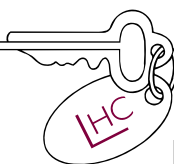


The Innsider

A Newsletter by Linchris Hotel Corporation



Red Roof Inn Unveiled in Rutland, Vermont

Former Howard Johnson takes on a fresh face

Thanks to Linchris Hotel Corporation, there is a new hotel on the block in Rutland, VT. Linchris completed its latest property\ renovation plan on June 7, when the Howard Johnson Motor Lodge changed affiliations to become **Red Roof Inn – Rutland/Killington**. The project began with a ceremonious groundbreaking in March and culminated in June with a completed conversion. This latest jewel in the Linchris crown is the first and only **Red Roof Inn** in Vermont. It offers a prime location for skiers with nearby Killington, while hikers have easy access to the Long Trail portion of the Appalachian Trail.

The 99-room property underwent a total facelift, which began with an extensive renovation of all guest rooms. This included a changeover of room furniture, carpet and drapes. Industry favorite Serta Perfect Sleeper mattresses add to the new look and superior comfort level. All guest bathrooms feature vanities with impressive granite countertops, new bathtub surrounds, improved lighting and mirrors. Rounding out the new guest room amenities are 27" color TVs, speaker-phones, in-room movies, Nintendo, irons and ironing boards. A distinguishing feature of **Red Roof Inn** is a luxurious two-room suite including a two-person whirlpool and see-through fireplace.

The front lobby boasts true Vermont atmosphere, with a new front desk, comfortable seating, a working fireplace and 36" color television. The expanded breakfast area seats 50 guests comfortably for a complimentary continental-style breakfast. Visitors eager for on-site fun and games can relax at the property's pool, featuring new locker rooms and a new sauna. The young, and young at heart, can



Members of Linchris Hotel Corporation break ground for The Red Roof Inn in Rutland, VT. From left: Michael Sullivan, President; Hans Kleinganz, Area Director of Operations; Dennis Jakubowski, Project Manager; and Jack Kartsch of J&J Interiors, Inc.

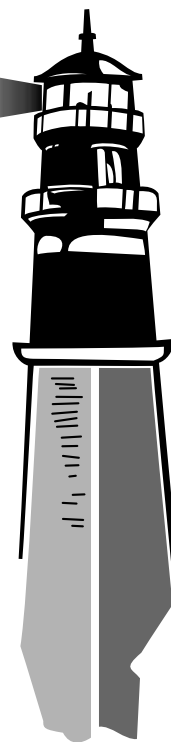
Take a Cape Escape

Tours are an exciting business – just ask Cynthia Ostrom, Regional Director of Sales and Marketing for Linchris Hotel Corporation. A 12-year veteran of the tourism industry, Cynthia is Executive Director for Linchris Tours, offering Cape Cod tour packages. “Besides my (professional) experience, I am a native Cape Codder and very familiar with the area,” Cynthia said.

Guests taking one of Linchris' all-inclusive Cape Cod Tours can expect a four-night stay at a Linchris hotel with breakfast each morning, four dinners, a guided tour of the outer Cape all the way to Provincetown, passage to Martha's Vineyard or Nantucket (with an island tour) and a guided tour of Hyannis, Chatham and Sandwich.

“Tours are not weather-dependent. They're given rain or shine, off-season and throughout the week,” Cynthia explained.

Linchris Tours offers people of all ages a safe and special vacation. “We are providing an experience and sometimes a *dream come true*,” Cynthia said. “These are lasting memories.”



A Message from Chris

Summer is now upon us! Warm weather and sunshine bring droves of vacationers to our properties. This season is traditionally the busiest for all Linchris hotels.



CEO, Chris Gistis

We expect, in the aftermath of September 11, that our hotels will experience an even busier summer than normal. Many travelers will vacation in areas to which they can drive. Our properties provide the ideal destination point for families, couples and individuals looking for a safe and enjoyable getaway that keeps them close to home.

