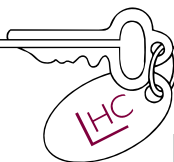


The Innsider

A Newsletter by Linchris Hotel Corporation



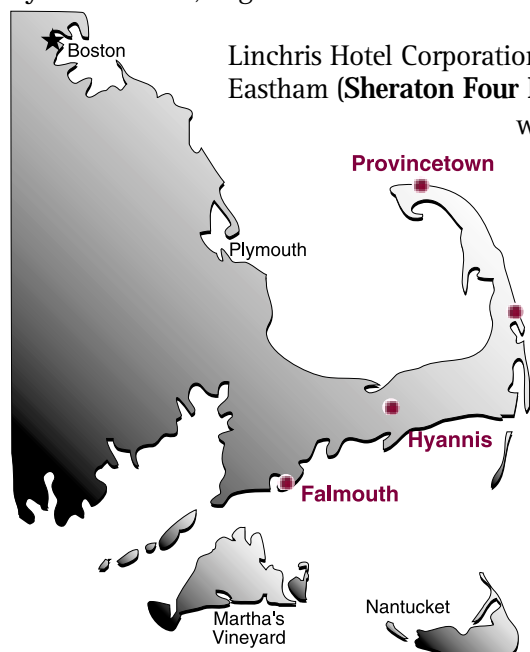
Purchase of Provincetown Hotel Strengthens Linchris' hold on the Cape

Linchris Hotel Corporation has announced its purchase of the 90-room **Surfside Inn**, one of Provincetown's premier properties. Built in the early 1960s, the property will be renovated into an upscale hotel commanding in excess of \$300 per night during the busy summer season. Renovations will include improving all guestrooms with new wall covering, carpets, bedspreads, lamps, case goods, new bathroom floors and granite vanities.

Considered a limited service hotel by definition (no food and beverage), the **Surfside Inn** is located on Commercial Street, the busy thoroughway in this bustling town. The Inn consists of two buildings; one right on the beach and the other across a small one-way street. **The Surfside Inn** will benefit from the high demand for hotel rooms in Provincetown.

According to Linchris President Michael Sullivan, one of the factors that attracted the Company to **The Surfside Inn** was the almost non-existent possibility of new construction in Provincetown.

"**The Surfside Inn's** business will benefit greatly from the referral network of Linchris' Cape Cod properties," said Michael, "as well as the strong efforts of Cynthia Ostrom, Regional Director of Sales for our Cape Cod properties."



Linchris Hotel Corporation currently operates two hotels in Eastham (**Sheraton Four Points** and **Ocean Park Inn**), as well as the **Hyannis Comfort Inn** and the **Falmouth Holiday Inn**. Linchris is also looking at the possibility of purchasing additional Cape Cod properties.

"We also believe the Cape is fast-becoming a year-round destination, as well as a bedroom community for Boston, the South Shore and the Route 495 belt. The appeal of the Cape will only increase over time," adds Michael.

Two Linchris Hotels Receive Bass Award



Bob Anderson proudly displays Bass Hotels Excellence Award.

Two Linchris properties were the proud recipients recently of the prestigious Bass Hotels Quality Excellence Award. The **Holiday Inn in Poughkeepsie, NY** and the **Holiday Inn in Falmouth, MA** took

"This is what is possible when owners are willing to invest in a property, and the property itself builds a team that can produce excellence in service."

home top honors at the Bass Hotel Annual General Manager Conference in Las Vegas. The award is given annually to hotels that maintain the highest standards in product quality, hotel operation and customer satisfaction. It recognizes the tremendous effort and commitment of every member of the hotel team.

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A Message from Chris

Hotel Business Magazine recently released its annual list of the Top 100 management companies, and I am



CEO, Chris Gistis

happy to report that Linchris has climbed to number 68 on the list.

This prestigious recognition is a direct result of the hard-work, dedication and commitment to excellence that comes forth from each and every Linchris employee. We could not have accomplished this without you. I want to extend a sincere thank you to all hotel level employees that have contributed to the continued success of our company.

In addition, I am very grateful for the efforts of our corporate

“... hard-work, dedication and commitment to excellence... from each and every Linchris employee.”

team. I want to publicly thank each and every member of our corporate operations and administration team for the contribution they have made to the success of our company. It's all about teamwork – the corporate team working hand-in-hand with the properties – that has made Linchris a leader in the hospitality industry. I am blessed to be working with such dedicated and wonderful people.

Quick Thinking helps to save a Life

Josephine Carroll, Guest Service Representative at the **Howard Johnson in Rutland, VT** wasted no time reacting when she found out one of her guests had encountered a bad allergic reaction to some medication. Josephine, noticing how distressed the man's wife was, drove the wife to the hospital in her car. When the hospital decided to keep her husband for a few days, the woman, so impressed with Josephine's concern and compassion, would only stay at the **Howard Johnson**. *Great work, Josephine!* And did we mention that Josephine was also selected the **Howard Johnson** employee of the year for 2000.

