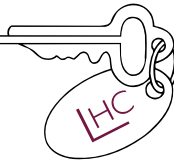


# The Innsider

A Newsletter by Linchris Hotel Corporation



## St. Johnsbury is Awarded Comfort Inn of the Year

Linchris Hotel Corporation is proud to announce that the **Comfort Inn, St. Johnsbury, VT**, recently won Choice Hotels' Comfort Inn of the Year contest. This nationwide competition included approximately 1400 properties. General Manager Brett Loehr received the prestigious distinction at the 49th Annual Choice Hotels Convention in Orlando, FL on May 9.



Staff members at the Comfort Inn, St. Johnsbury, VT, display their "Comfort Inn of the Year" Award.

In order to be considered for this designation, a Comfort Inn must first win the Gold Award title. St. Johnsbury was chosen as a Gold Award property in 2002. Gold Award properties then vie for the solitary distinction of Comfort Inn of the Year. An awards committee comprised of Choice Hotels representatives narrowed the playing field to 30 properties. These "Mystery Shoppers" examine each hotel's total approach to hospitality.

"The properties were judged on a variety of criteria that make up a guest's overall hotel experience," Brett explained. Exterior landscaping, overnight stays and the staff's attentiveness to guests' needs were all closely considered. Upon checkout, the Mystery Shoppers revealed themselves to members of the hotel's management team.

The "mystery visits" continued into a second round that determined the final three hotels in the running for Comfort Inn of the Year. Brett recalled that tensions were high when the convention rolled around. "One of the GM's had been in the final three last year as well," he said. "During rehearsal, he told me that the teleprompter would flash the winner for a moment before their name was called, so we'd know who'd won before anyone else." When the fateful moment arrived, Brett said, "I had a split-second not to pass out!"

Turn to Award on page 4

## Sabbaticals Bring Family Fun and Caribbean Sun



He's from the Cape; she's from New Hampshire. He has a complete schedule mapped out; she's taking one day at a time. But Bob Anderson of the Holiday Inn, Falmouth, MA,



Sandy Smith (left) learns the ropes from GM Nicole Drury (right)

and Nicole Drury of the Holiday Inn Express, Keene, NH, are currently enjoying the same things: rest, relaxation and quality family time. The two GM's were rewarded for their hard work and dedication, with three-month sabbaticals. This is a perk that Linchris Hotel Corporation offers GMs and corporate executives who complete five years of company service. Bob and Nicole are the latest recipients of an entire season to recharge their batteries.

A 13-year company veteran, Bob has worked at Linchris-managed properties in Concord, NH, Lynn, MA, Springfield, VT and Williamsport, PA. "When I started with the company, there were two Linchris hotels," he said. "Now, there are 23!" Bob's itinerary includes camping in Maine, a family reunion in the Poconos and a Caribbean cruise. "I'll also be painting my in-laws' house in

Turn to Sabbatical on page 4

## A Message from Chris

The warm, beautiful days of summer and fall bring many family vacationers to Linchris properties: a welcome sight.



CEO, Chris Gistis

Leisure travelers, like our corporate guests, enjoy staying at our hotels for many reasons, including our: proximity to major tourist attractions; affordable overnight packages; comfortable amenities; and most of all, the award-winning hospitality that we practice year-round.

I ask that all employees anticipate the unique hospitality needs of families during this busy time. Check-in is the best time to discover what guests will need during their stay, because it shows thoughtfulness and initiative. That's what makes people remember their hotel experience and recommend us to others.

Parties traveling with babies or small children may require additional towels, pillows or even a crib placed in their room. Likewise, families with elderly or handicapped relatives should be shown the handicapped-accessible features available on the property. Treat each family as individuals and alert housekeeping to any special needs. There is no better time than right now to practice the lessons learned in hospitality training.

## Radisson wins President's Award

The Radisson Hotel, Williamsport, PA, was recently presented the prestigious President's Award from Radisson Hotels & Resorts. The hotel was named one of 60 top-performing properties selected from among more than 440 Radisson hotels internationally. This honor places the hotel within the top 17% of Radisson's worldwide.

The President's Award honors hotels that exceed standards of superior customer service. The annual distinction is bestowed on a select group of properties that achieve consistently high scores in the following criteria: the Quality Performance Review; guest comment card ratings; implementation of customer service programs; property management; and marketing programs. Thanks to the Radisson's dedicated staff and the management team's "lead by example" approach, it continues to win accolades from both satisfied guests and industry peers.



Assistant General Manager Miranda Apker holds the Radisson President's Award.

### Promotions

**Susan Glover** was promoted to General Manager at the **Holiday Inn, Concord, NH**. Susan has been with the property since 1994 and most recently held the Director of Sales position.



