

# MCHG NEWS

# 2014

## 2013 IN REVIEW!

As we take time to reflect on and review 2013 we want to take a moment to acknowledge and thank the ones who made it such a fantastic year...



v Thank you to all associates and employees for a truly successful 2013!!

There are not many companies that can claim a third record year three years in a row! This is exactly what MCHG can claim as a result of each of your efforts and more importantly your results! It is the front line associates that makes this happen and keeps our guests coming back to our hotels. And for that I thank each of you. These record results will provide more opportunity for all of us as we reinvest and add additional hotels to MCHG's portfolio. I am very fortunate to work with such a motivated, dedicated and hard working group of associates. Thank you for all you do!

*Gary Serino : CFO*



^ When you read this 2013 is over and we reset for another year. Reflecting back about the success we had is fun as well as productive. We had more success in 2013 than in any other year of MCHG. I can't wait to see what we will do in 2014. This success was achieved through many associates caring about the guest and each other. We all spend a significant part of our day at work. It's nice to spend it with people who care about each other and are committed to delivering outstanding hospitality. We will open three new hotels in 2014 and add 75 new associates to our family. Our future is growing brighter by the quality of associates and leaders we have and continue to add. We do not have a guarantee of success in 2014. What I do know is we have great associates with a passion for delivering outstanding hospitality.

I want to thank all of you for your work and dedication in a very successful 2013 and I look forward to working with you all to make 2014 our best year yet!

*Kevin Pagnano : Corporate Director*

^ This time of year always reminds me of the things that are important to me. My family, my friends and the things I am grateful for!

The funny thing is, all of them can be wrapped up nicely in a package. I consider all of you my family, my friends and I am thankful for all you do. Not just for MCHG, but for me. I have an enormous responsibility, and it often scares me. But what always eases my mind is the culture we have, which has been created by each of us. We are a lucky group, and I am the most fortunate of all. I have surrounded myself with incredible people and our future is bright. Because of you!

Thank you for a great 2013 and I look forward to serving you in the upcoming year!

*Sean Riley : CEO*





# THE FUTURE IS NOW

CONTRIBUTED BY SEAN RILEY

Well, The Future is NOW! We are a profitable company with 350 associates today and close to 500 by year end 2014. We will increase sales 50% in the next two years. None of this would be possible were it not for our associates. What sets MCHG apart is our culture, which was created by all of us, not just Sean in his office! Our most important assets are our values and our people. We have great hotels, but without each of you, we would be just like all other hotels.

We can't rest on our laurels. We need to continue to improve in how we deliver to our associates and to our guests. I am committed to improving our culture through the input we received from each of you in our Culture surveys.

Although we appear to be pretty good in your eyes, success is never final. I am committed to making it better!

This is an exciting time for MCHG. More than ever, there is an energy that is infectious. New positions

have been created to help support our teams and provide opportunities for valued team members!

Yes, it is exciting and I am one proud man. Not just because of our current success, but because of all of you! You continue to make MCHG a leader in the industry!

Thank you for a great 2013 but remember, The Future is NOW!

*Sean*

# CHANGES AROUND THE MC

NEW FACES AND LEADERSHIP CHANGES



< Please welcome Lauren MacAlister to MCHG! Lauren (pictured left with Beth Peters) joined Maine Course as an accounting leader in early December. She is a CPA and fits into the culture of the company! Beth Peters, MCHG Controller, described Lauren as a "bright, energetic, young accountant who will add great value to our accounting team"



> Beginning 1/1/14, Jamey will become Corporate Director of Operations. In the role, Jamey will continue to be General Manager of the Hampton Inn in Rockland. In addition to this role, he will be the person responsible for the opening of the Hilton Garden Inn in Burlington. He too will receive assistance from us, but the buck stops with him. Jamey will also be responsible for the oversight of MCHG Hampton Inn's. Jamey has been with MCHG for 7+ years and has run his own management company, owned and operated a restaurant and managed Resorts throughout New England.

Both Jenn and Gordon will report directly to Jamey, as will the GM of the HGI.



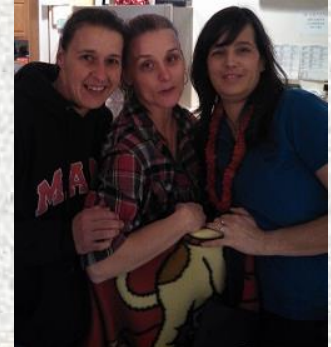
^ Beginning 1/1/14 Kevin will be named Corporate Director of Operations and Revenues. Added to his current responsibilities is the role of operations for a number of MCHG Hotels. Kevin will be responsible for the Opening of the Courtyard Portland Downtown Waterfront. He will be assisted in the opening, but he will lead the team. In addition to this, he will oversee all MCHG Courtyards and Six South Street. Matt Butterfield will assist Kevin with the revenue management for all MCHG hotels, but Kevin will still be responsible for this critical role. Kevin will continue to be the Corporate leader of MCHG Sales teams. Kevin has been with MCHG for over 5 years where he began as GM of the Bangor Courtyard. He had a 17 year career with Marriott International where he started as a Bellman, Executive Housekeeper, Sales, and General Manager.