I challenge Linchris employees to be prepared for this "wave" of guests. Now more than ever, it is crucial to embrace every customer by practicing the four Linchris Hospitality Standards. Remember to smile and greet people with eye contact and an appropriate hospitality greeting. Speak enthusiastically to everyone in a professional, friendly tone. Be accountable by handling questions and requests in a timely manner (or finding the proper answers). Finally, anticipate guests' needs and exceed their expectations.

Above all, it's important to lead by example. Your actions can provide an inspiration to so many others around you. Each person can start a service "chain" that extends throughout his or her hotel!

The "Hospitality Four" sets the standard that Linchris Hotel Corporation strives to meet at all times. These guidelines provide the basis for our approach to excellence – not only during these lovely summer months, but also throughout the entire year. Best wishes for a happy and healthy summer!

Radisson Serves up Fresh "Mango's"

The Radisson Hotel, Williamsport, PA opened Mango's Tropical Café, its new nightclub, on March 29. Modeled on the sultry style of South Beach, Miami, Mango's features DJs, live entertainment and Latin dance routines on Wednesday, Friday and Saturday nights by the Mango's Dancers. Mango's Tropical Café offers a delicious food menu and a specialty frozen drink menu. During the summer, the club hosts a "Parrot Head Happy Hour" on Fridays, where guests can munch on free "cheeseburgers in paradise," sing along to Jimmy Buffet songs, win T-shirts and many more exciting prizes! Troy Ulzheimer is club manager and Tricia Meredith is the club's entertainment and promotions manager. To learn more about Mango's Tropical Café, log on to www.mangos-cafe.com.



Mango's Dancers heat up the night at the Williamsport Radisson. Front row (left to right): Nichole Mayor, Amanda Bohart, Kim Chung, Zenah Husam, Alice Maschuck. Back row (left to right): Justin Kastner, Sean Searfoss, Michael Troelsch.

Staff Reach Out in Tragedy

Last winter, there was a tragic house fire in Manchester, NH. This disastrous event left two families homeless. Both families included employees of the Holiday Inn in Manchester. In a showing of care, commitment and service that extended past the doors of their own hotel, employees of the Holiday Inn, Concord, NH, lent their support. They held a fundraiser for the two households, allowing them to begin "getting back on their feet" after tremendous loss. Kudos to the Concord Holiday Inn for their dedication to helping their neighbors in need!

Promotions

• **Amy Allen** is now Sales Manager at **Holiday Inn Express, Keene, NH.**



Amy Allen

• **Jeff Bilger**, a 14-year veteran of the **Holiday Inn, Falmouth, MA**, is now employed in the accounting office.

• **Janet Daugherty** was recently promoted to Assistant Manager at the **Surfside Beach Club, Provincetown, MA.**

• **Chef Dino Giancola** is the new

Director of Food & Beverage at the **Holiday Inn, Falmouth, MA.**

• **Rachel Kuhn** has been promoted to Assistant General Manager at **The Comfort Inn, St. Johnsbury, VT.**

• **Denise Lazzaro** is the new Housekeeping Manager at the **Holiday Inn Express, Keene, NH.**



Denise Lazzaro

• **Siobhan Teske** has been promoted to Assistant Executive Housekeeper at **The Comfort Inn, St. Johnsbury, VT.**

Comfort Inn & Suites Strikes GOLD

The Comfort Inn & Suites, St. Johnsbury, VT earned its first Choice Hotel's Gold Hospitality Award last spring. This honor is awarded to hotels exceeding Choice's quality standards for professionalism, housekeeping and hospitality. Only 5% of the 1600 Comfort Inns earned this prestigious honor in 2001. This marks the realization of a longtime dream for hotel staff and management, who have worked toward this distinction for several years. GM Brett Loehr said, "Our staff and managers are now focused on earning Choice Hotel's highest honor, the Platinum Award, which has been given to fewer than 1% of the more than 2000 Choice Hotels worldwide."



Gene Frulla, Houseperson, stands proudly near Comfort Inn & Suites' Gold Award banner.

Groundbreaking *continued from cover*

try their luck in the hotel's new game room.

