



SPECIAL EDITION: 2014 BANQUET

LAKES ROCKING

Gilford wins Hotel of the Year

An MCHG Hotel of the Year: is one that takes care of the associates, who takes care of the guests and the guests keep coming back. This, in turn means a return on investment for owners. But is also a hotel that is active in giving back to the community at the same time.

This years Hotel of the Year brings all of these attributes to the table. Profits are up significantly, they're a leader in their brand and their brand has recognized them for it. They hold their daily team meet-



ings regularly and have fun staff activities consistently throughout the year.

Gilford increased sales 16.7% over last year, resulting in a record year. They also increased Net Operating Income by 44% over last year with a

flow through of 89%. Team has won the Gold/Diamond Award for the last 5 years running. Larry was Diamond General Manager of the Year while Doti was Operational Manager for the year.

The team participates in Real Giving and makes blankets for kids in hospitals as well as many other community programs.

All this from a little 75 room hotel in the middle of east overshoe!

Sean Riley

LEADING BY EXAMPLE

Jamey Kitchen named Leader of the Year

The leader of the year is a person who embraces the Maine Course mission, who builds a team driven by positive thinking and committed to superior quality service.

The Leader also contributes to our two "Wicked" Important

Goals: one is culture and the other profitability.

The Leader of the Year is one who



leads by example in everything they do and takes care of associates.

This leader does all that I men-

tioned but in addition to the culture and mission, this leader is a master at improving sales and profitably.

He is an example for our new leaders and he reaches out to assist all. In fact, this leader helped mold my career as well.

No wonder he was promoted this past year!

Sean Riley

DOUBLE DIPPING

Doti Gath wins Operations Excellence

The Operation Excellence award is earned by a Maine Course Hospitality Group leader that produces exemplary operational results over the year. She had a laser like focus on the hotel's Guest Satisfaction Scores.

She also loves Toby Keith, and Nickleback. She digs the Twilight Movie Saga and the Vam-



pire Diaries. In addition, this year's winner helped manage a 15% revenue increase and 68% Net Operating Income increase. She earned the TownPlace Operations Manager of the year and kept Larry (Hahn) in line.

Jamey Kitchen

SELL IT LIKE YOU OWN IT

Brigit Cavanagh wins Sales Person of the Year

Everything gets better with sales, it's well understood in business. In 2013 MCHG set new records in sales and profit. Choosing just one person is a little unfair but we are going to do it anyway! This sales person has a difficult task as her market is dependent on government-military contracts. With slow downs, shut downs and congress playing games this sales person rose above the noise to excellence.

To make things even more difficult she's responsible for the sales



in two different hotels. In a down market this sales person helped to increase average rate by 14% and increase occupancy. This effort resulted in profits exceeding 20% from the prior year.

This past summer on a sold out

Friday night this sales person was working away and learned that a guest checked out early. Knowing we could sell the room she told the front desk, "I'll clean it". At 7:00pm on a Friday off she went and cleaned the room that was resold later that night. Once again she missed dinner with her husband. When she returned home well after 8:30pm her husband asked her "what happened" she replied "we needed the sale to make budget".

Kevin Pagnano

UP AND COMING

Virginia Megill wins Rookie of the Year

This award goes to a new manager that produces extraordinary result for their property over the course of the year.

In addition to managing unprecedented sales during an opening year, she continued to manage a 57 room apartment complex, as

well as working desk shifts and doing her regular job of leading her Front Desk team. This person is planning her honeymoon for California, according to her Facebook post.

Jamey Kitchen



CORNERSTONE

Sean Riley recognized for 25-years of service

Recently I was reading an article which included 10 quotes on small business success by JW Marriott. When I was reading through these I realized, "this sounds just like my boss". The 3 that I honestly thought Sean wrote himself were....

"Great Companies are built by people who never stop thinking about ways to improve the business"; "Take care of your people, and they will take care of your customers" And the third is, "A businessman once said, 'A busi-



ness succeeds not because it is long established....or because it is big, but because there are men and women in it....who live it, sleep it, dream it and build great future plans for it!"

For 25 years Sean has lived it, dreamt it and is continuously building great future plans for it!

Knowing Sean for only 5 of the 25 years we celebrate, I have watched "the leader set the pace" consistently and I know he has been doing this for all 25.

Please join me in congratulating and Thanking Sean for an amazing 25 years of "service before self" and inviting him for another 25.

Matt Anzivino

ONE OF A KIND

Gary Serino recognized for 20 years of service

Gary began in 1994 with Ground Round where he held positions in finance & taxes. He did a stint in operations before passing out on the line. They moved him to Bingo the clown where he excelled.

One of his first roles at Maine Course was to fire the person who hired him. We became self insured and he was a hero...until we went upside down. We often saw things from a different perspective. Gary saw advertising as a sin, I saw it as a commandment. Gary loved numbers, me not so much. Gary hated the ra-ra, I thrived on it. But even with the different perspectives, I always had huge respect for him as a businessman and as a person.