Dayna, Doreen and Jennifer will report directly to Kevin, as will the new GM of the new Courtyard.



# MAKING A DIFFERENCE

CELEBRATING THE HEROES OF MCHG



<^ It was a very holiday season in Gilford! Team TPS made blankets with the help of staff, their children, a girls scout troop and even some guests for the Children's Hospital at Dartmouth (pictured top left and top center); raised \$657 for the WLNH Children's auction which helps various children's organizations in the Lakes Region area (top right); and also filled 20 Angel Tree tags for the Salvation Army. PHEW! Thank you Gilford TownePlace team for making a difference!!



^ In their first newsletter submission the TownePlace Suites in Bangor (opening Summer 2014) participated in TPS Real Giving Blankets (pictured above). The blankets were given to EMMC. The Bangor Courtyard raised \$250 for the Salvation Army Angel Tree program to provide gifts for area children. Thank you to our Bangor tandem team for helping to make a difference! v

^ Six South Street hosted the Dartmouth Graduate Veterans Association annual fundraiser to support Toys For Tots! Thank you Six South Street team for making a difference!



< When the ice storm struck Maine and left over 100,000 people without power with Christmas fast approaching reinforcements were called in

to help restore power. And making sure that during their breaks they were well rested became the responsibility of many of our associates and leaders, such as the Augusta Fairfield. They worked long and hard, including on Christmas day, to do their part in helping to bring power back to Maine homes. Thank you to all those who helped host these workers and for helping to make a difference!



## MAKING A DIFFERENCE (CONT)



< At the annual leadership conference the Front Office Managers, Executive Housekeepers, Sales Directors and members of the corporate office went to the Open Door food pantry to help prepare apple crisp for their Thanksgiving packages. The team assisted with washing, peeling, slicing and packaging apples along with preparing the dry ingredients. 240 pounds of apples, 180 apple crisp mixes and 155 apple pie fillings were completed. Thank you all for making a difference!

> On December 17 the Hampton Inn in Bath hosted an Old Fashioned Christmas Cookie Walk. The event was used to help raise funds for the Art Van Project. Anyone who made a donation got to take home a bag of cookies! Thank you Bath Hampton team for making a difference!



## ODDS AND ENDS



< Upgrades of the guest rooms at the South Portland Courtyard are underway! The upgrades are projected to be completed in March

> Upgrades of the guest rooms at the Thomaston Hampton Inn are nearing completion! New hallway carpeting and wall paper is included in the process



✓ In keeping with their annual tradition the Fairfield Inn in Exeter dominated the competition at the annual holiday float contest winning the award for Best In Business. The theme was "History of the Memories of Exeter. The team used a NIKE theme as the first NIKE factory was located in Exeter.



< Whitney Battis of Six South Street was recently promoted to Front Desk Supervisor! Whitney has been with the hotel since its opening in February of 2011





# HAPPY HOLIDAYS!

FROM OUR FAMILY TO YOURS





## SIGNATURE CORNER

As we close out December 2013....A great Big Congrats to Laura, Kim and TEAM Homewood!

Closing out December's 2013 with 94.3% & 6 out of 7 perfect shops!!!

AND also for being our 4<sup>th</sup> Quarter Trophy winner 'ta boot!!

**WAHOO**

Another BIG congrats to you Homewood for improving 11% over last years' 4<sup>th</sup> quarter, you certainly earned it!!

Keep up the great work Team SHWS....it shows

Clear the slate, 2014 begins on Wednesday...it's anyone's quarter!!

Have a safe and happy New Year!

*Jamie*

**Homewood Suites ME Portland**

**94.8%**

**Hampton Inn ME Bath**

**92.4%**

**Hampton Inn ME Augusta**

**89.5%**

**Rockport Inn & Suites MA Rockport**

**88.6%**

**Hampton Inn & Suites ME Thomaston**

**82.4%**

**Six South Street Hotel NH Hanover**

**71.9%**

## TRIP ADVISOR

<u>Hotel</u>	<u>Reviews</u>	<u>Score</u>	<u>4's and 5's</u>
Fairfield Inn (Augusta)	82	4.22	71
Hampton Inn (Augusta)	112	4.72	109
Courtyard (Bangor)	192	4.41	172
Hampton Inn (Bath)	235	4.70	227
Fairfield Inn (Brunswick)	109	4.19	93
Fairfield Inn (Exeter)	84	4.50	75
TownePlace Suites	86	4.53	79
Hampton Inn (Rockland)	142	4.27	123
Rockport Inn & Suites	325	4.40	286
Courtyard (South Portland)	138	4.04	110
Homewood Suites	195	4.70	187
Six South Street	100	4.42	91



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## WHAT THE PEOPLE ARE SAYING