Susan Glover

**Brandy Wenner** was promoted to Front Office Manager at the **Holiday Inn, Weirton, WV**.



Congratulations to the Housekeepers at the Holiday Inn Express, Springfield, VT, for achieving perfect scores of 100% four consecutive times from InterContinental Hotels Group Mystery Shop Program! Top row (l-r): Debbie Branch, Gail Flick. Bottom row (l-r): Gale Howard, Sandy Orcutt, Executive Housekeeper Pixie Hall, Lisa Daniels. Not pictured: Ruth Davis and Kim Theegte. Way to go, Springfield housekeepers!

### Inn the News



Elaine Quigley

The Surfside Hotel & Suites, Provincetown, MA, welcomes **Elaine Quigley** as its new GM!

**Ruth Mills** and **Leslie Kidder**, both **Kansas City Steakhouse** waitresses at the

**Holiday Inn, Concord, NH**, recently gave birth to beautiful baby girls! Ruth gave birth to Lily Elizabeth in June, while Leslie welcomed her daughter, Jenna, in March.



## Housekeepers get “VIP treatment”

The housekeeping staff at the Best Western Inn & Suites, Rutland, VT, got a fantastic surprise last April, when a limo whisked them away to dine at the South Station Restaurant. General Manager Kim Bryan coordinated the surprise by scheduling a housekeeping meeting for the staff. Much to the speechless group’s delight, a limousine appeared to take them downtown. The crew sipped mock champagne during the ride, and everyone was treated to a wonderful buffet lunch with their GM. Upon return to the property, Rita DeRoxas, a housekeeper who has been with the Best Western Inn & Suites for more than 19 years, remarked on how wonderful it was to indulge in “star treatment” with the rest of the team!



Back row (l-r): Youri Youkov, Josie Carroll, Ashley Stilwell, Elizabeth Davis. Middle row (l-r): Natalya Davidova, Rose MacMurray, Krystyan Pratt, Rita De Roxas. Front row (l-r): Heather O’Bara, Justin Champine. Not pictured is the photographer, Verna Pratt.



## Splish, Splash

### - Buses get a Bath

Linchris representatives recently took part in some good, clean fun to benefit Cape Cod tourism. On June 18, they participated in the Fourth Annual “Splish Splash Bus Bath” at the Cape Cod Mall in Hyannis. The fundraiser was a means of beautifying Cape Cod’s four-wheel “fleet.” “Clean buses promote a positive image of Cape Cod travel and create awareness of the motorcoach industry, which is especially busy during the summer months,” said Cynthia Ostrom, Regional Director of Sales and Marketing. Despite rainy conditions, the event raised \$1,700 to aid in the establishment of a scholarship fund for local students seeking to further their education and pursue careers in hospitality and tourism. Joining Cynthia were Hope Gaglio from the Holiday Inn, Falmouth, MA, and Adrienne DiBello from the Four Points, Eastham, MA.



The Hilton Garden Inn, Ronkonkoma, NY, opened its doors for business this summer! Shown here (l-r) are members of the hotel’s “Opening Team”: Matthew L. Lewis, Food and Beverage Director; William A. Mullaney, General Manager; Amrit Kaur, Front Office Manager; Therese Coppola, Director of Sales & Marketing; Christine Vorisek, Sales and Catering Assistant; Frank Scalli, Chief Engineer and Paul Perez, Housekeeping Director.

## Bathing Beauties compete at Radisson

Mango’s Tropical Café at The Radisson Hotel, Williamsport, PA, kicked off summer as the site of the 2003 Venus Model Search in Williamsport. The seven-week model search began in late May and culminated with the finals on the Fourth of July. The Mango’s finalist was sent to Jacksonville, FL, to attend an international job fair with modeling industry professionals. Long recognized as the world’s most exciting and rewarding model search, Venus Photo Shoot brought some splashy summer fun to Mango’s.

“This is truly an experience for women interested in modeling and acting,” said GM Jennifer Locey. Visit Mango’s online at [www.mangos-cafe.com](http://www.mangos-cafe.com).



The Four Points, Eastham, MA recently refocused its restaurant area with a new identity: Bellamy’s Grill & Bar, which opened in April. Bellamy’s (shown here) provides additional space for diners in the style of a casual, American tavern. The restaurant’s namesake, Sam Bellamy (a.k.a. “Black Sam”) is known for being the “Prince of Pirates” due to his reputation for being generous with his victims. Drop by Bellamy’s this summer to capture some delicious loot of your own!

## Reaching out in Centereach

The Holiday Inn Express, Centereach, NY, has been donating its services to a variety of local causes. The hotel recently offered overnight accommodations as a raffle prize in the “Ride for Life” campaign, an organization that raises funds for research and patient care of those suffering with Lou Gehrig’s disease. The Holiday Inn Express also provided overnight packages to raffles benefiting: the 12th annual charity golf outing “Give Kids the World,” an independent non-profit organization serving children whose last wish is to visit Walt Disney World and other Central Florida attractions; the annual “One Enchanted Evening” gala for the Fortunato Breast Health Center; and “Hope for Nicole,” a local fundraiser to aid a child suffering from traumatic brain injuries.

