

Maine Course Hospitality Group



We're about team. We're about service.
We're about fun.

2015 Quarter 3

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"When all is said and done, standing for something is the heart of any organization. At Maine Course we embrace differences, inspire and motivate people, and create a family environment. No Pretenses, just lots of fun and hard work. The right team, the right leaders and the right environment produce great results.

The culture at Maine Course is what separates us from other companies. Every one of us has to respect each other and embrace the culture. Our purpose, values and mission have evolved over time. But our core values are who we are and

what we stand for."

-SEAN RILEY, President & CEO

Visit Maine Course's new website featuring the new logo and core values! Having fun at work and loving your job come hand in hand. Guests see when you are being genuine and know that your happiness in the work place starts from the top. We have great leaders and an amazing company that doesn't make you feel like you're going to work everyday, but gets you excited to wake up and spend the day with people you love and who love you back!

MCHG Pop Drop

MCHG leaders Sean Riley, Jamey Kitchen and Kevin Pagnano visited all 15 MCHG properties for an end of summer "Pop Drop." Sean Riley, President and CEO of MCHG says "It's really about us meeting every associate we can and personally saying thank you, and not the treat." This end of the season annual event is accented with each associate who is working will receive a popsicle from them. "They all work so very hard all year but we know the last few months have been the greatest challenge and it's our small way to say thank you."





Hampton Inn Bath participated in the International Coastal Cleanup and joined thousands of people in an effort to clean our waterways.

Making a Difference in community and workplace

It was a team effort at the Strive 5k neighborhood block party, on Saturday September 12. SPCY sponsored the event this year and sent resident artists, Stef (front desk) and Francisco (van driver) to paint faces while Operations Manager Becky, ran the race with her son Mason. The STRIVE Program of PSL Services is designed to address the many issues faced by tweens, teens, and young with disabilities.



The Rockport Inn and Suites was able to participate as a team in the Bubble Run held in Brockton Massachusetts.

This run is to raise money and awareness for children in the Brockton school system to ensure that they all have a lunch everyday.



Fairfield Inn Augusta's Gary Caron, walked in the Make a Wish Foundation event in Ellsworth on September 17th. The team he was on raised \$15,000!



Six South Street's Madison Hayes and Kathy Yukica greeted 24 teams of golfers, cheered them on and sweetened the sting of missing the hole-in-one with full sized candy bars during the Hanover Chamber of Commerce Golf Tournament.



Gilford TownePlace Suites' General Manager Larry Hahn is on the road to recovery! Maine Course encourages you to keep his spirits high with this hashtag and photos! #likesforlarry

Hilton Garden Inn Burlington supporting and raising awareness with kick for a Cure Charity Kickball Tournament to benefit Camp Ta-kum-ta a children's Cancer Camp.



Six South Street Hotel General Manager Jennifer Sargent proudly displaying MCHG value signs!



Courtyard Bangor Mary Brooks, had made a huge impression on her guests when she gave a stuffed moose to the Harvard Football coach's son while they visited and received this email and photo in return.

Dear Mary,
I know I already thanked you for the kind gift you left in my room this past weekend at the Marriott Courtyard in Bangor. My son has a new favorite! He is so happy with his "Moose"
Thanks again!
Regards, Tjerk



Fairfield Inn in Exeter hosts Republican candidate Kasich for America.

Jamey Kitchen, Corporate Director of Operations, always making sure guest are informed and with a little of sense of humor.

"Mr. Kitchen; my wife and I stayed at your hotel on the 19th thru the 21st of September and had a great time. We were particularly impressed with the roses out front by the road. We have never smelled a more fragrant bloom or seen more prolific rose hips. If possible, we would love to know the name of that variety and local source so we could enjoy them on our property. Thanks again for a wonderful stay in Maine." -Gene

"Hi Gene, the roses are a common beach rose, Rosa Rugosa is the proper name. If you do a Google search for Rosa Rugosa it will return many options for purchase of the rose. This rose is noted for its fragrance. They are one of my favorites also, easy to grow; Japanese beetles attack them so be ready. Thank you for staying with us while in the Rockland area."-Jamey

Six South Street hosted a MUUV (Meet-up Upper Valley) event for the Hanover Chamber in collaboration with Simon Pearce, King Arthur Flour and Dennis Figuero at Southern Wine & Spirits. Chef Ben Driscoll prepared a four course meal, using bourbon as an ingredient, and received a round of applause from the guests.



