
MCHG NEWS

MARCH/APRIL
2014

DRIVEN BY POSITIVE
THINKING



Old Habits = New Accolades

Bath takes second straight Lighthouse Award

The Hampton Inn in Bath won an impressive array of awards in 2012 including the Bath Chamber of Commerce Business of the Year Award and the 2012 Hampton Lighthouse Award. Not looking to lose any of their momentum Bath has been awarded the Lighthouse Award for 2013.

The Lighthouse award is given to the Hampton Inns as well as the Hampton Inn & Suites that finish in the top 5% of their respective brand at the end of the year.

Hilton uses the categories of “accommodations, service and



^ Pictured above is the 2012 Lighthouse Award won by the property. The 2013 award will mark the second straight award for Bath and the 2nd in three full years of being open

quality” for determining their rankings.

Bath becomes one of only 50 Hampton Inns to receive this award for the 2013 year and one of the two to receive it in Maine.

Bath ranked 30th overall and raised their QA score by 3.10 over 2012 and finished with a TQS score of 175.96 (TQS is a combination of GSS score and QA score)

Congratulations to Jenn Libby, Dawnelle Ventry, Brigit Cavanagh, Kimberly Abell and all of the Bath Hampton Inn team on this excellent repeat accomplishment!

The Sales Side

Contributed by Kevin Pagnano

I've been a longtime fan of Subway. They have one of the better food choices when it comes to fast food. Subway has grown to have over 40,000 locations. At some point someone up the foot long food chain decided to only put ONE napkin with each sandwich. One napkin. I'm not sure about you but I like a little back up. Have you ever tried to find a spare napkin at a Subway? You also can't find one to save your life in the store. I think they might be in the drop safe for protection.

Our guests need more than one napkin or one bar of soap sometimes. Let's make it easy for our guests to get the things they need. Let's anticipate their needs. A six inch cold cut no veggies is far different than a foot long meatball with extra marinara eaten by a 9 year old boy. When we see the need, fulfill it without being asked. The best hotels in our business know this better than most and the staff provides this every time. Now someone give me a napkin!

Kevin



If It Ain't Broke, Don't Fix It

Old (referring to experience, not age) Bangor guard to be new Bangor guard

This summer Maine Course Hospitality Group will be opening the second of three hotels in 2014, when the TownePlace Suites in Bangor, the first extended stay hotel of the area, opens. However within the new building will be a lot of familiar faces!

Doreen Salls, Kim Whitmore, Heather Assi Antonin and Mary Brooks, all currently of the Bangor Courtyard, will be seeing shifts in their respective roles with the opening.

Doreen (pictured far right) is currently the General Manager of the Courtyard. She will be the Dual General Manager of both the Courtyard and the TownePlace Suites. A 20-year MCHG veteran, Doreen started as a server with the company.



Kim Whitmore (second from right) currently serves as Front Office Manager of the Courtyard and will be named Director of Operations for the Courtyard. Her responsibilities will involve the day-to-day operations of the hotel including Housekeeping, Bistro and Front Desk. She was a member of the opening team for the Courtyard.

Heather Assi Antonin (second

from left) is currently the Executive Housekeeper of the Courtyard and another original member of the opening team. She will be named Director of Operations for the TownePlace Suites including the same responsibilities as Kim along with the hands on opening of the TownePlace Suites.

Mary Brooks (pictured far left) is currently Director of Sales for the Courtyard. She will take over Director of Sales for both the Courtyard and the TownePlace Suites. Mary has been with MCHG for over 5-years, helping to increase sales at the Courtyard each year.

Among their many successes working together this team was named 2011 MCHG Property of the Year and in 2013 set a Maine Course record of being the first hotel to run a year-to-date occupancy of over 80%.

Helping Others To Help Themselves

Contributed by Rebecca Anthoine

Earlier this month, I had the pleasure of being invited to Portland Adult Ed to speak to one of the classes there. The class was a high level English as a Second Language class that focused on helping adults new to Maine refine their resumes and find entry level positions in the workforce. I was nervous going in to a class of 15-20 adults who had all eyes on me, but after introductions the nerves wore off and I had an awesome time talking about Maine Course Hospitality Group as well as the hospitality industry in the Portland

area in general. This class was full of people from around the world who had specialties in nursing, teaching, home care, and human rights. They asked questions about how to get in the door, what kind of skills were needed to pursue a career in hospitality, and the application process. They wanted to know what kind of problems are common in the workplace and how to avoid them, and what kind of opportunities if they were looking to move up the career ladder. It was a pleasure to talk to them about

what it took me personally to “make it in the world of hospitality” and how lucky I was to end up in the MCHG family. Over the coming months I will be working with my contacts at Portland Adult Ed giving them tours of the SPCY property and talking to a few more classes as well. They welcome any help that employers are able to give even if it is just talking to the class, helping build resumes, or giving mock interviews and feedback to students who are looking to progress in the Portland area. If this is of interest to any of you, please let me know!