I came to appreciate his point of



view and learned a lot from him. The mutual respect continued to grow. Until...

The Golf membership Capo. Corp membership-resident rate. I got what he asked for. I was local so I got what I asked for. Course said, "half off local rate," I said, "OK". Wow! He still isn't over it 20 years later. Can you say BB Pie?

First year on the job, he had a workers comp claim. Unplugging a

calculator he tore his rotator cuff requiring surgery and a year of recovery.

And then there was another of his brainchild's. He and his committee came up with JP Cranoli's. The Name is an acronym made of his three bosses names, Crawford, Lohnes and Anastos. How is that

for a suck up? A restaurant like no other... was its tagline. I guess it was, it lasted 6 months.

Fast forward to a few years ago Gary had a triple bypass and just wasn't recovering. Three months later he had a stroke. During that time I truly realized how valuable Gary was and how much I cared for him as a person.

Sean Riley

GUEST OF HONOR

Liam Brown speaks at banquet

Liam Brown is currently President, U.S. & Canada for Select Service & Extended Stay Lodging and Owner & Franchise Services. In this role, Liam oversees all of Marriott's franchising in North America, across all brands, as well as leading the Select Service & Extended Stay managed portfolio.



Liam began his career with Marriott in 1989. He served in multiple general manager and regional positions across Marriott's Courtyard, Residence Inn and full service portfolio from 1989 until 1999. From 1999 to 2007, he held several corporate positions including, VP of Franchising for Resi-

dence Inn and TownePlace Suites, and SVP for the Fairfield Inn brand. Liam held the positions of SVP and EVP of Development for Marriott's Select Service & Extended Stay lodging products. Liam served also as Chief Operations Officer, The Americas for Select Service & Extended Stay Lodging

and Owner & Franchise Services. WOW, what a career!

He was educated primarily in his hometown of Dublin, Ireland. He has a BS in Business and an MBA.

He and his wife Lillian have two children Patrick and Ciara. They live in Bethesda, MD.

But most of all, Maine Course knows Liam as a friend and someone we can trust implicitly! I have had the pleasure of getting to know Liam well over the last 5 years and can tell you something else. He likes to have fun as much as any of us at MCHG.

Sean Riley

GROUND BREAKING

Julie Warner wins inaugural Associate of the Year

Tonight we have a very special award as we will recognize for the first time an associate who we crown as the best of the best at MCHG.

With over 300 associates the Leaders of each hotel narrowed it down to just a single associate from each property. I'd like to tell you about one exceptional person. She's only been with MCHG for 1.5 years but has set the standard for a "what can I do next" attitude. She has the basics down for excellence, is never late, never misses work



and is always ready to go as scheduled. It's how she performs when its go time. As a desk associate she performs like few could.

Her attention to detail follow through and follow up is incredible. She knows Mr. Coombs needs a new shower curtain prior to arrival. She personally guarantees Ms. Snowdon's room will be 74 degrees at check in time. If she does not see Mr. Langs' reservation in system for the following month she'll send an email to his assistant checking on his needs. You see Julie gets it. It's

the little details and paying attention that matters to our guests. She currently handles all group blocks and details BEO's. She insures the meeting room is set to standard and meets and greets the customer for each event. She personally had her stamp on organizing over 30 Division-I teams and demands in a 90 day window at the Bangor Courtyard. She even made sure the Univ. of Vermont Women's basketball team had extra peanut butter for breakfast. Most of all she makes our guest feel special. Oh she can do the stuff but what makes her standout is her smile and warm hello to every guest every time.

Kevin Pagnano

PUT YOUR SIGNATURE ON IT

Homewood Suites wins 2013 Signature Award

When it comes to the perfect shop this Signature superstar pulls out all the stops. Raising their average 5% over prior year and closing 2013 with a 92.8%.

Jamie Mulley

Homewood Suites ME Portland	92.8%
Hampton Inn ME Bath	92.3%
Hampton Inn & Suites ME Thomaston	87.0%
Six South Street Hotel NH Hanover	86.9%
Rockport Inn & Suites MA Rockport	85.2%
Hampton Inn ME Augusta	82.5%



GOOD BUSINESS

Tim Daigneault of Opechee Construction named Business Partner of the Year

I define a good business relationship as one that includes Quality of service and product, Reliability, Trust, and willing to do what it takes no matter what the agreement originally was.

Also, people do business with people they know and like.

At MCHG, we are fortunate to have many valued vendors, which I choose to call Business Partners. But the person I would like to recognize tonight stands out.



Whether its for an emergency on Sunday or during vacation, this person is there for me. I have 100% trust in him. Often times people ask me how I can do so much. Well

having a person like this on my team that makes decisions and consults with me when the need arises. Now that's Trust in a partner.

This person and his company offers an unprecedented warranty, but answers questions and solves problems as long as 5 years after completion. That, my friends is a True Partner.

Sean Riley