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**"The whole Inn was exceptionally well cleaned and I dare one to find a dust bunny anywhere!! All common areas were well maintained right to the napkins, sugar packets and stirrers. Nothing is lacking." -Augusta Fairfield Inn**

**"Every staff member was gracious and willing to go out of their way to make everyone as comfortable as possible during a difficult time whether that took the form of opening a meeting room as a playroom for children also staying in the hotel over Christmas or gracefully working extra long hours " -Augusta Hampton Inn**

**"I have stayed at the Bangor Marriott Courtyard dozens of times over the past 18 months. I have never seen an organization more committed to excellent customer service. They are fabulous, into the small details, and anticipate one's needs with a ready "can do" attitude " -Bangor Courtyard**

**"Ten inches of snow fell overnight. The hotel staff had brushed off my rental vehicle and ran a snow blower around the car before I even left for work. I was extremely impressed and shocked with the thoughtfulness. FYI - they didn't have a snow brush or ice scraper in the rental" -Bath Hampton Inn**

**"This hotel offered an excellent staff that was so helpful in every aspect. Tho everyone was super ,we need to thank Crystal who was exceptional in attending to any of our needs from suggesting restaurants, printing directions to area spots and always in a professional and friendly manner " -Brunswick Fairfield Inn**

**"All the staff members we spoke to when very friendly and helpful. The whole hotel was clean and, well decorated. The breakfast was tasty and was had a lot of different items to choose from. The foyer was warm and inviting. We especially liked the fireplace. We will defiantly be staying here on our next trip to Exeter ." - Exeter Fairfield Inn**

**"My husband asked a housekeeper by the name of Cindy to please grab us extra towels and change the linens after I was sick all night long. I want to commend her professionalism and courteous and quick response to our needs at such a trying time. Never once did she appear flustered or repulsed. I was mortified and equally embarrassed. She ensure our needs were met and I cant rave enough about our stay. The rooms were clean and Cindy really added to our experience that certainly will bring us memories of a lifetime. Thanks for being so courteous, and your absolute professionalism! KUDOS!" -TownePlace Suites**

**"Our overall experience at this hotel was excellent! Lovely hotel and exceptionally clean. I am a "clean freak", and this hotel is immaculately kept. All staff were extremely helpful and cheerful" -Thomaston Hampton Inn**

**"Our recent stay at Rock Port Inn & Suites was great. The rooms were very comfortable and clean! All the staff was pleasant and helpful" -Rockport Inn & Suites**

**"The Marriott was very clean, the rooms were nice and spacious and the staff was always very polite. I am happy with our choice and I would absolutely stay here again" -South Portland Courtyard**

**"Homewood staff in Portland, Maine is incredible and all requests are taken care of and questions are answered well. This establishment far and away exceeds even higher priced places in the area " -Homewood Suites**

**"I had a really nice one-night stay here and loved it. The staff is helpful and friendly and the hotel is perfectly situated for a walk around town and the adjoining Dartmouth College campus " -Six South Street**

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# January 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 Halimo Azair (HWS) Khadijo Adan (SPCY) Abdigani Ashkir (SPCY) Kahiye Hassan (SPCY) Rebecca Wal (SPCY)	2	3	4 Richard Crabtree (HWS)
5	6 Debora Dami (GTP) Courtney Bills (BCY)	7	8	9 Estelle Mayo (AFF)	10 Tabitha Luczkowski (AHI)	11 Kayla Testaverde (RIS)
12	13 Jamie Fister (HWS) Kristal Lake (HWS)	14 Ashley Tumbiolo (RIS)	15 Gary Serino (CORP)	16	17 Benjamin Judkins (HWS)	18 Julie Durmis (EFF) Makayla Drouin (AHI) Daniyil Klimov (BHI)
19	20	21 Amy Dwelley (BCY) Kim Dennis (HWS)	22	23	24	25 Lee Cutting (SSS) Pamela Mason (AFF)
26	27	28	29 Richard Hay (SSS)	30 Erika Emond (AFF)	31	



# February 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1 Meghan Riley (BFF) Matthew Butterfield (CORP)
2	3 Karen Pendoley (AFF) Lisa Nickerson (THI)	4 Jacob Robinette (GTP) Laura Rumson (HWS)	5 Chelsie Lewis (AFF) Krystle Tomlins (BFF)	6 Sandra Schaeffer (THI)	7 Loretta Curran (GTP)	8
9 Jeffry Dunning (SSS) Shelby Oakes (THI)	10 Brenda Hill (SSS)	11 Amanda Burns (RIS)	12 Kathleen Yukica (SSS)	13 Lawrence Hahn (GTP) Mary Brooks (BCY)	14	15
16 Margaret Grace (BHI) Candy Desorcy (HWS)	17 Robert Robinson (BCY)	18	19	20	21 Beverly Small (EFF) Matthew Goupil (GTP)	22 Stacy Carey (EFF) Melissa Stairs (BCY)
23	24	25 Eli Irvin (RIS) Grayson Languet (SPCY)	26	27	28 Scott Audet (AFF) Kristie Thompson (AHI)	