Holiday Inn Concord Shows Heart

Sometimes Mother Nature's wrath can turn out for the best.

When a nasty New Year's Eve storm cancelled the First Night activities in Concord, NH, the staff at the **Holiday Inn** decided to throw a party of their own, and help out our animal friends at the same time. GM Nick Pancoast and his staff celebrated New Year's Eve with a benefit for the New Hampshire Humane Society. The sold out event included a deluxe dinner buffet, dancing, champagne toast at midnight and a \$5 chip in the casino room. Function space for two casinos were donated by the hotel to the NH Humane Society. The evening raised \$2,000 for the organization and the Holiday Inn made an otherwise slow night a memorable one for everybody. Plans are underway to hold the event next year.

And the Winner is...

Holiday Inn in Falmouth, MA took home top honors with an award from the Falmouth Beautification Council for its outstanding landscape.



Sheryl Barrett, General Manager of Comfort Inn Hyannis, MA with Ken Ethier get ready to deliver gifts to the Chamber of Commerce and local organizations.

Promotions

Sheryl Barrett has come over from the **Holiday Inn in Falmouth, MA** to be named General Manager of the **Comfort Inn in Hyannis, MA**. The **Comfort Inn** has also named **Steve Sleeper** as Front Office Manager.

Tammy Fortier was promoted to Executive Housekeeper at the **Holiday Inn in Salem, NH** while **Bill Morsette** moved up to the position of Chief Engineer.

Elaine Quigley is the new GM at the **Travelodge in Augusta, ME**. For over 20 years, Elaine had been with the **Brick Tower Motor Inn in Concord, NH**.

Paul Coddington has been promoted from Front Desk Supervisor to General Manager at the **Brick Tower Motor Inn in Concord, NH**.

Seeing Stars

Best Western Inn in Rutland, VT was home to movie actors James Coburn, Barbara Baines and Virginia Madsen in December. Meanwhile, the **Holiday Inn Express in Rockland, MA** shared its hospitality recently with singers Juice Newton and Sally Taylor (daughter of James Taylor and Carly Simon).

Take me out to the Ballgame

Jennifer Locey, General Manager, and Miranda Anderson, Front Office Manager of the **Radisson Hotel in Williamsport, PA** went on a road trip to the Radisson Reservation Center in Omaha, Nebraska. Since Williamsport is the “*Home of the Little League*,” the message was baseball and team players Jennifer and Miranda served hot dogs and peanuts to all reservationists in baseball uniforms. The day included information on Williamsport and everyone left with a Little League baseball pen. “Now everyone in Omaha knows about Little League



Miranda Anderson shows her team spirit by serving refreshments to all reservationists in a baseball uniform.

baseball and the **Radisson Hotel Williamsport**,” said Jennifer.

Pillow Talk

The **Comfort Inn in Hyannis, MA** knows how to go that extra mile for the guest looking for a little more than just extra hand towels. **Comfort Inn** has one particular guest that requires a feather pillow upon her frequent visits. To make matters simple, the hotel purchased two of the pillows and now has them available and waiting when the guest checks in. Good thinking!

Linchris Receives Award

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“We are very proud to have won these awards,” said Robb Moskowitz, Linchris VP of Operations. “We compliment the fine work being done by our two general managers, Bob Anderson in Falmouth, and Steve Bradshaw, Bob had been with our Poughkeepsie property for five years before transferring over to Salem, NH. We also thank Hans Kleinganz, our current Poughkeepsie GM, for continuing the good work.” Adds Bob Anderson, “This is what is possible when owners are willing to invest in a property, and the property itself builds a team that can produce excellence in service.”

Renovations

- **Travelodge-Northboro, MA** has recently renovated all of its 78 rooms, including new wallpaper, carpet, sheer drapes, desk chairs and much more.
- **Best Western-Rutland, VT** has a new look. Buildings five and three began renovations simultaneously. However, when the opportunity arose to sell the rooms in building five, the team stepped it up a notch or two and got the building ready two weeks early.
- **The Holiday Inn-Rockland, MA** recently converted an under-used storage area into a fitness room. The new space includes free weights, LifeCycle and LifeStride machines.

Here comes the Bride

The recent “Bridal Expo 2001” at the **Holiday Inn in Weirton, WV** was a tremendous success. Over 20 local professional wedding specialists displayed their products and wedding related information. Over 250 brides-to-be with friends and family crowded into the ballroom and watched a glamorous fashion show.