Award *continued from cover*

Brett plans to take St. Johnsbury's award-winning guest service to the next level next year. "We've earned the biggest distinction a Comfort Inn can achieve. Our guests will expect 'Inn of the Year' service," he said. The bar is raised to a whole new level to meet these expectations." Brett considers the award a wonderful way to bring visitors to St. Johnsbury, located in the "Northeast Kingdom" of Vermont. "Burke Mountain is nearby, and we offer the best ski and stay packages for our guests."

In July, the **Comfort Inn's** success continued when it also earned Choice Hotels International's highest honor: the Platinum Award. Visit "Vermont's Taj Mahal" online at [www.vtcomfortinnsuites.com](http://www.vtcomfortinnsuites.com).

Sabbatical *continued from cover*

Pennsylvania and finishing a master bedroom in our house," he explained. A resident of Falmouth, Bob also plans to spend time with his wife, Debbie, and their children, Marissa, 5 and Robbie, 8.

Nicole, by contrast, is taking a laid-back approach. "I'm going to enjoy not having to plan so much," she said. She does plan to visit several of the other Linchris properties and rent a house on the ocean for a few days. "It's going to take a few weeks to get adjusted to a slower pace," she added. The Troy, NH resident is a working mom who is grateful for the opportunity to devote lots of time to her husband, Mark, and their daughters, Alexis, 9 and Alaina, 12.

Both GM's proudly endorse the individuals who are filling their shoes. In Falmouth, Assistant GM Michelle Waldon will stand in for Bob, while Director of Sales Sandy Smith takes the reins in Keene. "Sandy is well-prepared for this opportunity," said Nicole, while Bob added, "I'm extremely confident that Michelle will do a great job."



More than 1,000 people took part in the Comfort Inn Rock n' Road Race to benefit the Payson Center for Cancer Care on May 29. The Comfort Inn, Concord, NH, was a sponsor of the event. Ten employees from the hotel tackled the four-mile course. Front row (l-r): Peggy Plumer, Mizzy Justin, Jessica Jenkins, Barbara Faley, Michelle Wilson, Roberta Plourde. Back row (l-r): Sean Foster, Michael Neadeau. The event raised \$85,000 for cancer care. Great job, Concord staff!



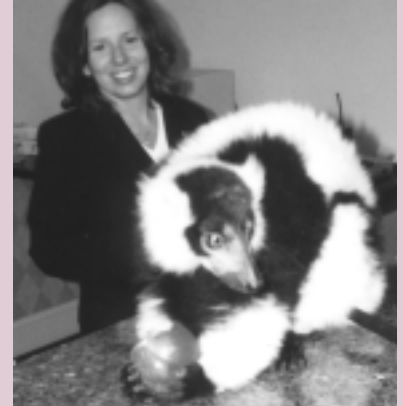
Linchris Hotel Corporation has recently acquired its 23rd property! Nick Pancoast (above) is excited to be General Manager of The Hampton Inn, Colchester, VT. Three miles north of Burlington, this three-floor hotel is located near the University of Vermont and St. Michael's College, as well as the Green Mountains' golf courses and ski resorts. The hotel will begin a complete guestroom renovation once the summer season has ended. This momentous acquisition is the fifth Linchris property in the beautiful Green Mountain State!



It is a sure sign of summer when the Holiday Inn Express, Rockland, MA, revives its tradition of weekly barbecues. General Manager Amarjit Khara (right) and Front Desk Associate Alex Elliott (left) work together at the grill, serving up hot dogs and hamburgers for mid-week guests.

## Seeing Stars

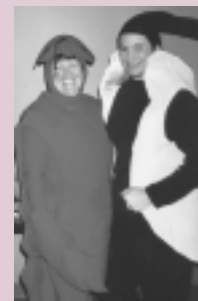
Some furry friends from SeaWorld San Diego visited **The Radisson, Williamsport, PA**, for a program recognizing the partnership between Woolrich Inc. and SeaWorld. "Bacari," a black-and-white roughed lemur, stole the show with his friends: two penguins, a kookaburra and a tarantula!



"Bacari" checks "inn" with Jennifer Locey

The "sharp dressed men" of ZZ Top must have made a stir when they recently stayed at the **Holiday Inn, Weirton, WV**.

Mega-star Sheryl Crow brought a little bit of rock n' roll to the **Holiday Inn, Concord, NH**!



"Sea" stars Janet Daugherty (left) and Adrienne DiBello (right) visit the Four Points Reservation Center in Fall River, MA. They came dressed as Cape Cod's catch of the day: a lobster and a clam.

The Linchris Insider is a publication of  
**Linchris Hotel Corporation**  
269 Hanover Street • Unit #2  
Hanover MA 02339  
(781) 826-8824  
[www.linchris.com](http://www.linchris.com)

Executive Editor - Robb Moskowitz