On Sept. 7th Fairfield Inn Augusta housekeeper Autumn, has recently gone to basic training for the U.S. Army at Fort Jackson, SC. Autumn joined the Maine Army National Guard before graduating from high school and has been attending monthly drills preparing herself for boot camp and her job in the Army as a "weapons repair technician" for nearly a year now. Autumn will celebrate her 18th birthday on September 24th while she is in training. We are proud of her and wish her the best of luck. She will be rejoining us upon completion of training.

Baby Mason was born at Exeter Hospital on 8/15/15 during the family's 135 night stay at the Fairfield Inn. General Manager Jamie turned the living room of their suite into a nursery and Exeter staff welcomed home this sweet boy.



My name is Nicole, and my family recently stayed the weekend at Hilton Garden Inn Burlington while visiting me in Burlington. My dad had forgotten a notebook and power point slides that were pertinent to a series of meetings today. I completely forgot to pick it before I flew back to New York early this morning which induced a panic in me and a not so happy father.

Your two employees Ann at the front desk and Yuwaree went above and beyond of what I could have ever expected when it comes to customer service. Ann took the time to speak with me several times in the phone and then connected me with Yuwaree who was kind enough to send me photos of the crucial notes my dad needed.

I have honestly never done this (sent an email praising the customer service) at any other hotel I have stayed at because I have never has the pleasure of experiencing a kind like this. Ann and Yuwaree deserve to be recognized and praised for going above and beyond their duties to help me.

These two should be leading examples to those who work in the hostility industry as to what excellent service truly means. Please thank them again for me. I just wanted to pass along my high praises.

Have a great day, and as always thank you for the lovely stay my family has had with you.

Best,
Nicole
7/21/15



Employee & Hotel Guest Benefit Program

Sullivan Tire & Auto Service has designed an Employee & Hotel Guest Benefit Program specifically for employees, associates, guest, and their family members!

THE PROGRAM

A special account number will be assigned to your company with an employee / guest account. This account number easily identifies employees/guest and their vehicles for specific prices and discounts. This account can only be used for repairs with cash, check or credit card payment. Employee invoices cannot be mistakenly charged to a company account.

This benefit program is offered at over 67 Sullivan Tire & Auto Service locations throughout New England and provides a **10% discount** on all parts and labor. Tires are always at an everyday low price and receive no discount. Once an employee's / guest's vehicle is profiled in our system, an alert will notify any Sullivan Tire location that this customer is enrolled in the program and the discounts will be calculated automatically.

This is a valuable benefit that your organization shares with its employees and guest, offering them consistent pricing on tires and auto service that takes advantage of Sullivan Tire's 59 years of automotive expertise in the New England area.

EMPLOYEE BENEFIT

All that's needed when an employee and/or guest brings their vehicle to Sullivan Tire is to announce their **Special Program** status with your company and we'll take it from there. The 10% benefit will be reflected on their final invoice - for all applicable services.

Courtesy Shuttles are available at all Sullivan Tire locations.

If you have any questions regarding this program and its benefits, please contact
Susan Alexa, Business to Business Representative @ 207-505-1253
"ALWAYS HERE... TO GET YOU THERE"

Store locator: 877.855.4826
www.sullivantire.com

Signature & Trip Advisor

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3rd Quarter Results

Hampton Inn ME Bath	92.4%
Hampton Inn & Suites ME Thomaston	89.5%
Six South Street Hotel NH Hanover	80.0%
Rockport Inn & Suites MA Rockport	66.2%
Homewood Suites ME Portland	59.0%
Hilton Garden Inn VT Burlington	56.2%
Hampton Inn ME Augusta	55.7%

<u>Hotel</u>	<u>Reviews</u>	<u>4's and 5's</u>
Fairfield Inn (Augusta)	117	96
Hampton Inn (Augusta)	265	251
Courtyard (Bangor)	281	248
TownePlace Suites (Bangor)	34	27
Hampton Inn (Bath)	447	429
Fairfield Inn (Brunswick)	162	140
Fairfield Inn (Exeter)	146	131
TownePlace Suites (Gilford)	134	122
Courtyard (Portland)	196	179
Hampton Inn (Rockland)	270	236
Rockport Inn & Suites	419	361
Courtyard (South Portland)	207	169
Homewood Suites	404	380
Six South Street	175	161
Hilton Garden Inn	202	169

What The People Are Saying!