New Places, New Faces

General Manager and Sales Director named for Portland Courtyard

Aaron Marks (pictured below) has been named General Manager of the Courtyard Downtown/Waterfront in Portland.

Most recently, Aaron was with Marriott Corporation on the opening and training team for new hotels. His Marriott career has included various leadership positions in the Courtyard brand as well as Marriott Vacation Clubs. Aaron's successful leadership allowed him to be one of the key leaders in opening some of Marriott's most high profile properties.

Regarding the selection of Marks



Sean Riley pointed to "his extensive Marriott experience" as well as his "ability to lead others" as being among the key factors in the decision.

Bruno Inacio (pictured right) has been named Director of Sales for the Courtyard as well. Inacio brings a wide range of sales and leadership success from around the globe. Prior to moving to the United States in 2006, Mr. Inacio worked for Vipotel Equipamentos para Hotelaria, where he was instrumental in completing overseas "turn-key" projects for international clients in the service industry.

Most recently he was the Chief Financial Officer of Omni Training Solutions in San Antonio, Texas. His background includes airlines, restaurant, hotels and the

United States Military. Aaron Marks said of the hire, "Bruno brings a wealth of sales and leadership experience to our hotel. His European



upbringing and knowledge of three languages will be a great asset as Portland has become a must see destination for international travelers. The new hotel, which is expected to open late

spring 2014, will have the Courtyard Bistro serving breakfast and dinner, a Starbucks barista and a full bar. It will also feature three meeting rooms, indoor pool and spa, and upgraded High Speed Internet Access along with 42" LED TV's in every guestroom.

Speaking Of New Faces...

Six South Street appoints new Front Office Manager

Dan Molina has been named new Front Office Manager of the Six South Street Hotel.

A Chef by trade Dan brings an extensive food and beverage background to Six South Street. Having also worked for over 5 years in the hotel industry Dan has worked as a night auditor, front desk supervisor, and front office manager for several hotels including Best Western, Holiday Inn, and Comfort Suites.

Jennifer Sargent, General Manager, describes Dan as, "devoted husband and father". He has three children, two boys Kayden and William and a daughter Aaraline. Dan and his wife are currently raising their family in Meriden, NH.

Dan and his family are excited about starting a new chapter in their lives with the Six South Street Hotel & MCHG!



MAKING A DIFFERENCE
Celebrating the heroes of MCHG

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< The Rockport Inn and Suites is working with The Little Samaritan Mission/Face of A Child Project 2014. The Face of a Child Project 2014 is a program that takes individuals, families, churches and now the Rockport Inn and Suites, and pairs them up with Orphans from the Republic of Moldova (formerly part of Russia). The goal is to fill a backpack with needed items such as school supplies, sneakers, clothing, towels and hygiene items. These backpacks are personally delivered from volunteers within the program. Each time a bag is delivered the donator(s) receive a picture of the child opening the bag. The two kids the Rockport team has taken on are Roman Huzuic, 15, and Nicoleta Druta, 12.



> Jim Stoots of the Augusta Fairfield went to jail and he did indeed go directly to jail. He did not pass Go, nor did he collect \$250 along the way. He did however participate in the Muscular Dystrophy Association! The event was held on February 12th and Jim raised \$183 to help fight Muscular Dystrophy.



