a family! As I say goodbye, I think about all the amazing lessons and skills I have learned from everyone, and I know I will take a little piece of Maine Course Culture with me. I can't wait to spread the positive energy and ideals to everyone I work with in the future!

Good Luck Everyone! See you again soon! J

-Justin Horner

We all wish Justin much happiness and success as he positively impacts the next folks fortunate to work with him!



Tripadvisor: Submitted by Rockland Harbor Hotel.

Wonderful stay!

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! Hotel? Motel? It was perfect!

Our stay was as good as it gets! The service upon checking in and out was excellent and all in between was just what was needed. Friendly staff always helping answer questions about the hotel and places to dine were great. Our room was perfect! The bedding was so clean and comfortable. So much better than the resort we stayed in at Bar Harbor!

Wonderful from start to finish!

We absolutely loved our stay at this hotel! The room we had was impeccably clean and comfortable. We couldn't ask for a more welcoming front desk. Parking was free and safe. Highly recommend this hotel and hope to return again.

Our stay here was just a brief overnight but we really enjoyed it. First my biggest praise goes to the cleanliness of the room!! We've stayed a lot of different places and this was by far one of the cleanest rooms and bathrooms we have come across.

The staff was very friendly as well. We would definitely stay here again if back in the area. Breakfast was included and while not gourmet it did get the job done.

Very Nice Hotel with Very Good Location

We usually stay at large-chain hotels like Marriott. However, on our Maine vacation, I wanted to try more "local" venues, while still receiving the comfort and cleanliness to which we are accustom. The Rockland Harbor Hotel did not disappoint! I had made our reservations six months in advance, requesting top floor king room with balcony overlooking the harbor. That is exactly what we got: Room 520 was lovely! (see photos)

Friendly and accommodating hotel staff. Very nice stay!

The Highlight of our Trip!!

I just adored being in Rockland and this

Hotel is perfect in every way!!!

It was saving the best for last as it was our last stop in Maine!!

Service super duper friendly and helpful!

Located in a part of the coast that's stupendous!

Away from the crowds even in the height of season!

We were there our very last stop on an awesome coastal trip!!!

We adored the town of Camden and all I can say is when you get up early before the crowds, you can get a full appreciation for the beauty of Maine!

This hotel compliments the spaciousness of being on the water!

The breakfasts are perfect in every way.

The rooms super comfy and ours overlooked the harbor.

I'm someone who likes to go to new places all the time but I would return to this

Property in a nano sec!

Thanks everyone there for being part of our cherished Maine vacation!!!

Awesome Experience!

Very nice clean hotel, Excellent staff and great location! Would definitely stay again. Great views from the balcony. Rachel at the front desk was wonderful! Close to many lighthouses. Can't wait to go back.

Amazing Location and Hotel

Traveled from Boston to attend Lobster Fest and pick up our daughter from camp. The staff was professional and welcoming upon arrival. Tim Prosser is a class act all the way. The room was spacious, clean, and quiet. Breakfast was also delicious! Great view from our room. This is a great stay in Rockland. Walk everywhere.

Friendly and honest staff

About two hours after leaving, I recognized that I left my wallet in the room. I called the front desk, the room was searched, and the wallet was found! It was mailed priority mail at no charge to me! I am grateful for the honesty and integrity of the staff.

GREAT hotel.

We have visited The Rockland Hotel in the past. It is our #1 choice in the area. It's always been a very positive experience. Nice room. Clean. Comfortable. Nice, friendly, courteous employees. Enjoy the balcony. Fun people watching. Great ocean views from floors 4 & 5. Nice breakfast. Beautiful outside "lounge" with a fire pit and comfy seats. Easy FREE parking. Many really good restaurants within walking distance. Fun shops within a few blocks. Farnsworth Museum is close by. Ferry boats are right across the street. The room price has always been fair for the area. Call the hotel directly for the BEST rooms and service. Great staff. They will make it happen!

This hotel has everything going for it. The service is fantastic, and Sandra and Rachael were very special. The rooms were very clean, and the parking could not be more convenient. A nice plus was having the Ferry service right across the street. And a nice free breakfast in the morning.

Gem surveys:

Martin at the front desk was so helpful! Even saving a few cookies for my work colleagues and I.

Upon arriving we discovered that My wife could not fit under the handicap sink. When Michelle saw this, she had Bill come over and in no time the face of cabinet had been beautifully cut out to accommodate someone in a wheelchair.

Rachel was exceptional. She has a gift for customer service. She made our stay outstanding because of the individual attention she gave to what we wanted to do in Rockland.

Nice hotel! After staying there I researched Maine Course Hospitality and will look to stay at those properties when traveling in New England except for the ones that have valet parking.