Fairfield Inn (Augusta)-From the housekeeping staff, breakfast crew, and front desk staff (all shifts) I experienced such warmth and helpfulness. Each person with which I had contact was absolutely wonderful! My room was very comfortable, and each day my room was spick and span.

Hampton Inn (Augusta)-Prior to arriving to my hotel I had seriously injured my foot during a fall. The front desk clerk was very helpful by having a luggage cart at the front door and assisting me with loading and pushing the cart to my room. Each morning at breakfast the assistant was kind and helpful offering to get my food for me, brought me coffee and tended to me during my breakfast; it was almost like it was a full-service restaurant! The room and hotel were clean, the rooms were updated and quiet, the location was superb to my work site. Overall I'm impressed by the compassion and helpfulness of the staff here

Courtyard (Bangor)-This Courtyard, is perhaps the best Courtyard I have stayed at. Really nice and clean. Staff was extremely helpful and nice. They have a very nice spot at the back of the hotel to relax and unwind at the end of the day. Everyone you encounter that works there is so nice. You will be very happy staying here

TownePlace Suites (Bangor)-Very nice and super staff! Hotel is spotless, good location and staff is incredibly friendly. Melissa greeted us with a huge smile and a Thank You for staying with them, kudos to her! Rooms are very nice and well appointed, perfect for a short or long stay. Hotel has a very nice indoor saltwater pool, can't go wrong here!

Hampton Inn (Bath)-This hotel is by far the best hotel I have visited in a long time! Front desk, housekeeping, hospitality, maintenance and management are top notch and treated me like a queen. Definitely stay here you will not be disappointed!

Fairfield Inn (Brunswick)-This Fairfield Inn has a great staff which is always helpful and friendly. They have a few suites which you can get as an upgrade if you have any status with Marriott. They always leave me a handwritten thank you and a free snack coupon when I stay.

Fairfield Inn (Exeter)-My parents stayed at the hotel while visiting the area and received great service. They're an elderly couple and we're well taken care of. Nice place! My family will gladly stay here again. The hotel was clean and well kept. They really enjoyed the breakfast.

TownePlace Suites (Gilford)-This was a lovely hotel experience all around. The property is immaculate inside and out. The grounds have lush flower beds which extend to the islands of the parking area. Inside, the rooms and common areas are immaculate and tastefully decorated.

Courtyard (Portland)-A brand new Courtyard located centrally on the waterfront and in the middle of the Old Port (the walkable scenic part of Portland). The rooms are outstanding. Very well decorated, perfect for an overnight or a longer stay. We had two room suite-waterfront views. Nice double sinked bathroom-really outstanding shower, plenty of room to spread out.

Hampton Inn (Rockland)-I would recommend this hotel. Location is convenient. Staff is extremely helpful and pleasant.. The room was very clean and comfortable. The bed was very, very comfortable. The breakfast options were a nice variety. Would recommend this hotel.

Rockport Inn & Suites-Occupied eight rooms for a family reunion in August and couldn't have been more pleased with the accommodations, the facilities, and the staff. The pool/patio area was critical to our stay and great to know that was indoors if we had needed it.

Courtyard (South Portland)-This place is a very good choice when staying in Portland. The property is well maintained and very comfortable. The rooms as well as the entire hotel is clean and inviting. I would highly recommend them!

Homewood Suites-We really enjoyed our stay here! The 2 room suite was perfect for 3 adults to stay in comfortably for two nights! The hotel was very clean and the continental breakfast was a bonus! They served hot food too! I would definitely recommend this hotel!