< The Bangor Courtyard team donated \$150 toward a charity event being sponsored by the University of Maine Women's basketball team to raise funds for the battle against breast cancer. The event was part of a national campaign called *Play4Kay*. Play4Kay is part of the fundraising effort for the Kay Yow Foundation which was established by Kay Yow, former head coach of the North Carolina State women's basketball team. Yow passed away in January of 2009 after a 22-year battle. Among her accomplishments were a 737-344 record, 4 ACC championships and an Olympic Gold Medal. Pictured left is coach Richard Barron who agreed to grow out his hair and dye it pink if the team reached their goal of \$10,000. In the end the team collected \$13,585. To date the foundation has donated over \$3.8 million to breast cancer research



Richard Barron @CoachBumaine

Thanks to @DoreenSalls and associates at Bangor Courtyard by Marriott for their contributions to #play4kay.
play4kay.org/maineblackbears

ODDS & ENDS



Homewood Suites held their own winter Olympics, the Housekeeping Olympics! The four day long event included Water Bottle Bowling (pictured below); Toilet Tissue Toss; Speed Folding; and a Mop Bucket Relay. Each event saw gold medals awarded. Pictured left is the gold medal team for Bowling



^ Larry Hahn of the Gilford TownePlace Suites successfully became a Justice of Peace in the State of New Hampshire. Larry can now legally marry couples. On the final exam Larry scored a perfect 800 in justice but only a 740 in peace

^ Remember the giant Nike sneaker float that the Exeter team entered into the float contest (and won with)? They shared the pictures of the float with NIKE who in turn were so impressed with their hard work featured it on the front page of their company webpage for all of their employees! Pictured below is the Exeter team celebrating all of their hard work in the hotel and in the community at their annual holiday gathering



^ The Rockport Inn & Suites represented at a wedding show and booked over a dozen weddings as a result of their attendance! This is thanks largely to the efforts of Kayla (right) and Melissa (left) working hard to share the hotel and it's benefits with future brides while Matt made faces at the camera. Go teamwork!



SIGNATURE CORNER

Hampton Inn ME Bath	94.3%
Hampton Inn ME Augusta	93.6%
Homewood Suites ME Portland	93.1%
Hampton Inn & Suites ME Thomaston	88.6%
Rockport Inn & Suites MA Rockport	78.6%
Six South Street Hotel NH Hanover	77.9%

TRIP ADVISOR

<u>Hotel</u>	<u>Reviews</u>	<u>Score</u>	<u>4's and 5's</u>
Fairfield Inn (Augusta)	84	4.23	73
Hampton Inn (Augusta)	116	4.72	113
Courtyard (Bangor)	199	4.37	177
Hampton Inn (Bath)	251	4.69	243
Fairfield Inn (Brunswick)	110	4.19	94
Fairfield Inn (Exeter)	90	4.50	80
TownePlace Suites	93	4.55	86
Hampton Inn (Rockland)	150	4.28	131
Rockport Inn & Suites	327	4.40	288
Courtyard (South Portland)	141	4.05	113
Homewood Suites	207	4.71	199
Six South Street	105	4.42	94

WHAT THE PEOPLE ARE SAYING

"I have become a Marriott member and now spend on average 100 nights a year in hotels. This was a very nice stay 4 nights room was excellent above average. Overall facility very nice clean and well maintained will definitely stop in again" - Augusta Fairfield Inn

"Very well-maintained hotel with friendly, helpful staff who kept asking if I needed anything. Would definitely stay there again. Free breakfast was generous and room was clean and warm in the midst of snowstorm. Recommend highly." - Augusta Hampton Inn

"The hotel had an issue with the water main that caused the property to be without water for 12 hours or so, but the staff handled it perfectly, and were simply amazing with their response, providing water, services, etc. The staff in the café, front desk, and housekeeping were amazingly kind and went out of their way to make sure we were comfortable and well cared for" -Bangor Courtyard

"We stayed here for 3 nights to attend a college swim meet. The hotel was clean, the rooms were spacious, the staff was attentive, friendly and helpful. The bathroom was also good sized with clever shelves for towel storage. The bed was very comfortable and the internet worked well. Overall, it was a very nice stay. This hotel is an excellent value!" -Bath Hampton Inn

"This hotel is located off of Interstate 95 midpoint between Brunswick and Freeport. The staff are friendly and helpful." - Brunswick Fairfield Inn

"Last week I was flying back from Spokane, and due to the snow storm my flight back to New Hampshire was canceled. I had reservations at the Exeter Fairfield, and called to let them know that I would be stranded for the evening. I was pressed for time as I had to board another flight to Baltimore , where South west Airlines sent me to spend the night. Kerry, who answered the phone, was kind enough to locate and make reservations at a Marriott property near the airport. She called, set up the reservation and had them send me a confirmation email." -Exeter Fairfield Inn