Front desk staff was very friendly and accommodating. I stayed there a few nights and Kat was there each time. She was great. She welcomed me with a smile and remembered my name each time. Front desk staff in the morning was very pleasant as well. A great experience. Thank you!

Rachel is a great asset to your front desk. She went out of her way to make us feel comfortable and took care of everything above and beyond. Great visit to Rockland!!

Kat was awesome. What a lovely person and so happy to make us feel welcome. The fire pit was a huge success.

November 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
No.				Harry Hall PHI	Massinga Malebo CPD Julia Rodriguez HGI Murray Dunsmore HGI	3
4	Kmesha Christie CPD Andre Caron FHI	Danielle Plumlee BCY Jordan Anzivino RPI	7 Theresa Emilo Hagen HGI	Joanne Souliere EFI Nichole Day SPC	Brett Phillips CFI Steve Kaze CPD	10
Caroline Murphy SSS	Michael Foster SPC	13	Caitlyn Brennan AFI Kristie Mcintosh WHI	Scott Rhoades BTS Erin Lally CPD Tammy Leber GIL	Danielle Morin 16 COR Brenda Rivera Delgado CFI Dennis Bellucci PHI Kristina Kulas RHH	77
Joshua Croy CFI Nathan Blair WHI	THAIN	A P P Y	21 N G	Uma Adhikari 22 HGI Katherine McKenney SPC Samantha Mckenney SPC Brittanie Parker CPD	Mandy Kidney BHI Isabel Gilbert SHS	Rebecca Fendrick RHH Kylee Heskett SPC
Venessa Grove BTS Freda Frateroli FHI	26 Kristen Swimm BCY	27	Julia Wakati CPD Eh Mwee HGI	Lee Kitchen AHI	Susan Sajecki SHS Kelley Long THI	

December 2018

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		RI	DY	9e *	e page (Chapters)	Kathryn Panther RHH Eugene Gumaer SHS Monica Jensen SPC
Happy Hanukkah	Diana Londono PHI	Kathleen Russo BTS Carrie Seavey RHH Alexa Barstow THI	Chloe Edwards RHH Joyce Powell SHS Rhonda Hare SPC	Rebecca Garlick BFI Chelsea Shively WHI	7	8
Edward Faucher PHI Alice Tuck SPC	Malene Bossie CPD	Desirae Larrondo THI	Grace Washburn HGI ErvinBracy SPC	Doreen Brown WHI	Ruth Morales Lopez CFI	Elizabeth Dailey PHI
Laura Botting BCY Tammy Byrnes SPC	Missy Anzivino RPI	18 Ashley Rideout THI	Eugene Bourgault FHI Stefania Watson SHS	Robin Mastine CPD	Stacie Thompson RHH	Pattie Friedman SSS
Stacey Decato GIL Alyssa Powell SPC	Aida Namubiru RPI	WE wish YOU A Prerry CHRISTHAS	Jason Greene BFI Ma Lay HGI	Malivanh Sinuansombath-Kim CPD	Paul Beaudin AHI Mercy Rivera PHI	29

January 2019

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
HAPPA	Dee Gurung HGI Hamiso Ibrahim FHI Awilyo Agane FHI Matikwa Ulimwengu FHI Di Giarung HGI Budda Subba HGI Indra Rai HGI Santa Gurung HGI Sunta Kadariya HGI Tak Magar HGI Rebekah Cory Khdka Dhan Maya HGI	Katherine Grang BHI Suzeite South CFI Deliris Morales-Garcia CFI Sado Geuled-CFO Jawhara Mohamed CPD Fatuma Halane CPD Peggy Morrill CPD Asha Elmi CPD Mustafa Hussein CPD Amina Abdi FHI Habibo Abdi FHI	Rober Drouin BHI Asah Wheeler SSS Renee Landre THI	let.		Niravkumar Patel AFI Jesse Breda RHH
Courtney Robinson BCY Salimata Toure CPD	Donna Rocha PHI Donna Brewer FHI	Caitlin Mayo BCY Catherine Sicenso SHS	Melissa Wolfe COR	Show 10	Julie Lesch BCY Zachary Moeller BTS Norman Tourville HGI	Yuwaree Buchanan HGI Angela Maynard SPC Trisha Maxwell WHI
Jamie Fisher CPD	Ashley Tumbiolo RPI	Gary Serino COR Janerilys Torres PHI Emily Caron SHS	Tovah Michaud WHI	Felicia Otto GIL	Kasey Godbout BHI Linda Davis WHI	15
Kristen Drew BCY Nicole Murphy HGI	Amy Dwelley BCY Kim Dennis SHS	Lara Almamouri SPC	Angela Wright SSS	Erica Whitten BTS	Cynthia Moody BFI	26
Geina Baskerville PHI	28	Saleh Elhag BTS Elizabeth Alvarez CFI	Lori Keyes RPI	Josfa Paulino PHI		