

# Maine Course Hospitality Group

Driven By Positive Thinking

2015 Quarter 1

## Hilton Garden Inn – Burlington, Vermont



MCHG has opened its 15th hotel! Hilton Garden Inn Burlington celebrated on March 26th with the grand opening, a VIP reception

and ribbon cutting ceremony (pictured below). Guests will enjoy the modern look and conveniences of an upscale boutique ho-

tel combined with the charm of a historic landmark. The connected building was an Armory built in 1904 and is now beautifully restored (pictured left). This unique four-story hotel offers 139 thoughtfully decorated guest rooms and spacious suites, many with views of Lake Champlain and the Adirondack mountains. Among those in attendance for the grand opening were Vermont Governor Peter Shumlin and Burlington Mayor Miro Weinburger.

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Pictured left to right: Devin Quinn, Sean Riley, Traci Boyer, Erik Hoekstra, Shannon Moore, Michelle Spier, Bernadette Whitcomb, Jamey Kitchen

## MCHG 2014 Award Banquet

MCHG Leaders, supporters and VIPs gathered at the Hilton Garden Inn in Freeport, Maine Tuesday, April 7th for an Oscar themed celebration in recognition of a great year and the accomplishments of all. Congratulations and thank you all for making the evening so wonderful!

The MCHG 2014 OSCAR award winners...

**Business Partner of the  
Year-  
Dekk Monteyro  
Ecolab**



**Rookie of the Year-  
Lauren MacAlister**



**Best Actress in a leading  
Sales role-  
Kathy Yukica**



**Associate of the Year-  
Jeff Descoteaux**

**Operational Excellence-  
Kim Whitmore**



**Best Director in a Signature Short Film-  
Virginia Burns**



**Difference Maker-  
Brandy Hooper**



**Leader of the Year- Jenn  
Libby**

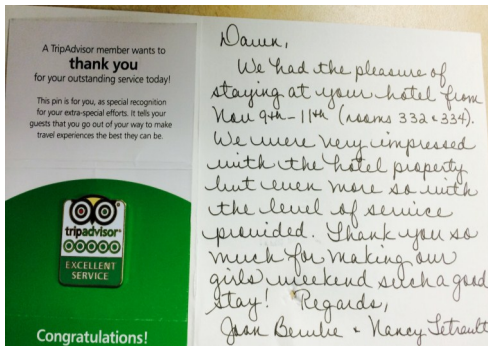


**Hotel of the Year- Bath  
Hampton Inn**



## Odds & Ends

### A Fairfield Inn Brunswick associate receives kind words from a guest



**Matt and Missy Anzivino representing Rockport Inn & Suites at a wedding trade show**



**Fairfield Inn Brunswick associates enjoying trivia night and frozen yogurt**

### Bree Robinson and AJ welcome daughter Alana Jade Robinson, born on March 15th weighing 6 pounds 9 ounces



**Lee McCain, Fairfield Inn Exeter, became a grandmother for the first time. Skylar Grace was born on February 24th weighing 7 pounds 11 ounces**

### Doreen Salls strikes a pose with Captain Courtyard



**Fairfield Inn and Suites- Exeter**

*Refusing to be slowed down by all the snow*



**Rockport Inn and Suites**





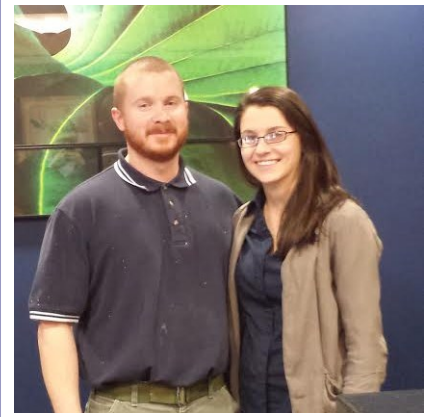
## Odds & Ends Cont..



Bath Hampton Inn wins their third straight Light House Award!