"The conversion of our Rutland Howard Johnson marks a tremendous accomplishment for Linchris Hotel Corporation," said Michael Sullivan, Linchris Hotel Corporation President. "With Red Roof Inn, we have created an atmosphere of comfort and hospitality that will far surpass the expectations of both our guests and the community. We invite all our old and new friends to visit Rutland and experience the amazing transformation firsthand."

Red Roof Inns currently have more than 330 properties located across the United States. Linchris Hotel Corporation extends congratulations to Rutland's new Red Roof Inn and wishes the property continued success as it moves forward with a fresh face!



Employees at the Travelodge in Augusta, ME, recently completed a 5-mile walk for multiple sclerosis at the Togus Veteran's Hospital in Augusta. Led by team captain Jessica Violette (Front Office Manager), the group raised \$1730.

Seeing Stars

The Holiday Inn, Concord, NH, recently hosted actor Paul Newman and singer Jackson Browne! Newman was in town to race his car at Loudon International Speedway, while Browne was performing at a local music venue.

There's been no shortage of country music talent at the Holiday Inn, Weirton, WV. This spring, Anne Murray, Collin Raye and David Ball all stayed at the hotel.

Assistant GM Goes Back to School

Assistant General Manager Chris Ahearn of the Holiday Inn Express, Rockland, MA, recently went back to school - this time as a



Chris Ahearn

professional, sharing industry advice with Fisher College students. Chris is a 1986 Fisher graduate and 16-year veteran of the hotel industry. She shared her thoughts and fielded questions on a number of topics, including post-September 11 trends and management from a woman's point of view. "This was a wonderful opportunity," Chris said. "It was thrilling to impart my experiences on students considering a career in the guest service field. I intend to do it again soon."



Employees at the newly converted Red Roof Inn pause for a photo under the hotel's marquee.

Linchris to Develop and Manage Long Island Hilton Garden Inn

Linchris Hotel Corporation is pleased to announce that it will develop and manage the Hilton Garden Inn, currently under construction in Islip, Long Island.

The 165-room hotel will be conveniently located on Veterans Memorial Highway, less than a quarter mile from Long Island MacArthur Airport. The bustling business community of Ronkonkoma in the town of Islip is the ideal location for the Hilton Garden Inn. Watch for its Grand Opening, anticipated for May 2003!



Sketch showing Hilton Garden Inn

GM Thanks

Thanks to the staff's hard work, **Four Points Hotel, Eastham, MA**, won *Cape Cod Life Magazine's* Gold Medal award for the outer Cape's best hotel/resort! **Judy Beaulieu**, Evening Manager and Concierge at **Four Points**, received a certificate for Outstanding Service from the Cape and Islands Concierge Association.

Holiday Inn Express, Rockland, MA, received an award for Excellence in Customer Service from Level 1, Inc. The company appreciates that the hotel goes above and beyond the call of duty on behalf of its guests!

Everyone on staff at **Travelodge, Augusta, ME**, helped the property win the Best Business Improvement Award for 2001 at the May 6-9 GM Convention in Dallas, TX.



John Hudson, Pearl Ryan, Pauline Lewark and Mike Wenner (left-right) are celebrating 12 years with the Holiday Inn in Weirton, WV!



Housekeeping and Maintenance staff at the Holiday Inn Express in Springfield, VT, spruce up the property on Green Up Day, May 4.

Renovations

- **Surfside Beach Club - Provincetown, MA**, boasts an exciting new lobby bar, serving fabulous frozen mudslides and pina colodas, poolside!
- **Holiday Inn - Falmouth, MA**, has taken the wraps off its new locker rooms. This will allow the hotel to sell local pool memberships!
- **Four Points Hotel - Eastham, MA**, updated its guestrooms, installing new carpet, curtains and artwork. A gas fireplace is now located in the lobby. Capone's and the tropical indoor atrium feature new floor coverings and décor. The grounds are also freshly landscaped for the summer season.



Two young guests snuggle up to the Easter Bunny at the Rutland, VT, Best Western's 7th Annual Easter Celebration.

The Linchris Insider is a publication of

Linchris Hotel Corporation

269 Hanover Street • Unit #2
Hanover MA 02339
(781) 826-8824

www.linchris.com