"We stayed here for a mini-vacation between Christmas and New Year's Eve. The entire staff is incredibly friendly and helpful. Serena at the front desk helped us by making sure we were able to get rooms across the hall from each other, even though it meant requesting housekeeping to clean one sooner than expected. We were there well before check-in, but they still did all they could to accommodate us. When we got to the rooms, we realized they were NOT across the hall from each other. The housekeeper in the hallway, saw the issue while I was headed back down to the front desk and she took it upon herself to go ahead and get the correct room ready. She was friendly and cheerful and not at all put out by our request. In fact, every single employee of this hotel is cheerful and friendly. Each morning, there were housekeepers by the elevator who would chat with us about and our children about our plans for the day and tell us what they'd heard of the ski conditions. " -TownePlace Suites

"The staff were friendly and helpful. Room was comfortable and breakfast first rate. Enjoyed the decor in the room and elsewhere in the Inn. Overall a great stay for a reasonable price. Would recommend this Hampton Inn to others." - Thomaston Hampton Inn

"My family spent this weekend at the Rockport inn for a family wedding. Our experience began with a wonderful front desk staff member who was friendly and courteous. She gave us a quick overview of the premise before pointing us in the direction of the room. We had 1 king and 1 two queen room. Each was clean, spacious and nicely decorated. The breakfast was more than expected. A staff member promptly offered us waffles and brought them out quickly. The breakfast area was extremely clean and had many options. We utilized the pool/hot tub area, which was wonderful as well. What a great choice for the Rockport/Gloucester area. Well priced and great staff" -Rockport Inn & Suites

"Though I don't remember her name, the woman at the front desk was absolutely wonderful. I originally started by asking if I could leave luggage with them until check-in time, but instead, she got me right into one of the two rooms I had booked. She gave me the keys for the two rooms, then answered a bunch of questions. Her patience with me was astounding. :)" -South Portland Courtyard

"We travel to the area several times a year and have stayed various places, some good and some not. Never really found a place that we all said we will stay here from now on...until now. The rooms were extremely clean, spacious and equipped with everything you could possibly need. The staff was very friendly, helpful and even call after you get settled in to make sure everything is satisfactory. I have no doubt that when going to the area again we will choose to stay here." -Homewood Suites

"We thoroughly enjoyed our stay at the hotel - rooms are spacious and comfortable. The staff and valet are very friendly and helpful" -Six South Street

March 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
2 Seamus Perry (SPCY)	3	4 Lisa Sirignano (BCY)	5	6	7 Adam Gilley (AHI) Kaitlyn Abell (BHI)	8 Virginia McGill (AHI) Brian Harris (BCY)
9	10	11 Jamie Spencer (BCY) Stephanie Creamer (BHI)	12	13 Patti Rullo (SSS)	14	15
16 Danielle Turmenne (THI) Stephen Jakubowicz (BCY) Christina Rackliff (THI)	17 Anita Priesing (BCY)	18 Katherine Hand (GTP) Daniel Molina (SSS)	19 Nicole Whipple (RIS)	20 Mary Burright (BFF)	21 Di Hu (BFF)	22 Ashley Grant (BCY)
23 Rebecca Anthoine (SPCY)	24	25	26	27 Kathlee Garrow (SSS)	28 Bobbi Jo Smith (GTP)	29
30 Mark Nichols (SSS)	31					

April 2014

Sun	Mon	Tue	Wed	Thu	Fri	Sat
		1 Andrew Derosia (GTP)	2 Edwin Rodriguez (HWS)	3	4 Talaina French (SSS) Svitlana Gres (SPCY) Shamus Riley (SPCY)	5 George Hayes (EFF) Joshua King (BFF)
6 Serena Patterson (GTP) Angelita Searles (AFF) Erin Enemark (BHI)	7	8	9 Santana Robbins (THI)	10 Nicole Derosia (GTP) Talal Alzefiri (SPCY)	11	12 Madison Hayes (SSS) Irene Oakes (BHI)
13 Kimberly Hayes (RIS)	14 Christopher Calhoun (SSS) Lauren Bray (SPCY)	15	16 Linda Dulac (AFF)	17 Holden LaPlante (AFF) Heather Assi Anonin (BCY)	18	19 Matt Anzivino (RIS) Latoya MMnanyo (HWS)
20 Caroline Phillips (AHI) Katrina Couch (SPCY)	21	22 Jennifer Libby (BHI)	23 Melanie Brown (AFF)	24 Sarah Fairbanks (BFF)	25	26 Nicole Burns (HWS) Francoise Nimubona (SPCY)
27	28	29	30 Krista Hyson (BCY)			