Fairfield Inn Augusta welcomes Maria as a new Front Desk team member and Jarad as our their new Chief Engineer.



Friday, February 13th Homewood Suites provided two families with free rooms. They were in Portland for the Tim Tebow Foundation's "Night to Shine" ---a prom for people with developmental disabilities. Roseanne (pink dress), and The Harmon's daughter, Ciarra (blue dress), were princesses for an evening they will never forget!



## Making A Difference



Fairfield Inn Augusta donated to the humane society helping to change doggies lives one donation at a time. Karen adopted a puppy this same day!

Congratulations, Karen!



Every Thursday Gilford TownPlace Suites is visited by a class of hospitality students from the Huot Technical School (an outreach of the area high schools). Caitlin a senior will be going to Johnson and Wales in the fall. The others are gaining knowledge about the hotel industry in the new program at the school. It is a great program that Gilford enjoys sharing their knowledge with.

Heidi Hamblen attended a Sebago Lakes Chamber event representing the Courtyard Portland Airport.



Sebago Lakes Region Chamber of Commerce - Business Break Hosted by Norway Savings Bank, Gray - [www.sebagolakeschamber.com](http://www.sebagolakeschamber.com)

Hampton Inn Bath raised \$470 for the Big Brothers Big Sisters Bowl for Kids Sake event.



## Signature & Trip Advisor

2015 1 <sup>st</sup> Quarter Results		
1	Homewood Suites ME Portland	90.5%
2	Hampton Inn ME Bath	88.1%
3	Hampton Inn & Suites ME Thomaston	86.7%
4	Hampton Inn ME Augusta	86.2%
5	Six South Street Hotel NH Hanover	85.2%
6	Rockport Inn & Suites MA Rockport	73.8%
7	Hilton Garden Inn VT Burlington	56.7%

<u>Hotel</u>	<u>Reviews</u>	<u>4's and 5's</u>
<b>Fairfield Inn (Augusta)</b>	<b>103</b>	<b>85</b>
<b>Hampton Inn (Augusta)</b>	<b>206</b>	<b>192</b>
<b>Courtyard (Bangor)</b>	<b>250</b>	<b>221</b>
<b>TownePlace Suites (Bangor)</b>	<b>12</b>	<b>9</b>
<b>Hampton Inn (Bath)</b>	<b>381</b>	<b>364</b>
<b>Fairfield Inn (Brunswick)</b>	<b>145</b>	<b>124</b>
<b>Fairfield Inn (Exeter)</b>	<b>124</b>	<b>113</b>
<b>TownePlace Suites (Gilford)</b>	<b>127</b>	<b>116</b>
<b>Courtyard (Portland)</b>	<b>124</b>	<b>107</b>
<b>Hampton Inn (Rockland)</b>	<b>229</b>	<b>206</b>
<b>Rockport Inn &amp; Suites</b>	<b>378</b>	<b>328</b>
<b>Courtyard (South Portland)</b>	<b>180</b>	<b>146</b>
<b>Homewood Suites</b>	<b>334</b>	<b>314</b>
<b>Six South Street</b>	<b>156</b>	<b>145</b>
<b>Hilton Garden Inn</b>	<b>40</b>	<b>36</b>

## What the people are saying

**Fairfield Inn (Augusta)**-I not only had a good experience with my "stay" but I had to mail my conference materials back from the hotel. The staff went above and beyond to help me get this cumbersome task completed successfully. It was one of my best experiences with customer services that I have had while traveling.

**Hampton Inn (Augusta)**-Super friendly staff, awesome location, great experience! The staff makes you feel welcome. The breakfast was fresh and great. The pool was super clean. They make it a great home away from home when you are on the road.

**Courtyard (Bangor)**-I have been staying about once a month at this hotel since it opened a few years ago. I love the lobby design with the private TV's and the food service. I would not stay anywhere else in Bangor. The staff is very professional and accommodating.