Six South Street-Upscale, well-decorated rooms, with modern clean bathrooms. Nice lobby, attractive restaurant and lounge. Very convenient to Dartmouth College and downtown Hanover NH. I'd stay here again.

Hilton Garden Inn-Excellent experience. great staff. nice bar ambiance. Beds are super comfortable. Service was excellent. Great location in regards to restaurants, a museum and health care. the lake is just down the road.

October 2015

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SUN	MON	TUE	WED	THU	FRI	SAT
				1 Vanis Manning-AHI Celine Gauthier-Corp Glennie Sewell-HGI	2 Bambi Messer-AHI Rotruad Johnson-BHI Melissa Mondor-THI	3 Catrina Green-BFI October Knerr-BHI Kevin Pagnano-CORP
4 Krika Lemieux-BTP Danica Bryant-THI	5 Mark Glaser EFI Kate Willwerth-EFI	6	7	8	9 Dina White-SPC	10 Georgia Panakis-BTP
11 Melissa Smith-AFI Jolene Dinsmore-HWS	12 Benjamin Driscoll-SSS	13 Michael Davis-AHI Nicholas Toretta-SSS	14 Darrell Trask-AHI Lyndsey McGowan-BCY	15	16 Dorothy Gath-GTP	17 Ahmed Adaan-CPD Ryan Cram-HGI
18 Sean Riley-CORP	19 Yvette Binoueta-SPC	20 Rhonda Martell-SSS	21 Zachary Abbotoni-SPC Golam Prince-SSS Jennifer Sargent-SSS	22	23	24 Ryan Esbjerg-CPD
25	26 Allison Simmons-AFI Darren Stone-SPC	27 Emily Taylor-THI Tawnya Mad-dex-EFI	28 Jarrod Carnrick-AFI Adrianna Powell-HWS Dayna Riley-SPC	29	30 Mary Seekings-BCY	31

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1 Kathleen Kingman-BCY	2	3	4	5	6	7
8 Joanne Souliere-EFI	9	10 Joao Ferreira-HGI	11	12 Tonye Gifford-AFI Avery Morehouse-HGI Michael Foster-SPC	13	14 Michael Beland-HGI Heidi Hamblen-SPC Laura Pomerleau-THI
15 Kimberly Gregg-HGI Tammy Leber-GTP	16 Danielle Morin-CORP	17	18 Alicia Wallace-BHI Michaela Jones-RIS	19	20 Shane Thompson-SPC	21 Kimberley Estes-RIS
22 Brian Becker-HWS	23 Mandy Kidney-BHI	24	25	26 Kaitlyn Fountain-HGI Ann Fox-THI	27 Robin Comeau-EFI	28
29 Lee Kitchen-THI	30 Ewa Rankin-SPC					

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SUN	MON	TUE	WED	THU	FRI	SAT
		1 Eugene Gumaer-HWS	2	3 Malcolm Legloahec-CPD	4 Kathleen Russo-BTP Juliet Gentles-CPD Carrie Seavey-THI Samantha Coveney-RIS Miranda Roller-RIS	5 Joyce Powell-HWS
6 Mohamed Yakub-HWS Muna Mohamed-SPC Keith Merritt-RIS	7 Nancy Nseye Lime-tebi-CPD Mar Gret-HGI	8	9	10 Malene Bossie-C	11	12 Michaela Aube-BFI Ervin Bracy-SPC
13	14 Trina Clark-AFI George Page-SPC Kristi King-SPC	15	16 James-Trefethen-THI	17 Melissa Anzivino-RIS	18 Barbara Mcinnis-AFI Jake Esbjerg-CPD	19
20	21 Terra Mckay-BTP Chameli Subba-HGI Cynthia Lennon-GTP	22	23 Justin Horner-AHI Alyssa Powell-SPC	24 Richelle Felix-AFI Nicole George-EFI Charles Lavallee-EFI	25 Scott Hinkley-SPC	26 Jason Greene-BFI
27 Parsu Gurung-HGI Patricia Demars-RIS	28 James Stoots-AFI Whitney Libby-BHI	29	30	31 Katherine Rauff-BFI		