Kansas City Steakhouse takes Top Honors

Where do you go for the best steak in Southern New Hampshire? How about the **Kansas City Steakhouse, located at the Holiday Inn in Salem, NH**. The Kansas City

“A unique mixture of great steak and ribs served with an old west motif along with some of the best blues bands in the country makes this an enjoyable evening out.”

Derry News

Steakhouse recently took top honors among readers of New Hampshire’s *Derry News* as “*The Best Steakhouse in Southern New Hampshire*.” Congratulations to General Manager Steve Bradshaw, Steakhouse General Manager **Jack O’Leary** and all the hardworking staff.

GM Thanks ...

... to **Mary Clews**, for her cheerful attitude in the breakfast area of the **Comfort Inn in Concord NH**.

... to the **staff** at the **Best Western Inn in Rutland VT**, whose hard work and dedication enabled the hotel to sell 344 more room nights in December 2000 than in December 1999. **Best Western** also applauds **Verna Pratt** for the outstanding decorating job during the holiday season.

Congratulations to **Wendy Lippe**, Executive Housekeeper at the **Travelodge in Northboro, MA**, and her hard-working team for scoring a perfect 100 in housekeeping during the **Travelodge** inspection.

Employees of the Quarter

Melissa Manning

Comfort Inn-Concord NH

Nancy Clark and Liz Thompson

Holiday Inn-Falmouth MA

Cindy Wesson (3rd quarter)

Best Western Inn-Rutland VT

Rosellie MacMurray (4th quarter)

Best Western Inn-Rutland VT

Diane Woodward

Holiday Inn-Poughkeepsie NY



Nate Parker

Employees of the Year

Michelle Nadeau

Comfort Inn-Concord NH

Scott Hudson

Holiday Inn-Weirton WV

Virginia Mota

Holiday Inn-Falmouth MA

Josephine Carroll

Best Western-Rutland VT

George Finzel

Radisson Hotel-Williamsport PA

Ana Enriquez

Holiday Inn-Rockland MA

Diane Woodward

Holiday Inn-Poughkeepsie NY

Nate Parker

Holiday Inn Express, Springfield VT

Employees of the Month

December 2000

Connie Stevens

Holiday Inn-Weirton WV

Eddie Jackson

Holiday Inn-Salem NH

November 2000

Waltina Woodward

Holiday Inn-Salem NH

October 2000

Nancy Ocaslo

Holiday Inn-Salem NH

Years of Service

The Comfort Inn in Concord, New Hampshire would like to say thank you to the following members of their staff for their dedication in recognition of their years of service.

Roberta Plourde	9 years
Joe Burchard	7 years
Melissa Manning	5 years
Kathy Manning	5 years
Lorraine Day	5 years



Paul Trumbull

New on Board

- **Travelodge - Northboro MA**
Paul Trumbull - General Manager
Ben Shaw - Asst. General Manager
Todd Mosley - Maintenance Dept.
- **Comfort Inn - Hyannis MA**
Angela Dove - Guest Service Agent
Addie Fenner - Lifeguard
Brad Gallagher - Lifeguard
Anita Strunk - Guest Service Agent
Steve Sleeper - Front Office Manager
Frank Serra - Night Auditor
Hakan Somyurek - Guest Service Agent
- **Brick Tower Motor Inn - Concord NH**
Paul Coddington - General Manager
- **The Holiday Inn in Falmouth, MA** welcomes two newcomers to their team. Chef **Dino Giancola**, who has already made a great impact on the food department, particularly with the beautiful 600-pound Gingerbread House he created for the holiday season. The **Holiday Inn** also welcomes **Ed Sabina** as the new **Kansas City Steakhouse Manager**.

Inn the News

Comfort Inn in Hyannis, MA lifeguards **Addie Fenner** and **Ryan Curran** have been pretty busy lately. Ryan is involved in an Outward Bound program where she will be hiking and camping for three months in New Mexico and Arizona. And Addie recently starred in her high school production of "The Nutcracker".

Linchris certainly has its share of thespians. **Michael Warner**, recently hired on at the **Holiday Inn Express in Rockland, MA** at the front desk is very active in the local theatre scene, having recently appeared as George Bailey in "It's A Wonderful Life" and Ebenezer Scrooge in "A Christmas Carol."



Kenneth Fowler

Brick Tower Motor Inn in Concord, NH welcomes back **Kenneth Fowler**, one of its night auditors. Ken recently returned to work following coronary by-pass surgery in December. Ken is a 20-year veteran and now looking forward to another 20 years!

Alan and **Karen Lesmerises** are proud new grandparents. Karen has worked at the front desk of the Brick Tower Motor Inn-Concord, NH for the past 15 years and Alan is the head of the Maintenance Department. New granddaughter **Laurel Klawes** was born on January 6, 2001.

*The Linchris Insider is a
publications of
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