**TownePlace Suites (Bangor)**-I've stayed often in Bangor on business and found this to be a welcome new addition. Very new hotel, staff was excellent. Located just off the interstate, close to shopping at the mall and a number of good restaurant options.

**Hampton Inn (Bath)**-You must travel to Bath, this is the best option for walking to work (esp. Bath Iron Works) as well as downtown Bath for dinner...no need to scrape off and warm up your vehicle, which saves time and effort. The staff is very helpful and efficiently meets traveler needs.

**Fairfield Inn (Brunswick)**-I spent a night at this place and the room was very nice. There was an entertainment center with TV and stereo system. I was in a suite with a living area (couch, desk, etc) and of course the bedroom. It was very clean and I felt very comfortable there. I was also impressed with the overall quiet of the place, and it was really easy to get comfortable and fall right to sleep. I was very happy with the overall experience. A++

**Fairfield Inn (Exeter)**- Enjoying a winter weekend in New Hampshire when a snow storm hits. Fortunately we were guests at the best spot for a storm. While the storm roared outside, the staff, and I mean the whole team, was making this a great experience. As we arrived, they were shoveling out spaces for us to park. In the morning, the breakfast room was bustling and full of smiles. When we went to our car to dig out and warm it up, the staff had already done the shoveling and cleaning off all the cars in the lot. Housekeeping, front desk and maintenance working all together to make it easy for the guest to start their day. I stay in a lot of hotels for work and weekend trips. This is the best staff I have every encountered.

**TownePlace Suites (Gilford)**-Brianna answered and offered me an amazing rate last minute for a King Suite. Brianna was here to greet me, check me in with an EVEN better rate, and get me into an updated, immaculate, perfect room. I needed personal sanitary supplies and she discreetly gave me more than enough. I am incredibly impressed by her guest service and I feel she should be commended for this. We, as a family of 5, will be coming for family gatherings in the future and I will be staying here. The Marriott International Corporation should be impressed by Brianna and complete staff as a whole. I have stayed all over the world and European Service has always been my indulgence. My experience here was definitely in that same category.

**Courtyard (Portland)**-We had a late check-in after 11PM and used the valet parking without an issue. First impression was of seamless and excellent service. Hotel is brand new and has a great eclectic lobby looking out over the busy fishing wharfs of Portland. The rooms are more spacious than others in this hotel class. Modern amenities includes all kinds of outlets for your electronic stuff. This hotel is certainly a nice addition.

**Hampton Inn (Rockland)**-I just wanted to say thank you for the upgrade to my room. You also have a beautiful Hampton Inn. It's very comfortable, my rooms have been spotless, everyone is kind and courteous (Lisa and Brianna at the front desk), and the breakfast is awesome! It's because of these things and people like yourself that make me want to bring my family and friends here (for a vacation), along with my employees who travel, to stay at your Hampton Inn!

**Rockport Inn & Suites**-Rockport is a wonderful seaport town on Cape Ann, Massachusetts and this hotel is fairly close to town. Lots of shops and galleries and ocean and harbor views. Great seafood. The hotel is very nice, clean and has a beautiful indoor pool with glass walls and skylights. I really like this place.

**Courtyard (South Portland)**-This hotel is wonderful, we have stayed here a couple of times and love it. The staff at the front desk are so friendly, they greet you with a huge smile and are very willing to help you with any of your needs. We had a basic room with two queen beds and the room was huge!! We had plenty of space and it was nicely decorated and very clean. Great location close to the mall. We will definitely stay here again.

**Homewood Suites**-The hotel was very much like home. I stayed for three nights and still got in my daily workouts and slept great. While I was away during the day, my family took full advantage of the hotel and it's proximity to all the local shopping.

**Six South Street**- My husband and I just spent five nights here while I was taking a course. From the moment we made the reservation, we were treated especially well. I have never been in a hotel where everyone, including the cleaning crew, appear to enjoy their jobs.

**Hilton Garden Inn**-The hotel is brand new, location is excellent. Everything about it is perfect.

# April 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			1 Andrew Derosia GTP	2	3	4 Svitlana Gres SPC Shamus Riley SPC Talaina French SSS
5 George Hayes EFF	6 Angelita Searles AFF Erin Enemark BHI	7	8	9	10 Talal Alzefiri SPC Nicole Derosia GTP	11
12 Madison Hayes SSS	13 Brittany Antworth BTP Iris Quesada RIS Danielle Violette BTP	14 Christopher Cal- houn SSS Abdirahman Adaan CPD Lauren Bray SPC	15 Beverley Van- brocklin SPC Ni Htoo HGI	16 Linda Dulac AFF	17 Heather Assi- Antonin BTP Holden Laplante AFF	18
19 Matthew Anzi- vino RIS Nicole Bagley CPD	20 Richard Huntley BTP Katrina Couch SPC	21	22 Virginia Rutz BFF Jennifer Libby BHI	23 George Lewis BCY Joseph Morel HGI	24	25 Kacia Lowe RIS
26 Nicole Burns HWS	27	28 Nancy Packard AFF Veronica Marvin SSS	29 Ashley Preble BHI Krista Hyson BCY	30		



# May 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1 Gary Caron AFF Andrew Stewart HWS Ryan Muller EFF	2
3	4 Joseph Cheney BCY Julie Warner BCY	5 Marjorie O'Brien HWS	6 Jessica Pono SPC Michael Emery CPD	7 Jarad Greeley AFF	8 Lee McCain EFF Shannon Moore HGI Elizabeth Bailey SSS	9 James Kitchen THI
10 Jason Furch SSS Shea Murphy SPC	11	12	13 Michael Healy HWS Papy Kimbambu CPD	14 Sandra Cormier HWS Kimberly Abell BHI April Chubbuck BHI	15 Ella Smith THI Debbie Salmon CPD	16
17	18	19 Joann Grenier THI Manal Taleb CPD Hattie Cogburn BHI	20 Juanita Myrick THI Danielle Demers BFF Kayla Waitt RIS	21 Desiree Whitman SSS	22 Sherry Brownlie EFF Timothy Hummer BHI Rachel Anzivino RIS	23 Stephen Scholz AHI Isaac Washington CPD Samantha Sargent SSS Samantha Lucas RIS
24 Traci Boyer HGI	25 Cecilia Nason THI	26 Thomas Hart SSS	27 Chresent Samuels CPD	28 Sarah Tillotson SSS Tiffany Whitney BCY	29	30
31 Hiilda Johnson THI Harmony Pottle BFF						

# June 2015

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 Willy Katihabwa CPD	2 Olivia Jones HWS Michael Frazier CPD	3 Kira Innocenti BTP	4 Evan Ross HGI	5 Jeffery Smith BFF Peter Bailey CPD Brooke Tompkins BCY	6 Bree Robinson GTP Julianny Lobo HGI
7 Ann Trussell SSS Kevin Dunn HGI Samantha Claridge GTP	8 Cindy Bouchard GTP	9	10 Kelly Wentworth GTP Elizabeth Cyr AHI	11 Ellen Newhall Corp Benjamin Do- novan HGI	12 Deborah Bois- sonnault GTP Doreen Salls BCY	13 Madeline Bell HGI
14 Cheryl Ilges RIS	15 Ryan Stanyan GTP	16 Nyankeer Okuwe CPD Anna Robinson EFF	17 Shannon Stewart HGI Brandy Hooper EFF	18 Amanda Keller SPC	19 Michelle Spier HGI	20 Daga Abdullahi CPD
21	22 Regina Horner HGI Becky Decato GTP Betty Myrick GTP	23	24 Jade Marshall AHI Alicia Steller BCY	25 Rebecca Caswell BCY	26 Julie Geroux BHI Jamie Mulley EFF	27 Donald St. Jean HWS Parrie Eager BTP
28	29 Sheila Rotta BCY Nehemiah Perez- Hughes CPD	30 Kerry Spongberg EFF				